Transformando los procesos de tu negocio con

Microsoft 365

Veronica Nuñez Ayala
Territory Channel Manager
OCP & SMC – SMB Caribbean

What is digital transformation?

Accelerate your digital transformation

Empower Employees

Mobile experiences
Self service
Industry Collaboration
Sending kudos
Company glossary

Engage Customers

Customer care
Customer experience Transformation
Digital marketing
Service productivity
Social engagement

Optimize Operations

Workflow management
Resource utilization
Facility Management
Better service delivery
Actionable insights
Supply Chain

Transform Products

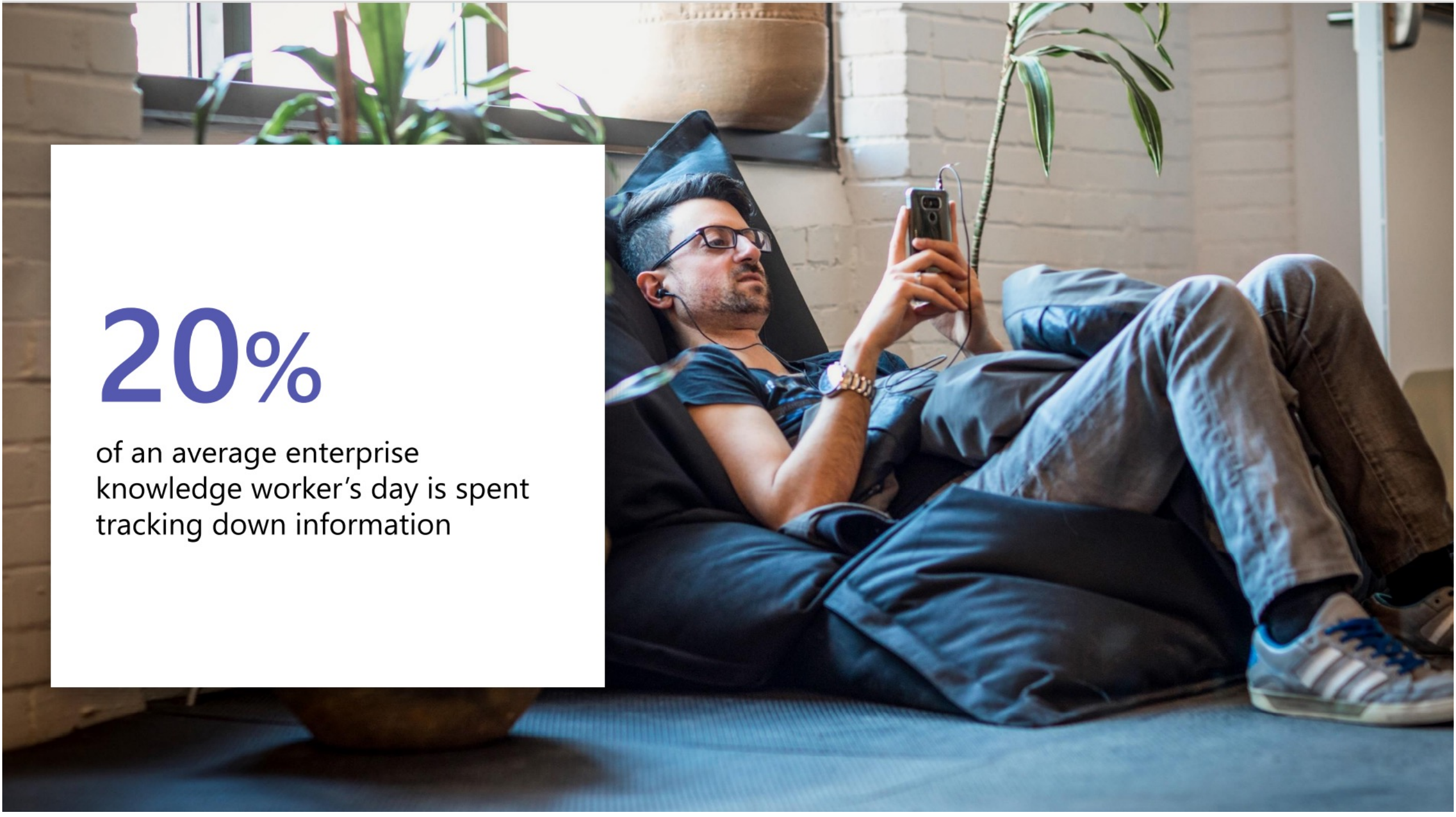
Task assignment
Book a corporate asset
Smart Knowledge sharing
Company innovation
Interview management
Product delivery

Fluent and intelligent

People and team centric

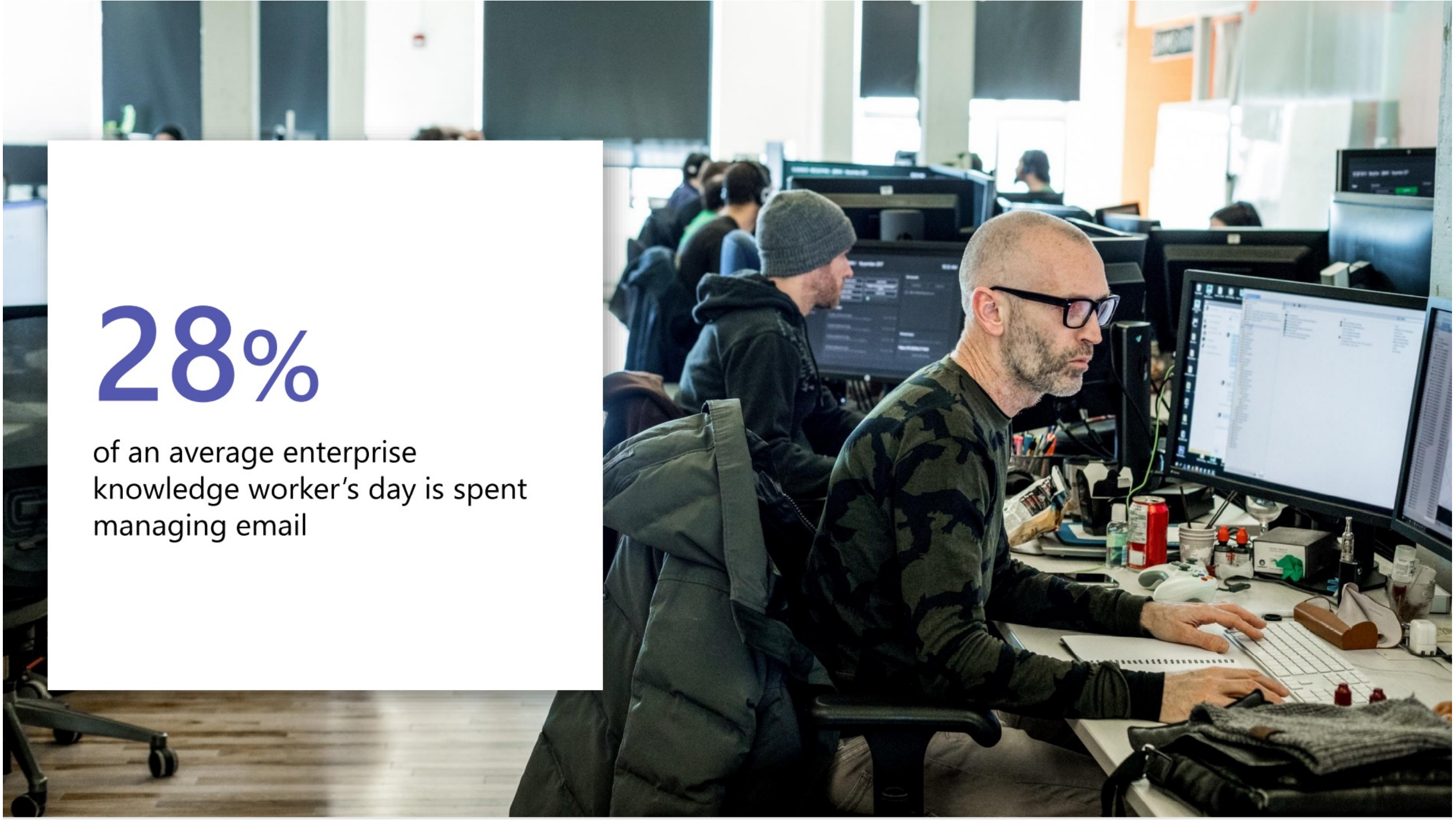
Seamlessly integrated

Managed and secure



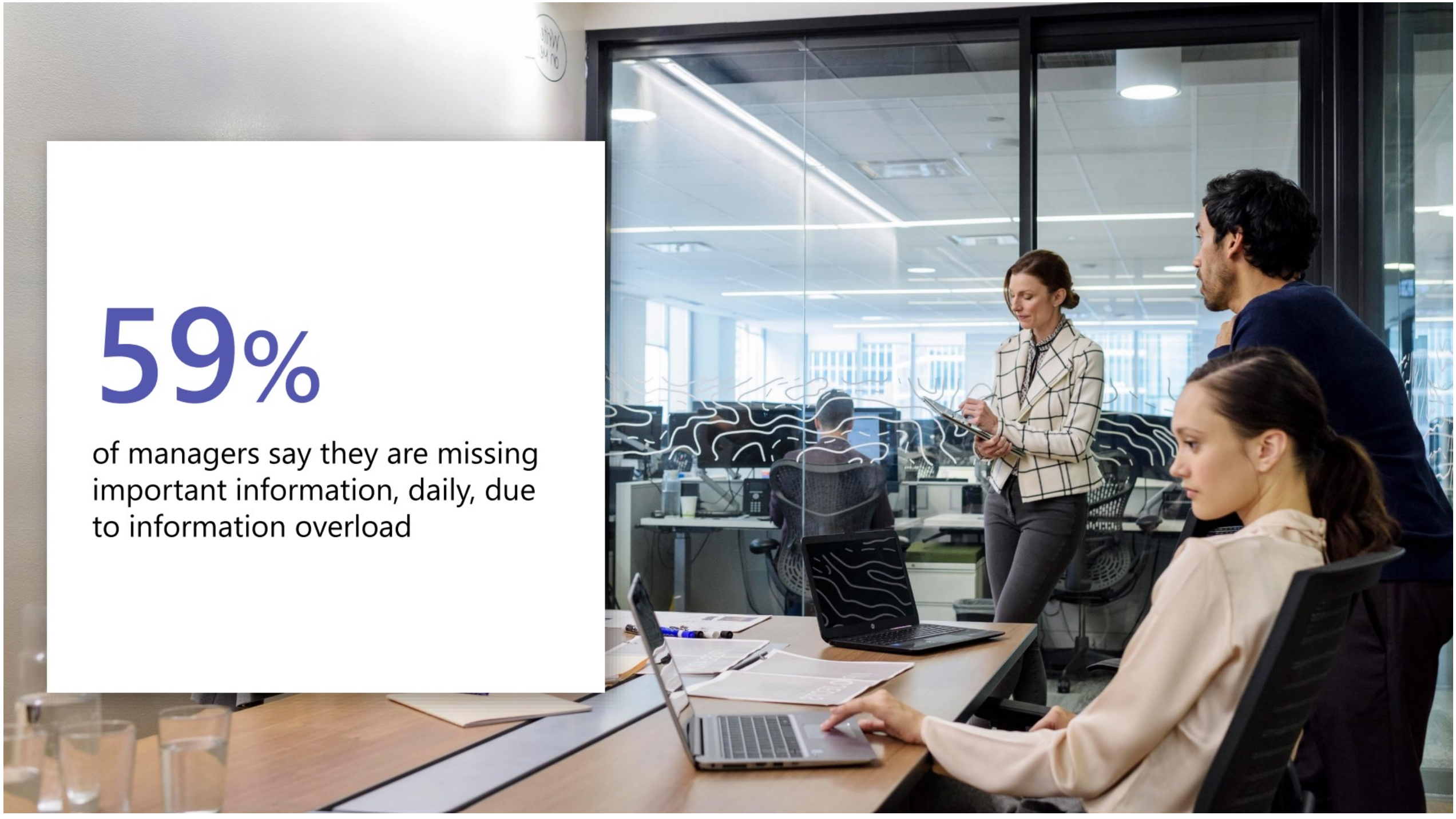
20%

of an average enterprise knowledge worker's day is spent tracking down information



28%

of an average enterprise knowledge worker's day is spent managing email



59%

of managers say they are missing important information, daily, due to information overload

Microsoft Teams

is the hub for teamwork in Microsoft 365

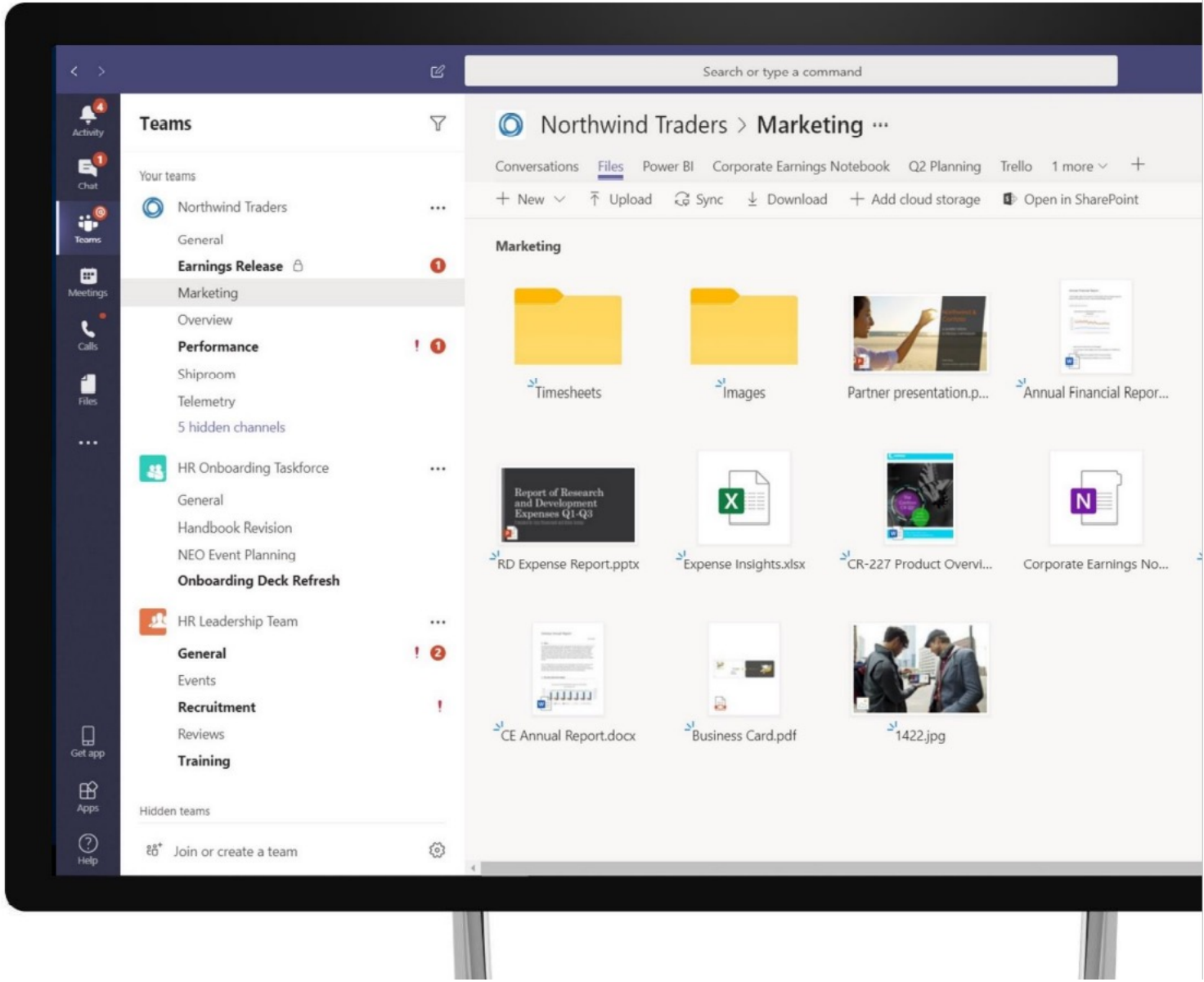
Chats

Meetings

Calls

Office 365

Enterprise-grade security and compliance



Projects

Pull together
the project team

Schedule
check in meetings

Share
pertinent information

Collaborate
on documents

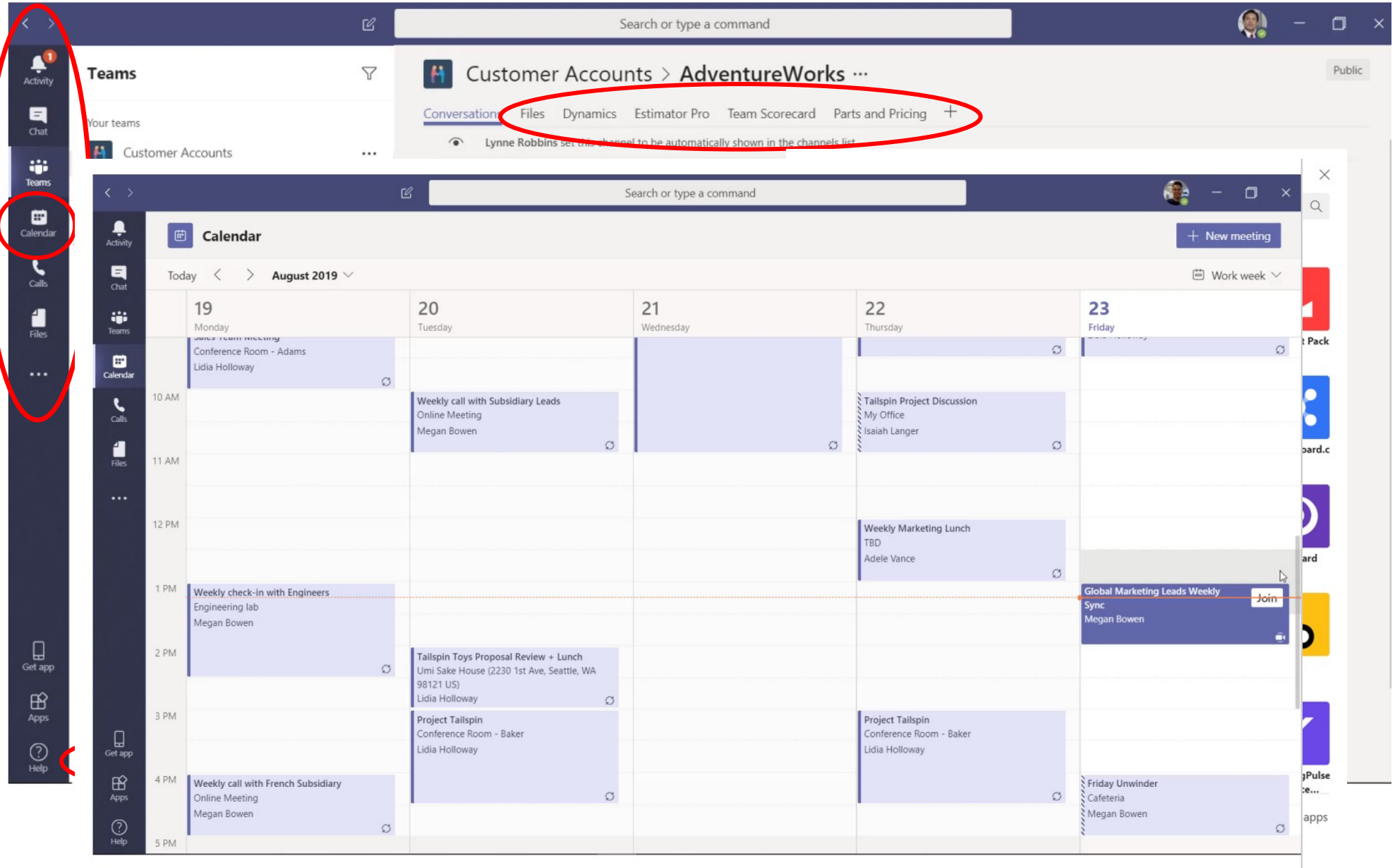
Assign
tasks & deadlines

Access
always up to date notes

PROCESS EXAMPLE:

Sales Cycle

1. Team drafts the bid
2. Sellers submit customer order
3. Create sales opportunity & model data
4. Submit proposal for approval
5. Meet/Call to close the deal



Improve employee wellbeing

Employees are facing blurred boundaries between work and home, potentially eliminating mental space between work and personal time.

Key considerations:

Create mechanisms that enable people to take breaks during their daily work.

Foster wellbeing and mindfulness.

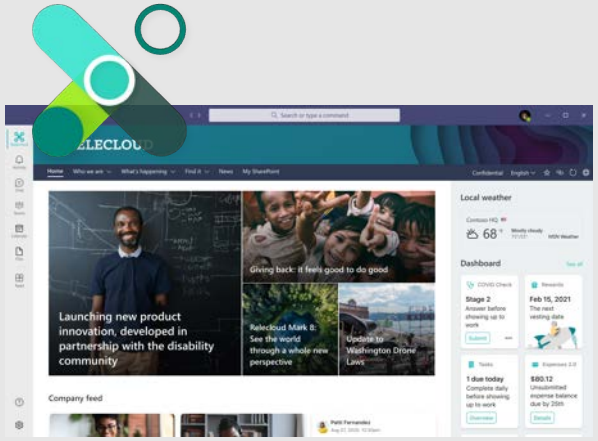
Boost employee engagement and satisfaction.

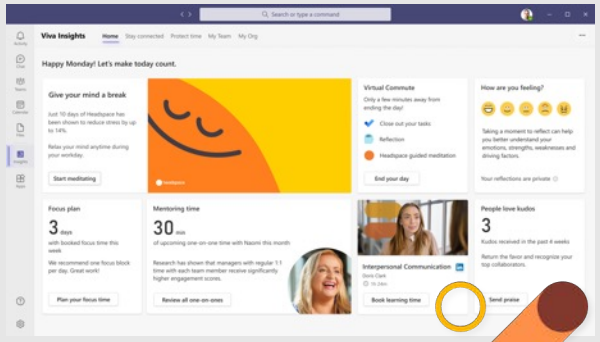
63% of employers who offer wellness programs reported increased financial sustainability and growth

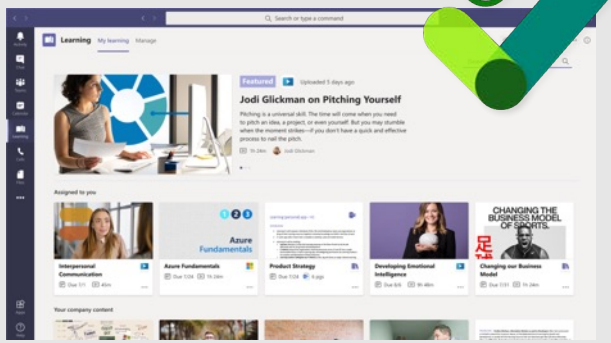
Microsoft 365

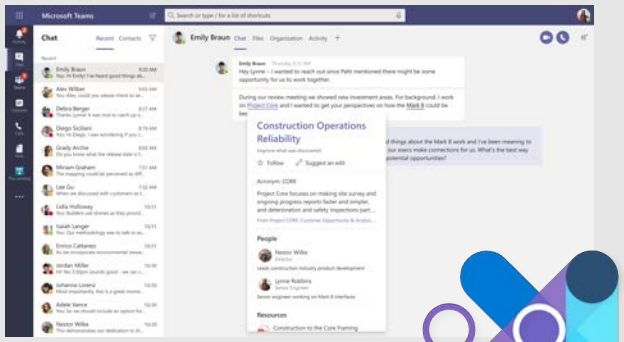
Microsoft Viva

Empower people and teams to be their best









Connections

Culture and communications

Insights

Productivity and wellbeing

Learning

Skilling and growth

Topics

Knowledge and expertise

Viva Insights

Happy Monday! Let's make today count.

Give your mind a break

Just 10 days of Headspace has been shown to **reduce stress by up to 14%.**

Relax your mind anytime during your workday.

Start meditating

Virtual Commute

Only a few minutes away from ending the day!

- Close out your tasks
- Reflection
- Headspace guided meditation

End your day

How are you feeling?

Taking a moment to reflect can help you better understand your emotions, strengths, weaknesses and driving factors.

Your reflections are private

Focus plan

3 days

with booked focus time this week

We recommend one focus block per day. Great work!

Plan your focus time

Coaching time

30 min

of one-to-one time with your manager this month

Help your manager develop a coaching culture within your team by scheduling regular 1:1 time.

Find scheduling options

People love kudos

3

Kudos received in the past 4 weeks

Return the favor and recognize your top collaborators.

Send praise

Leading remote projects and virtual teams

29m

Book learning time

Viva Insights

Outcomes
Employee experience
Team effectiveness

Happy Monday! Let's make today count.

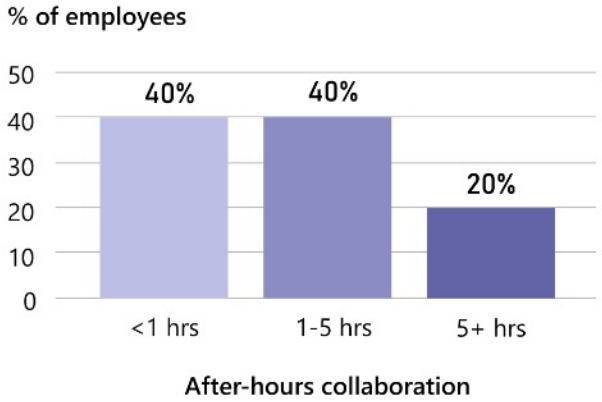
Prevent employee burnout

60%

of your team is working after hours for more than one hour each week

Consider starting a plan to help your team reduce after hours communication.

View recommended plan



Team engagement for January 2021

100%

Nice job!

You had at least 30 minutes of 1:1 time with all of your team members over the last 4 weeks.

Plan upcoming 1:1s

Quiet hours

40%

of your team is responding to emails and instant messages after hours

Consider setting up delayed email delivery.

Set up delayed email delivery

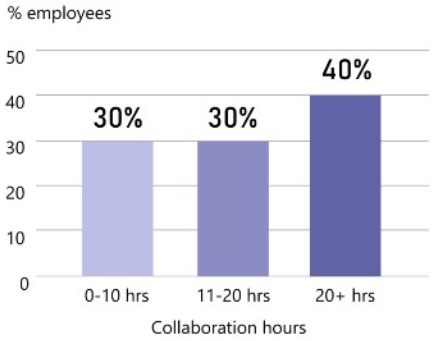
Free up capacity

40%

of employees spend 20+ hours collaborating each week

Consider reducing default meeting time to free up capacity for your team

Reduce default meeting time



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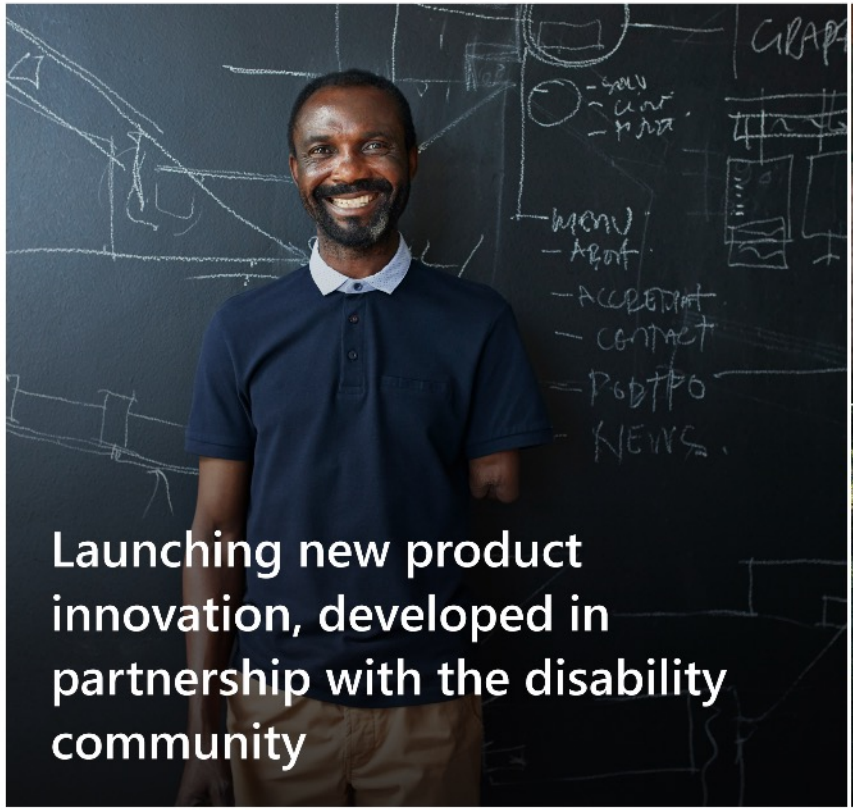
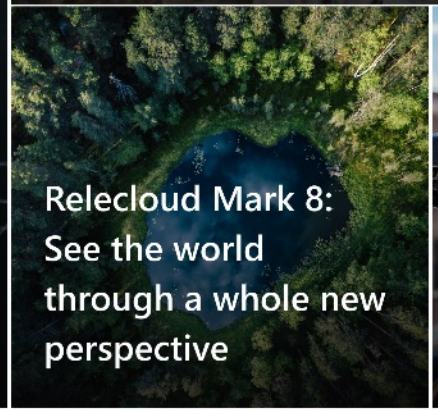
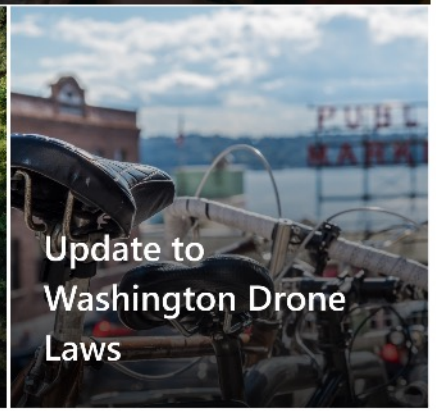
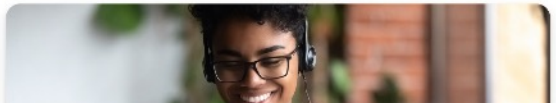
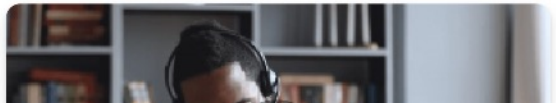






Company feed





Patti Fernandez
Aug 27, 2020. 12:30pm

Local weather

Contoso HQ

68 °F | Mostly cloudy | 75°/55° | MSN Weather

Dashboard

See all

COVID Check
Stage 2
Answer before showing up to work
Submit

Rewards
Jan 15, 2021
The next vesting date

Tasks
1 due today
Complete daily before showing up to work
Overview

Expenses 2.0
$80.12
Unsubmitted expense balance due by 25th
Details

Activity
Chat
Teams
Calendar
Files
Learning
Apps

Viva Learning

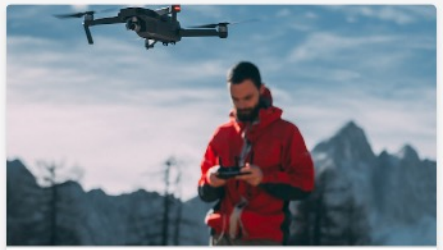
My learning
Manage

Search catalog

Assigned to you

See more

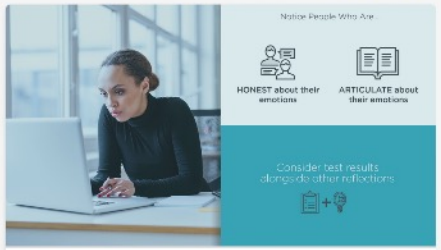
Leading Remote Projects and Virtual Teams
Cyndi Snyder Dionisio
2/12 | Course | 29m
819 227



Project SOAR Overview
2/22 | Powerpoint
322 114

Collaboration Tools
2/25 | Powerpoint
284 101

Business Case for Diversity with Inclusion
Betty Ng
3/11 | Video | 3m
742 81



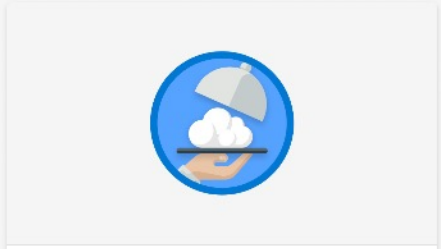
Self-assessing Your Emotional Intelligence
Alan Ackmann
3/31 | Video
624 24

Recommended

See more

Vision for Project SOAR
Video | 1h 24m
124 12

Intelligence by Design
Pdf
708 102



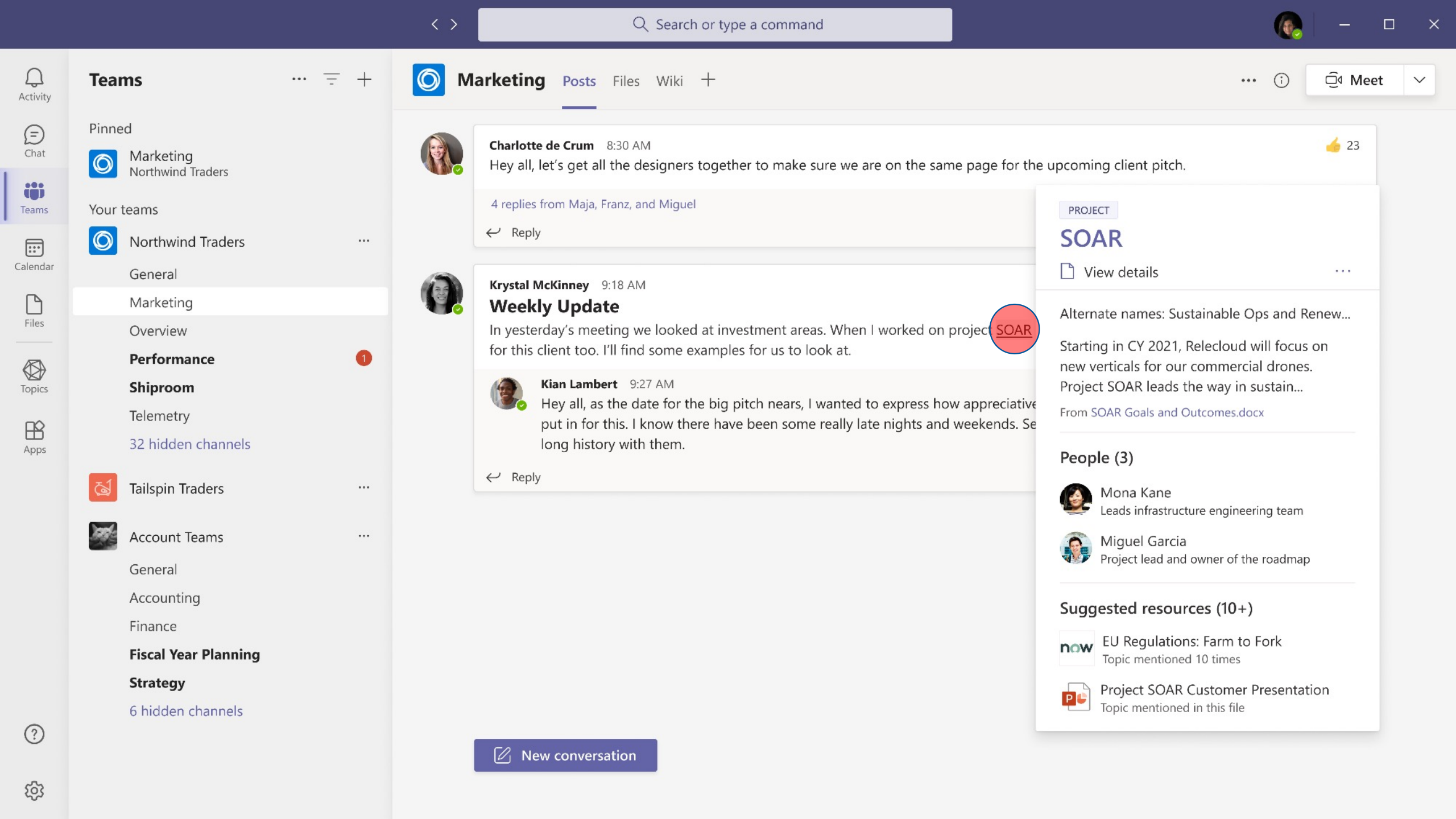
Select a Cloud Deployment Model
Module | 9m
556 221

Becoming a Resilient Person - The Science of Stress Managment
Course | 8w
891 230

Foundations of Mindfulness
Dr. Elizabeth Slator
Course | 16h
544 108

Skillsoft

See more


Search or type a command
Activity
Chat
Teams
Calendar
Files
Topics
Apps
Teams
Pinned
Marketing
Northwind Traders
Your teams
Northwind Traders
General
Marketing
Overview
Performance
Shiproom
Telemetry
32 hidden channels
Tailspin Traders
Account Teams
General
Accounting
Finance
Fiscal Year Planning
Strategy
6 hidden channels
Marketing
Posts
Files
Wiki
Meet
Charlotte de Crum 8:30 AM
Hey all, let's get all the designers together to make sure we are on the same page for the upcoming client pitch.
23
4 replies from Maja, Franz, and Miguel
Reply
Krystal McKinney 9:18 AM
Weekly Update
In yesterday's meeting we looked at investment areas. When I worked on project SOAR
for this client too. I'll find some examples for us to look at.
Kian Lambert 9:27 AM
Hey all, as the date for the big pitch nears, I wanted to express how appreciative
put in for this. I know there have been some really late nights and weekends. Se
long history with them.
Reply
New conversation
PROJECT
SOAR
View details
Alternate names: Sustainable Ops and Renew...
Starting in CY 2021, Relecloud will focus on new verticals for our commercial drones. Project SOAR leads the way in sustain...
From SOAR Goals and Outcomes.docx
People (3)
Mona Kane
Leads infrastructure engineering team
Miguel Garcia
Project lead and owner of the roadmap
Suggested resources (10+)
EU Regulations: Farm to Fork
Topic mentioned 10 times
Project SOAR Customer Presentation
Topic mentioned in this file

Unlock your most powerful advantage: human potential

Building a best-in-class employee experience is critical to the evolution and success of your business.

When you invest in your employees, they will invest in you.

22% Higher engagement for organizations with the most compelling workforce experiences

4x A thriving company culture can increase revenue and employee retention up to 4x

12% Increase in customer satisfaction when employees are highly engaged

Accelerate your digital transformation

Empower Employees

Mobile experiences
Self service
Industry Collaboration
Sending kudos
Company glossary

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Resource utilization
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Better service delivery
Actionable insights
Supply Chain

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Task assignment
Book a corporate asset
Smart Knowledge sharing
Company innovation
Interview management
Product delivery

Fluent and intelligent

People and team centric

Seamlessly integrated

Managed and secure

A typical customer’s life today is radically different from even a year ago

Technology must evolve to support new strategy

1.0 Mass communications

- Email marketing
- Ads to raise brand awareness

2.0 Campaigns

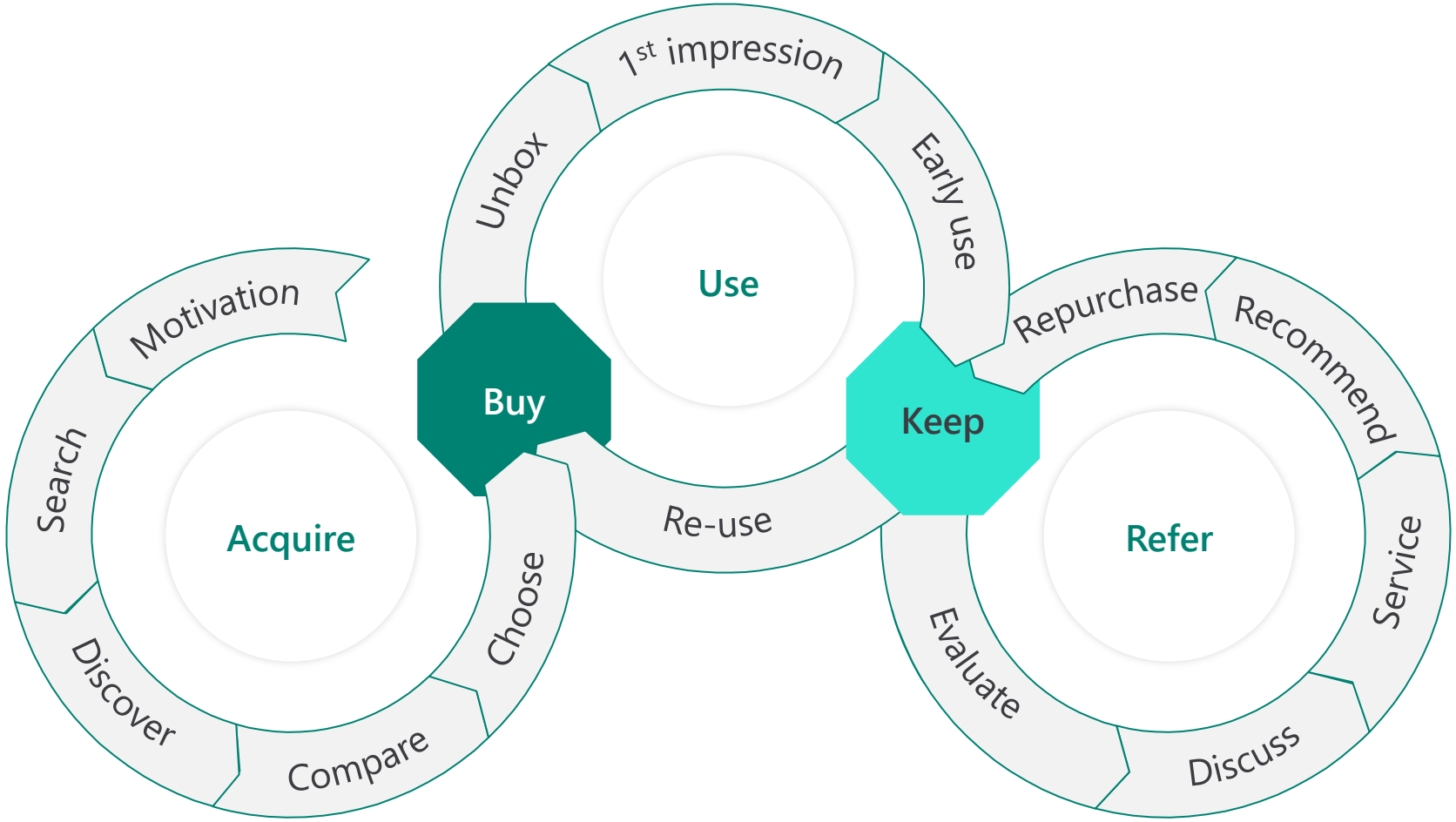
- Segment-driven campaigns
- Demand generation mindset

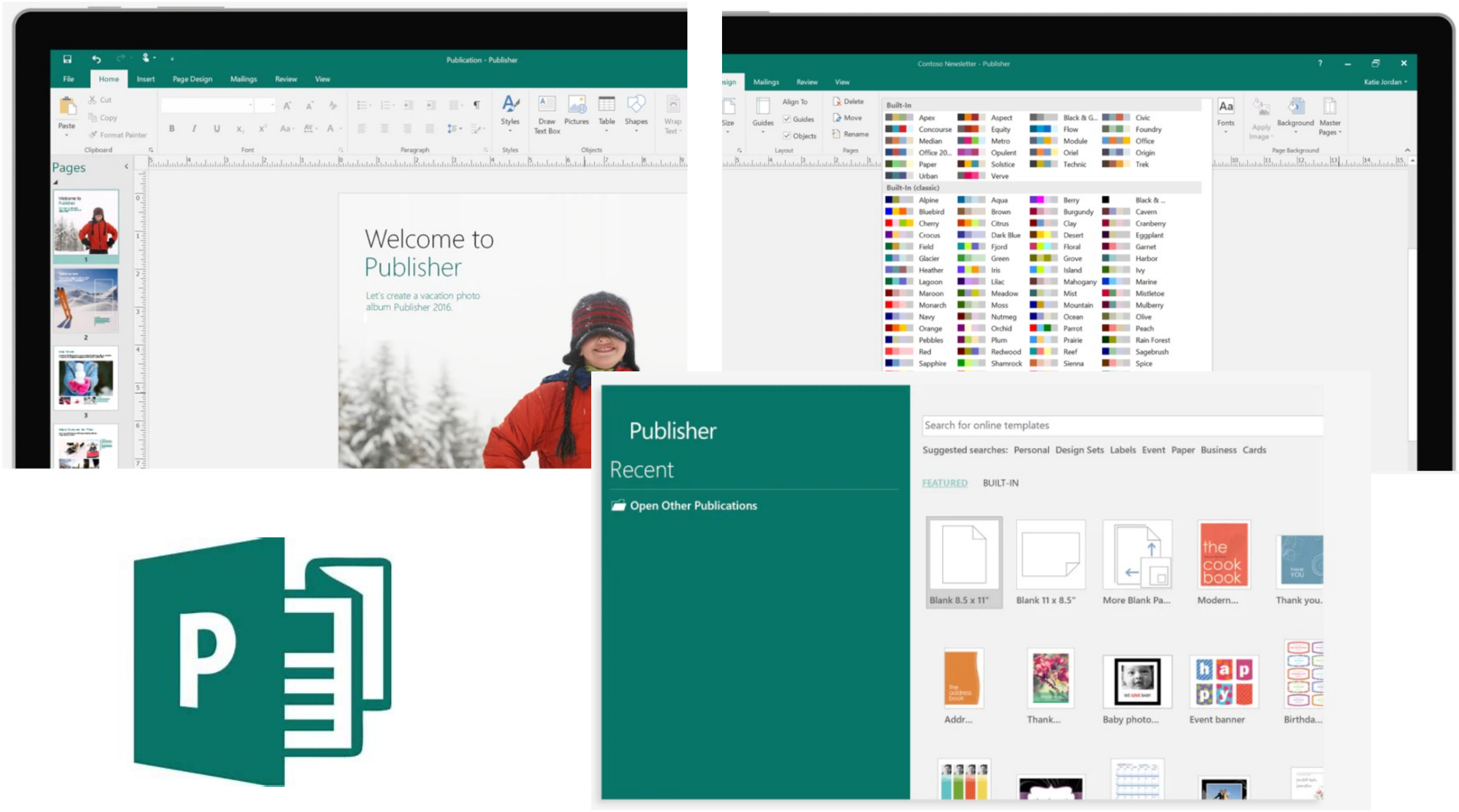
3.0 Customer experiences

- Real-time, event-based journeys
- End-to-end experiences

Customer journeys are not linear

A typical customer journey




Publication - Publisher
File
Home
Insert
Page Design
Mailings
Review
View
Pages
Welcome to
Publisher
Let's create a vacation photo album Publisher 2016.
Contoso Newsletter - Publisher
Katie Jordan
Built-In
Built-In (classic)
Publisher
Recent
Open Other Publications
Search for online templates
Suggested searches: Personal Design Sets Labels Event Paper Business Cards
FEATURED
BUILT-IN
Blank 8.5 x 11"
Blank 11 x 8.5"
More Blank Pa...
Modern...
Thank you.
Addr...
Thank...
Baby photo...
Event banner
Birthda...

Sway | Insert | Cards | Design | Remix! | Preview | Share

OneNote

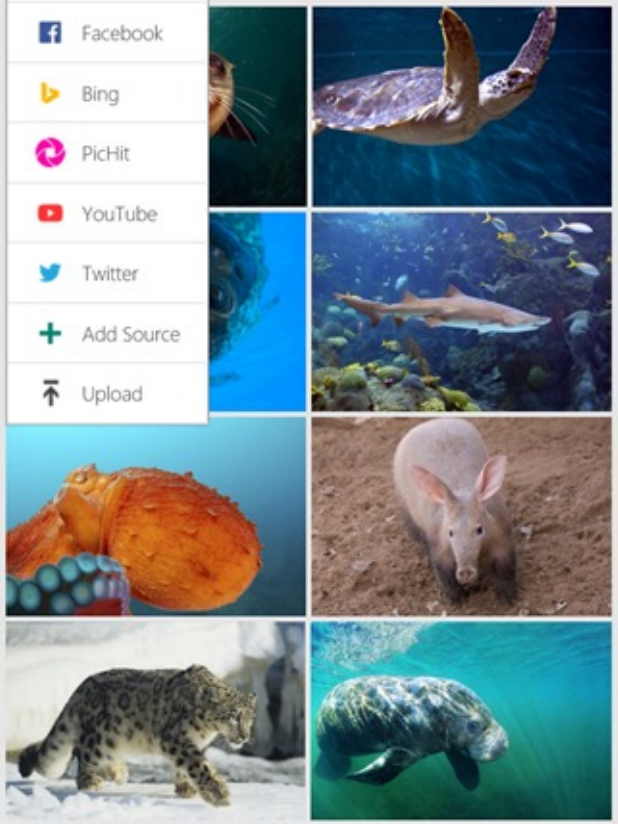
Search...

Suggested
OneDrive
OneNote
Facebook
Bing
PicHit
YouTube
Twitter
Add Source
Upload

to see added? Send feedback

Notebooks

ebooks ▸ Timothy's Notebook ▸ Biology 202



Section

Heading

Drag a picture here

Baleen Whale

Picture

Caption

Text

Blue whale

Size: 82 to 105 feet long, up to 200 tons

Life span: 80 to 90 years

Habitat: Found throughout the world's oceans, usually summering in Arctic or Antarctic regions and spending the winter in temperate or tropical waters

Picture

Caption

Text

Baleen whales live in all the earth's oceans, but they still undertake lengthy migrations tied to their feeding and mating cycles. They usually spend their summers feeding in the cold, food-rich waters of the Arctic and Antarctic and then travel thousands of miles to warmer waters to mate and give birth.

Their calves are born with relatively little blubber and would not survive in the cold water.

The whales often do not eat on these months long journeys, surviving on fat reserves built up during the summer.

Baleen whales, those that use baleen plates to filter their prey from the water, include the right whale, the grey whale, the humpback whale and the massive blue whale, the largest animal that

Bookings

Microsoft Forms

New Form

Recent Pinned Shared with me

Type to filter list

Gift Exchange Activity | Class of 2026
Veronica Nunez
54 responses

Caribbean BitTitan Promotion valid until May 20th, 2021
Veronica Nunez
66 responses

Microsoft Pride 2021
Veronica Nunez
1 responses

Class 2026 Restaurant Fundraisers
Veronica Nunez
0 responses

Class of 2026 | 6th Grade Cuota and Activities
Veronica Nunez
2 responses

Hoja de Evaluación | Políticas y Parámetros de Seguridad
Veronica Nunez
35 responses

Efficiency & Impact on Sales | Daily Meetings
Veronica Nunez
12 responses

SMB Team Efforts amid Covid-19
Veronica Nunez
29 responses

Hoja de Evaluación | Microsoft Teams Nivel 100
Veronica Nunez
31 responses

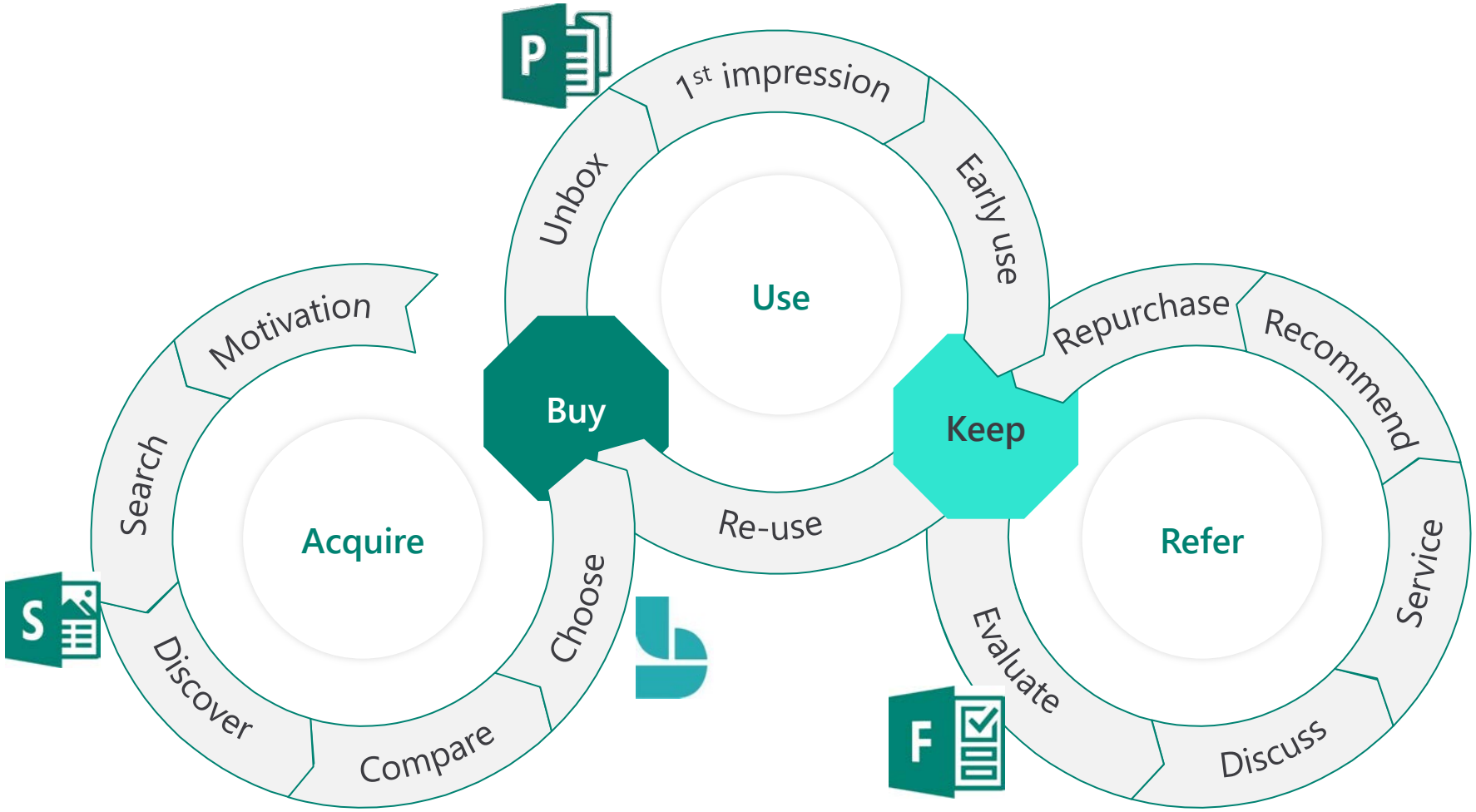
Untitled form
Veronica Nunez
0 responses

Partner Ecosystem Covid-19 Checkpoint

Feedback

Customer journeys are not linear

A typical customer journey



Engage your customers in real time, at scale

64%

of B2C consumers expect companies to interact with them in real time

Customer Centered Strategies

2 to 6 touchpoints

In 2001, the average consumer used only two touch-points when buying an item. Today, it is almost six touchpoints.

Aberdeen Group

Microsoft 365

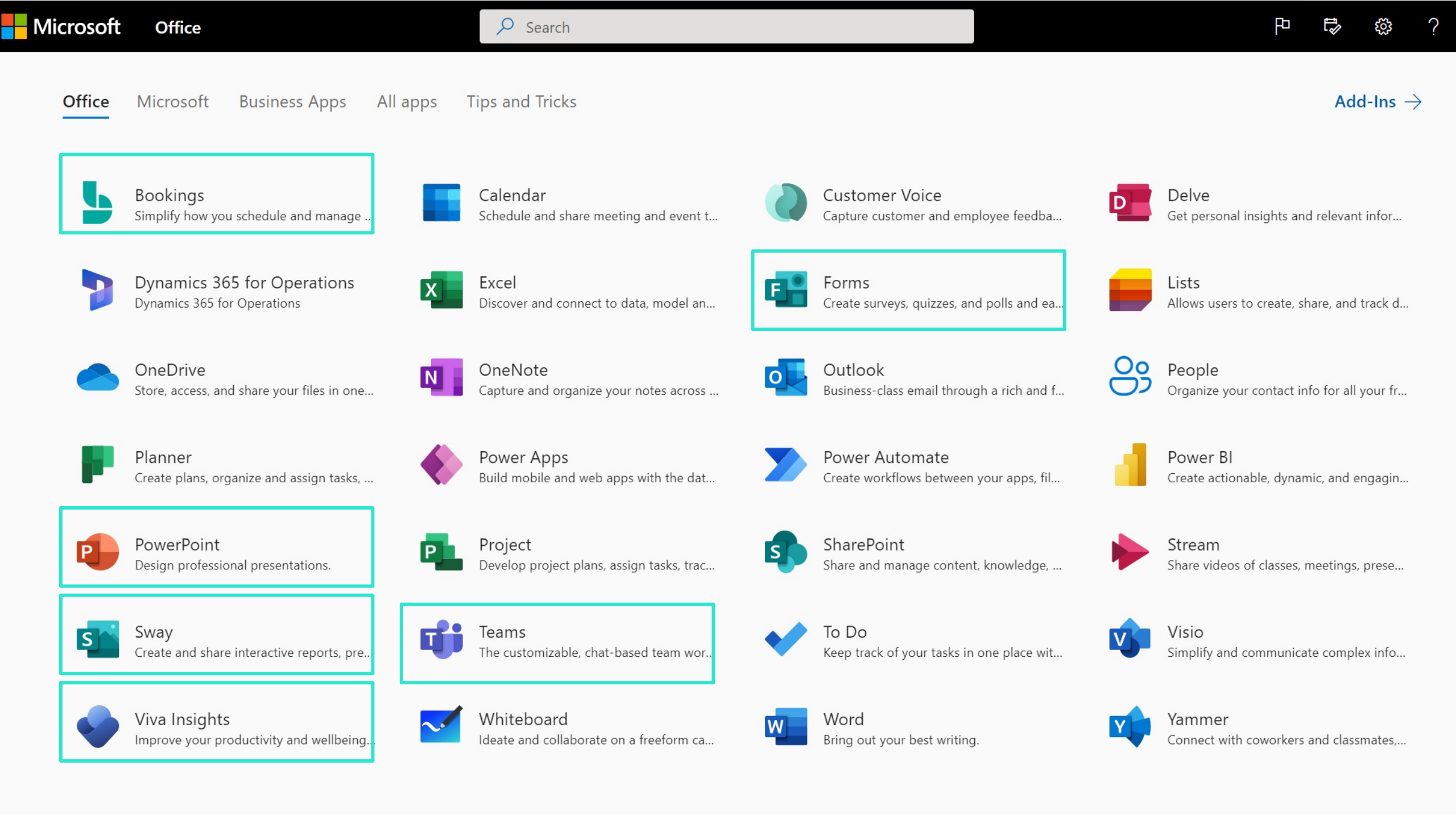
A complete, intelligent, secure solution to empower employees

Unlocks creativity

Built for teamwork

Integrated for simplicity

Intelligent security

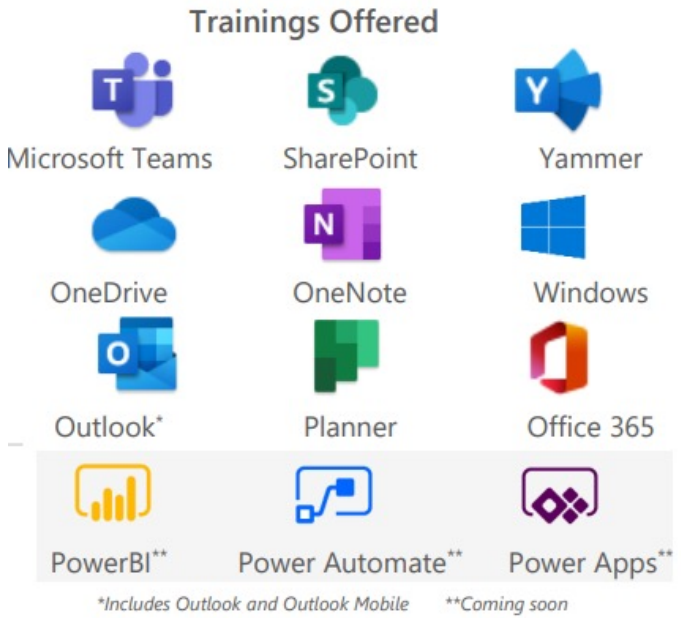

Microsoft
Office
Search
Office
Microsoft
Business Apps
All apps
Tips and Tricks
Add-Ins
Bookings
Simplify how you schedule and manage ..
Calendar
Schedule and share meeting and event t...
Customer Voice
Capture customer and employee feedba...
Delve
Get personal insights and relevant infor...
Dynamics 365 for Operations
Dynamics 365 for Operations
Excel
Discover and connect to data, model an...
Forms
Create surveys, quizzes, and polls and ea...
Lists
Allows users to create, share, and track d...
OneDrive
Store, access, and share your files in one...
OneNote
Capture and organize your notes across ...
Outlook
Business-class email through a rich and f...
People
Organize your contact info for all your fr...
Planner
Create plans, organize and assign tasks, ...
Power Apps
Build mobile and web apps with the dat...
Power Automate
Create workflows between your apps, fil...
Power BI
Create actionable, dynamic, and engagin...
PowerPoint
Design professional presentations.
Project
Develop project plans, assign tasks, trac...
SharePoint
Share and manage content, knowledge, ...
Stream
Share videos of classes, meetings, prese...
Sway
Create and share interactive reports, pre...
Teams
The customizable, chat-based team wor...
To Do
Keep track of your tasks in one place wit...
Visio
Simplify and communicate complex info...
Viva Insights
Improve your productivity and wellbeing...
Whiteboard
Ideate and collaborate on a freeform ca...
Word
Bring out your best writing.
Yammer
Connect with coworkers and classmates,...

How can Microsoft help you transform

Aventura Pyme
28 de septiembre

JORNADAS TOUR PYME

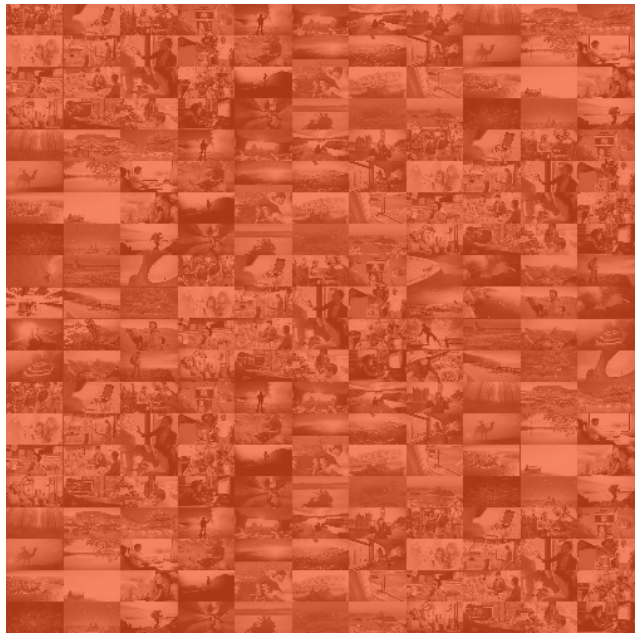
Jornadas Tour Pyme
9 y 10 de noviembre

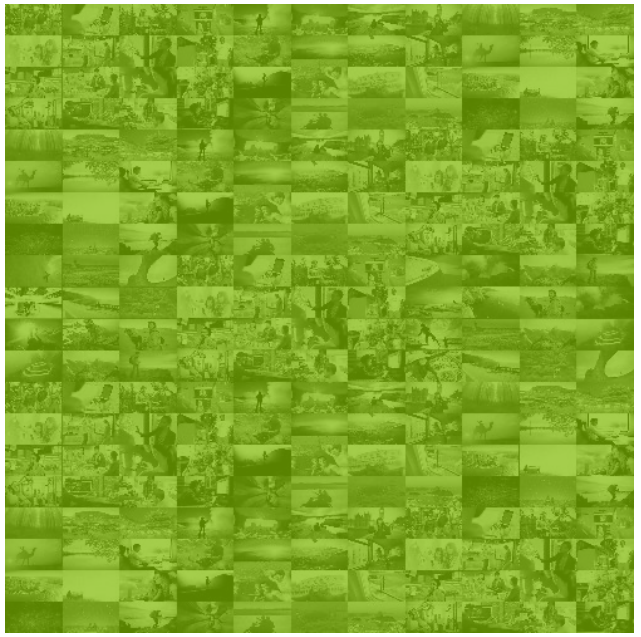


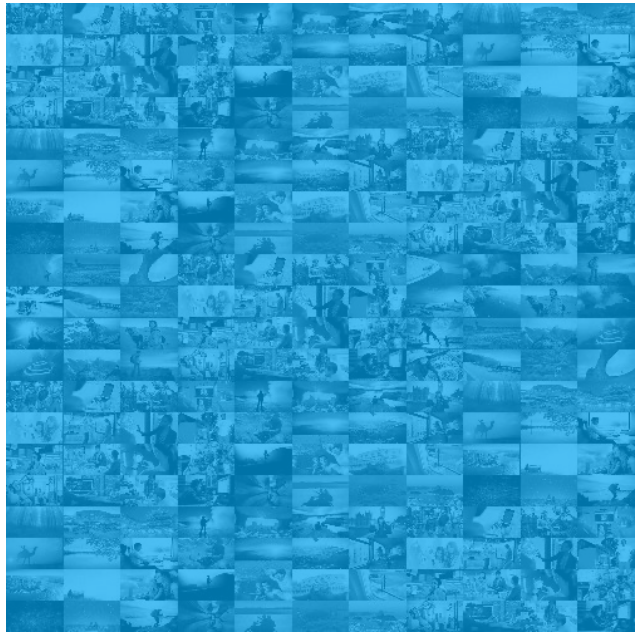
Adoption Trainings
Free of charge

Microsoft mission

Empower every person and every organization on the planet to achieve more.







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