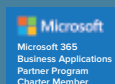




# AI-powered Digital Workplace Case Studies

Delivered by





## FOREWORD

Suzy Dean  
CEO &  
Microsoft  
MVP

I have spent a lot of time with the C-suite this year, both through my 'Interviews with the C-suite' vlog that you can find on the AddIn365 website, and at our IT Leaders' Lunch, a quarterly event that we have begun to run for business and IT decision makers with an interest in digital workplace.

I have learnt that leadership teams are looking to make investments in technology that will reduce the number of mistakes that are made in the organisation. I am told this trumps technology that might allow for a reduction in headcount (existing headcount is priced into budgets already unless cuts have to be made) and is more important than return on investment. How can that be? In short, mistakes cost money and that directly impacts profitability.

Which leads me on to the focus for this year's brochure. AI is everywhere since the launch of ChatGPT at the end of 2022, with many CIOs asking what it's for. Our 2024 edition focuses on four stories that explain how AI has been used to reduce the number of potential mistakes in organisations, that might otherwise be made.

St. James's Place make use of AddIn365's AI-powered Content Confidence Kit and Collections experience to ensure their partners give the right financial advice to clients.

WPP's operating company, Kinetic have adopted AddIn365's AI capabilities to turn SharePoint pages into PowerPoint, to support the compliance of their project delivery to clients.

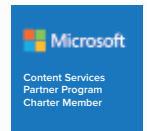
ASMPT have designed and implemented their complex Microsoft Teams governance strategy using AddIn365's Creation Pack product, to ensure all their content is secure – including that of their global R&D teams who design and iterate their multi-billion dollar products. The Creation Pack uses AI to apply the right governance to Microsoft Teams without the need for employee action.

Agrii are using AddIn365's AI Viva Connections Dashboard Tiles to deliver dynamic job guides to agronomists that are literally out in fields, advising farmers on crops appropriate to the soil type.

A big thank you to our contributing clients for taking the time to share their journeys so openly with us. I hope you enjoy the read and, as ever, don't hesitate to get in touch if you want to know more.

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## ABOUT US

AddIn365 are a London-headquartered Microsoft Charter Partner, recognised as one of the best partners globally for Business Applications and Content Services solutions by Microsoft.

AddIn365 are specialists in delivering digital workplaces on Microsoft 365; from productivity solutions that leverage AI and the Power Platform to communications capabilities that leverage Viva, SharePoint and Teams.

AddIn365 is home to three global experts in workplace technology – Suzy Dean, Wes Hackett and Paul Schaeffli – who all hold Microsoft MVP status. The MVP award cannot be studied for; it is awarded by Microsoft Product Groups directly to a few thousand people globally, from a community of more than two million practitioners.

Our expertise is why the world's biggest brands trust AddIn365 to deliver their digital workplaces on Microsoft 365.

## OUR CLIENTS INCLUDE:





# How do you use AI to ensure clients get the best possible experience of your products?

## CASE STUDY

### St. James's Place

#### CONTEXT

Protecting money for over 30 years, FTSE 100 company, St. James's Place has built a global reputation and brand to be proud of. To ensure they're consistently delivering the best possible services to clients, St. James's Place always look for ways to improve their products.

St. James's Place's digital workplace sits at the heart of their business, ensuring their 13,000 Partners and 3,000+ employees always have access to the information they need. In 2021, AddIn365 worked with St. James's Place to begin transitioning their digital workplace from Alfresco to Microsoft 365 to deliver a fully branded, personalised experience for their employees and Partners.

With Microsoft 365 in situ as the digital employee experience platform of choice, St. James's Place next wanted to rebuild their Advice Framework site. The Advice Framework houses the advice policy Partners must adhere to when giving advice to clients, and helps Partners to understand their clients' needs and prepare a recommendation for them.





“We’re pleased with the launch of the new Advice Framework. Our Partners feel more empowered to deliver the right advice to clients, as the information they need is easy to find and their content journey is now personalised to their roles. We look forward to continuing our partnership with AddIn365.”

Jonathan Green, Advice Portfolio Owner

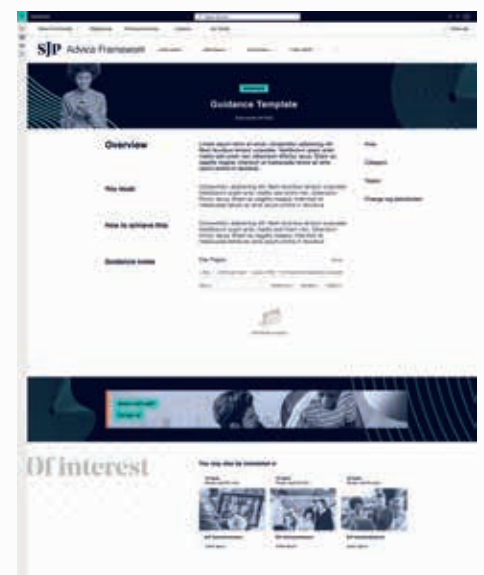



## THE REQUIREMENTS

St. James's Place already had an Advice Framework site set up, which was designed to surface information to their Partners. However, their Partners didn't find the existing site easy to use.

- The content was organised according to the teams that created the content, rather than task-based, which would have been more intuitive for Partners.
- The content was open to all, making it 'noisy' and hard to quickly find relevant information.
- The existing search functionality was poor and didn't return useful results making it a challenge to find specific guidance.
- There was no personalisation, which meant the Partners had to navigate through a lot of content to get to the information they used regularly.
- Feedback was ad hoc and came manually through helplines or St. James's Place's business assurance teams. As such, feedback was not centralised or digitised.
- Making updates to content as a result of regulatory changes and compliance reviews were manual and had to be facilitated by teams in IT, and therefore labour and time intensive.

To ensure their Partners were able to access the right information to assess their clients' needs and form suitable recommendations, St. James's Place looked to AddIn365 to deliver a new Advice Framework that would offer AI-powered automation, personalisation and up-to-date content for their Partners.





Collections allows individual users of the Advice Framework to create virtual “handbags” of content (page and document based) where they can collect relevant guidance and return to it quickly at a later date.

## THE SOLUTION

### Delivering relevant information: Targeted content

Content within St. James’s Place’s existing Advice Framework site was open to all, with no content targeting set up. As a result, St. James’s Place Partners struggled to find the information they needed quickly and had to go through irrelevant content to locate the information they needed.

AddIn365 resolved this issue by designing audience targeting and an intuitive task-based architecture.

AddIn365 worked with St. James’s Place to define the content audiences. Partners, Partner support teams and head office teams were identified as core audiences for the content.

A task-based architecture was designed that mapped a formal reference, a main content area, a subcategory and topic, making the content easy to navigate.

By defining audience roles and developing an intuitive architecture, St. James’s Place were able to show the right content to the right roles.

### Powering personalised experiences: Using an AI mix toolkit

#### **Collections**

St. James’s Place wanted to deliver a personalised experience to the users of the Advice Framework. AddIn365 offer a suite of AI tools, some of which were deployed to support this objective. AddIn365’s Collections capability sits within the Advice Framework site and on mobile as a Viva Connections dashboard tile. Collections allows individual users of the Advice Framework to create virtual “handbags” of content (page and document based) where they can collect relevant guidance and return to it quickly at a later date – removing the need to search for it again.

With Collections visible both within the new Advice Framework site and on mobile, Partners are now able to access the information they need, whether they are onsite with clients or in the office, on their laptop or mobile.

#### **Content Confidence Kit**

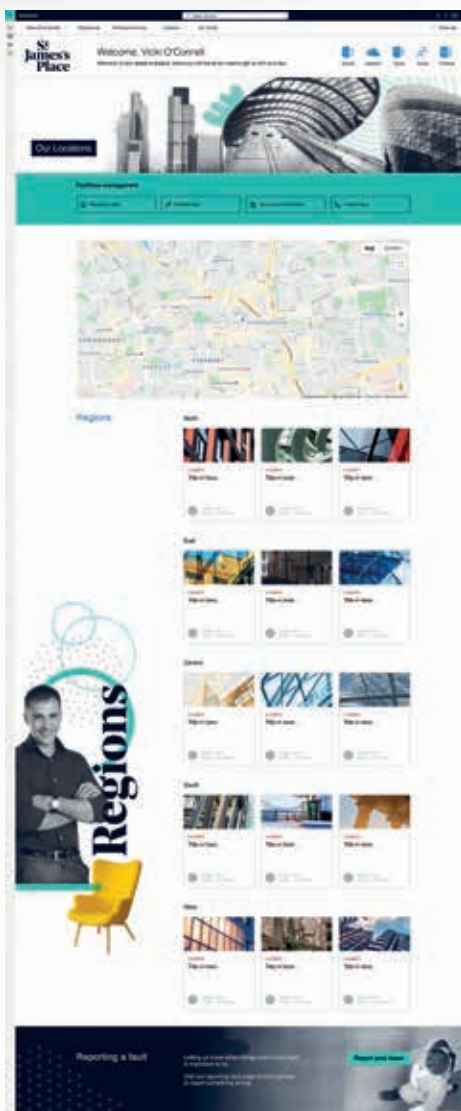
The St. James’s Place’s Advice Framework site had no formal feedback process set up, with much of it received verbally into teams and no single point of centralisation. With an ongoing requirement to optimise the advice being given, something easy to use, immediate and automated was required.





“We’d partnered with AddIn365 previously on the refresh of our corporate intranet site, so to provide a consistent and personalised experience to our Partners and their support staff through the Advice Framework, it made perfect sense to work with them once again on our new Advice Framework. AddIn365 understand our business, our values and what we want to achieve, and we were delighted to work closely with them again.”

Jonathan Green, Advice Portfolio Owner



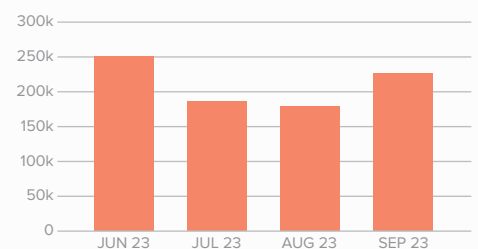
AddIn365’s Content Confidence Kit was introduced to fix these issues. The Content Confidence Kit provides a chatbot on the Advice Framework site through which users of the content can ask for specific advice (as an alternative to using the navigation) and provide feedback on it. This AI-powered chatbot has relieved the reliance on internal technical helplines and allowed Partners to self-serve simpler queries.

The fully branded chatbot provides the Partners with content homed in the site, so there is no requirement for St. James’s Place to manage a second set of bot-specific content.

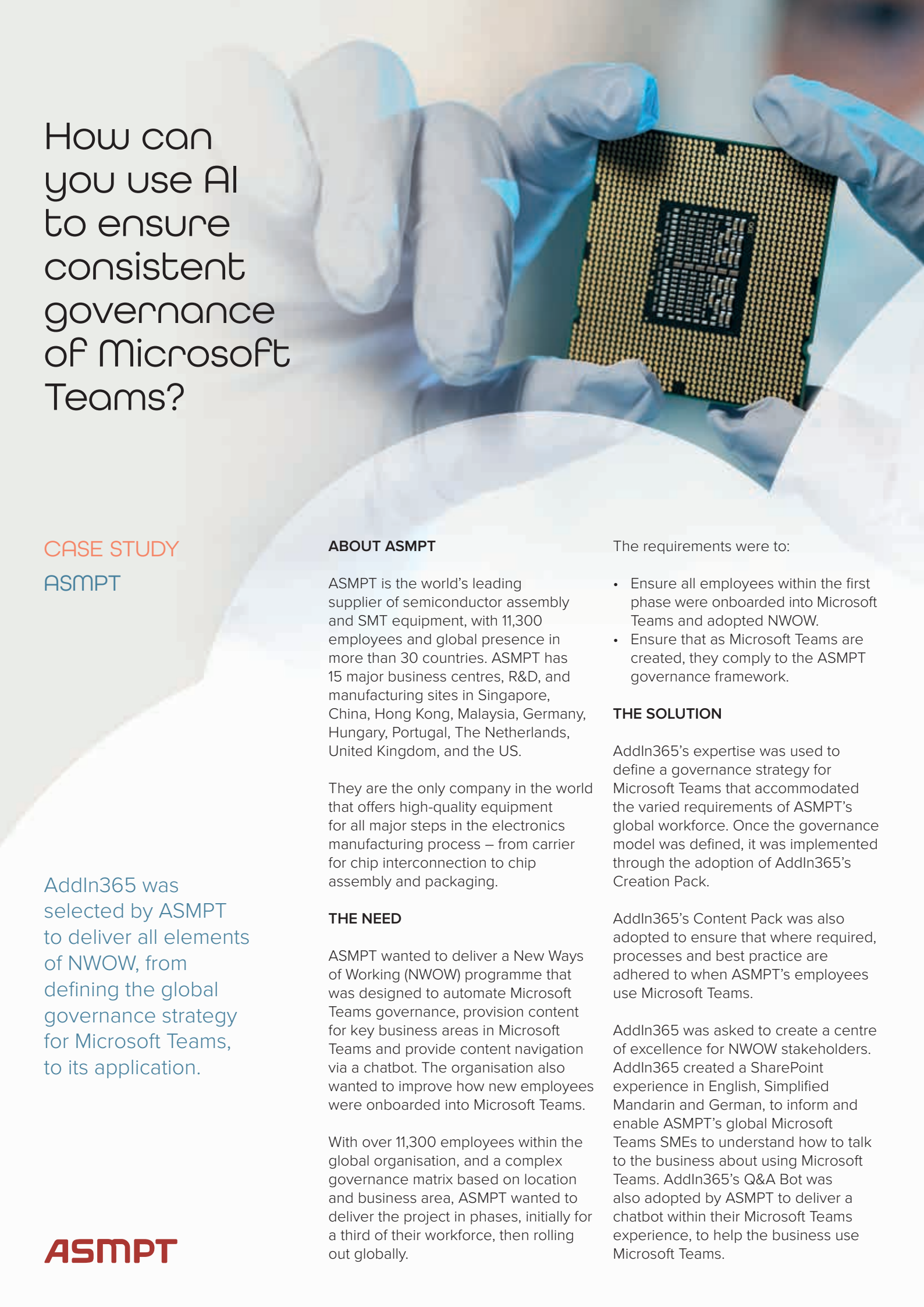
As feedback comes in from users of the site, the feedback is centralised in a list so that content owners can take the feedback onboard and optimise content accordingly. Furthermore, the Content Confidence Kit provides an ‘all questions asked’ list that has helped the Advice Framework team understand content that is required, which may not exist today. This has hydrated the Advice Framework content roadmap based on the real needs of users, which in turn increases value and the relevance of content to Advice Framework users.

## THE RESULTS

Since launching in June 2023, the new Advice Framework site has been widely used across St. James’s Place. In the first month the site has had over **25,000** reads and, in the months since has had an average of **161,943** reads each month, which means that St. James’s Place’s Partners are consistently using the new site to access the right information and deliver the right advice to their clients every time.



Uptake of the chatbot has seen similar success rates and, in the first month alone, a total of **810** questions were asked by St. James’s Place community.



# How can you use AI to ensure consistent governance of Microsoft Teams?

## CASE STUDY

### ASMPT

AddIn365 was selected by ASMPT to deliver all elements of NWOW, from defining the global governance strategy for Microsoft Teams, to its application.

#### ABOUT ASMPT

ASMPT is the world's leading supplier of semiconductor assembly and SMT equipment, with 11,300 employees and global presence in more than 30 countries. ASMPT has 15 major business centres, R&D, and manufacturing sites in Singapore, China, Hong Kong, Malaysia, Germany, Hungary, Portugal, The Netherlands, United Kingdom, and the US.

They are the only company in the world that offers high-quality equipment for all major steps in the electronics manufacturing process – from carrier for chip interconnection to chip assembly and packaging.

#### THE NEED

ASMPT wanted to deliver a New Ways of Working (NWOW) programme that was designed to automate Microsoft Teams governance, provision content for key business areas in Microsoft Teams and provide content navigation via a chatbot. The organisation also wanted to improve how new employees were onboarded into Microsoft Teams.

With over 11,300 employees within the global organisation, and a complex governance matrix based on location and business area, ASMPT wanted to deliver the project in phases, initially for a third of their workforce, then rolling out globally.

The requirements were to:

- Ensure all employees within the first phase were onboarded into Microsoft Teams and adopted NWOW.
- Ensure that as Microsoft Teams are created, they comply to the ASMPT governance framework.

#### THE SOLUTION

AddIn365's expertise was used to define a governance strategy for Microsoft Teams that accommodated the varied requirements of ASMPT's global workforce. Once the governance model was defined, it was implemented through the adoption of AddIn365's Creation Pack.

AddIn365's Content Pack was also adopted to ensure that where required, processes and best practice are adhered to when ASMPT's employees use Microsoft Teams.

AddIn365 was asked to create a centre of excellence for NWOW stakeholders. AddIn365 created a SharePoint experience in English, Simplified Mandarin and German, to inform and enable ASMPT's global Microsoft Teams SMEs to understand how to talk to the business about using Microsoft Teams. AddIn365's Q&A Bot was also adopted by ASMPT to deliver a chatbot within their Microsoft Teams experience, to help the business use Microsoft Teams.





“We selected AddIn365 because of their strong focus on user experience and use of AI to minimise the cognitive effort of adopting Microsoft Teams. We have complex cross-group governance requirements and did not want to try to train our 15,000 strong workforce on our governance strategy – we wanted it applied automatically for efficiency and our peace of mind.”

Ian Bleazard, Senior Director of Infrastructure

## CREATING THE RIGHT ENVIRONMENT FOR SUCCESS

As a global business, ASMPT's different teams had varying requirements for the Microsoft Teams governance strategy. For example, their German team had to consider what governance would be acceptable to their Workers Council.

Using AddIn365's experience and expertise in Microsoft Teams governance, the following technical governance definitions were determined with ASMPT's global IT team:

- An appropriate naming convention.
- Differences between end user-visible and IT-visible naming.
- Policies for employees.
- Where guest access is appropriate and where it is not.
- Variations by location and department.
- Microsoft 365 tenant set up to support ASMPT group outcomes – differing business units had different requirements to be catered for.

AddIn365's Creation Pack ensures Microsoft Teams governance is always adhered to, applying an organisation's governance strategy without the need for business stakeholders to manually apply the right governance settings.

The ASMPT IT team wanted an outcome they termed – IT Governed, Business Driven, which meant the business could adopt Teams at the speed they wanted within a governance framework determined by IT and IT would not be a bottleneck in roll out.

IT also wanted to ensure that Teams were only created to support business outcomes and not create a large Teams 'sprawl' that would hamper long-term engagement across the business.

Where Creation Packs allow for fully democratised Microsoft Teams creation, so all employees could be given access, ASMPT opted to keep Teams provisioning locked down outside of IT – and the Creation Packs and approach with AddIn365 enabled this. Once ASMPT had signed off their Creation Pack requirements, these packs were produced and made available to the right stakeholders within the business. For example, the supply chain and business departments in Europe had access to the Europe supply chain Creation Packs.

At the point of delivery, using a chatbot interface affectionately named ASkMe, that was made available in Microsoft Teams, the IT function at ASMPT then enabled core business resources access to create Teams using ASkMe with the desired governance settings in a few clicks. And, as this was all done automatically, there was no need for ASMPT to train their end users, resulting in significant time savings and also ensuring that Teams were only created to support business process.



## BUILDING A CENTRE OF EXCELLENCE

Since launching NWOW, ASMPT has seen consistent engagement and uptake from their workforce, resulting in better processes, adherence to governance and best practice, and increased self-service.

To embed the Microsoft Teams governance across ASMPT, AddIn365 created a centre of excellence for NWOW.

The centre supports both the project team and change managers in understanding the onboarding process through how-to guides and FAQs, empowering them to successfully onboard other employees whilst adhering to the company-wide standards.

The hub also documented changes to Microsoft Teams and how these might impact the onboarding process, enabling ASMPT's team to adapt to any changes with ease.

Due to the global nature of ASMPT, AddIn365 delivered the hub in multiple languages, starting with German and Chinese Mandarin. This empowered their global SMEs with regional specific resources.

To further embed best practice, AddIn365's Content Pack was adopted by a smaller cohort of business areas where processes were repetitive and would benefit from automation. Content Pack uses AI to populate a Microsoft Team with information such as Teams channels, folder structures, Planners and third-party tools to help complete work. Content Packs are made available to an employee based on their role. By building Content Packs specific to the different roles within ASMPT, best practice and defined processes were easy to adopt and embed across the organisation – and by using an AI-powered product, ASMPT were no longer reliant on an individual simply knowing best practice as it would be provisioned for them in an environment to do their work.

Finally, to provide ongoing support to ASMPT, AddIn365 ran bi-weekly support sessions across two time zones to give change managers the chance to ask questions and discuss any scenarios or challenges they need to.



“We’re pleased with the work AddIn365 has done to deliver NWOW. Their use of AI has resulted in increased efficiency and improved cross-group collaboration for our employees, and the cognitive effort of adopting Microsoft Teams was minimised as a result of the partnership.”

Ian Bleazard, Senior Director of Infrastructure

## BETTER PROCESSES, ADHERENCE TO GOVERNANCE & BEST PRACTICE, PLUS INCREASED SELF-SERVICE

### CHANGE AND COMMUNICATIONS

AddIn365 worked closely with the ASMPT change management team to provide:

- A communications framework to launch Microsoft Teams to ASMPT employees.
- ADKAR plan assets.

AddIn365 worked with the ASMPT change team to support the organisation’s wider move to using Microsoft Teams. A communications framework and ADKAR plan was produced to socialise the new collaboration capabilities available to ASMPT employees.

ASMPT wanted to ensure the transition to Microsoft Teams was seamless so, as well as adopting Creation Pack and Content Pack to embed governance, process and best practice.

### THE RESULTS

Since launching NWOW, ASMPT has seen consistent engagement and uptake from their workforce, resulting in better processes, adherence to governance and best practice, and increased self-service.

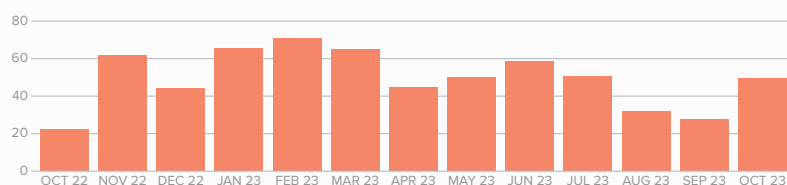
#### **Creation Pack**

The Creation Pack is used consistently month to month and, in the last 12 months alone (October 2022 – October 2023), ASMPT have used the Creation Pack to generate **743** Microsoft Teams over 12 months, with an average of **53** active Creation Packs a month.

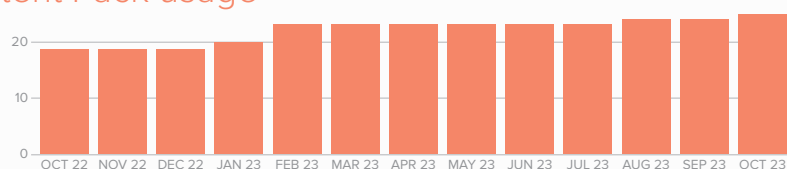
#### **Content Pack**

The Content Pack has also seen consistent usage over since NWOW launched and, in the last 12 months (October 2022 – October 2023) active Content Packs have increased month on month. As a result of the delivery of NWOW, ASMPT’s global employees can optimise their use of Microsoft Teams whilst complying with the governance strategy. Collaboration, visibility and self-service have improved, and new employees are onboarded seamlessly by the change managers.

### Total Creation Pack usage



### Total Content Pack usage





# How can a global team deliver a world class client experience, powered by AI?

## CASE STUDY WPP Kinetic

### ABOUT WPP KINETIC

If you look around when you are outside of your residence, you may well find yourself encountering an out-of-home (OOH) advertising message placed by WPP's operating company, Kinetic.

OOH is a form of communication that targets customers and citizens while driving, shopping, recreating, or commuting - think posters on bus shelters, signage in shopping malls, or digital ads on kiosks in airports. It has better audience reach than any other media channel, reaching 97% of all UK adults every single week.

Kinetic is the world's leading planner and digital innovator in OOH advertising. The organisation combines deep market knowledge with its proprietary audience-based planning platform to seamlessly connect out-of-home planning, execution and performance measurement to digital, mobile, video, CTV, audio and other channels.

Using dynamic data and technology, Kinetic converts market and brand insights into creative solutions that transform consumer experiences into 'Active Journeys', driving measurable actions in context. Whether it's through mobile and social, location-based experiences or in-transit, Kinetic is committed to pioneering new ways to driving efficiency and measurable transactions between brands, audience, and peers.

### WORLD-CLASS CLIENT EXPERIENCE

Kinetic engaged AddIn365 to automate their three-stage client 'Active Journey' experience.

The Active Journey mission is to optimise a client's OOH spend through a three-stage process.

1. Connect is the first stage of the process that defines the client's goals and sets the strategy for their campaign.
2. Engage is the execution phase.
3. Optimise looks to measure and iterate the campaign.

This best-of-breed process for project execution and client experience needed to be disseminated through Kinetic's employees in an easy to understand and follow format.



“We are an extremely client focused business, so naturally we want to optimise the ROI on client projects by verifying authenticity, measuring effectiveness and learning through analytics. AddIn365 has helped us to deliver on our vision.”

Karin Baatsch-Deboulet, EVP Operations, WPP Kinetic



“The automation and AI delivered by AddIn365 as part of our Active Journey have helped us to operate even more competitively in our market.”

Karin Baatsch-Deboulet,  
EVP Operations, WPP Kinetic



#### A SELF-SERVICE DIGITAL WORKPLACE

The goal of automating Kinetic’s Active Journey is to make critical information points more accessible to employees as they engage with clients.

Kinetic were already using Microsoft 365 so, with this goal in mind, AddIn365’s Creative and Page Kit has been used as the experience layer on top of SharePoint Modern. It has delivered a responsive mobile interface to ensure Kinetic’s employees can access the Active Journey framework whether they are onsite with a client or hybrid working.

In engaging AddIn365, Kinetic wanted to eliminate standalone information silos between Kinetic employees that might be working on the same campaign. AddIn365 recommended surfacing key data points and outcomes in a central hub.

The hub has been delivered by AddIn365 on SharePoint Modern using Creative and Page Kit. It delivers a task-based architecture that helps employees working on a client campaign to have visibility of the client programme, as they move through the Active Journey. Furthermore, a processes hub provides employees with the Active Journey steps and associated resources.

“Our Active Journey experience is now available to our employees wherever they are trying to work from, it is easy to follow thanks to the task-based architecture and on-brand, so our portal experience looks and feels like Kinetic. We are thrilled with the result!”

Karin Baatsch-Deboulet, EVP Operations, WPP Kinetic





“AddIn365 have been a productive and trusted partner of WPP at Group level for many years. AddIn365’s team understood what was important to us, and ultimately to our clients, and delivered an innovative solution which is exactly what we asked for – on time and on budget.”

Karin Baatsch-Deboulet, EVP Operations, WPP Kinetic



## CREATING ONE KINETIC

Kinetic wanted their client experience to feel more uniform and on-brand, wherever in the world that client has been engaged. AddIn365 met this objective by delivering a brand site to ensure all employees use the latest Kinetic brand assets. A case studies site has also been developed to provide employees with their latest client successes and examples of best practice to socialise with clients.

## DRIVE EFFICIENCY FOR CLIENTS

Kinetic wanted to drive efficiency in their processes and increase the pace of knowledge sharing, so AddIn365 additionally designed and implemented automation and AI for their hub.

The automation built by AddIn365 captures the briefing of a project to socialise the scope to the wider client team. This has saved considerable time that would have been spent in meetings.

AddIn365 created a bespoke AI process that, from a completed form, builds out case study pages and a PowerPoint deck to showcase project success. This has put the latest Kinetic success stories in the hands of employees in rapid time, strengthening the go-to-market momentum in the business.

## THE RESULT

Kinetic and AddIn365 have delivered a truly customer-focused digital enablement platform.

# How do you use AI to architect a site for employees that each have unique requirements?

## CASE STUDY

Agrii

### ABOUT AGRII

Agrii is an organisation that is part of the food production supply chain, providing agronomy services, technology, and strategic advice to farmers in the UK. Agrii combines excellence and innovation with the latest research and development to ensure their customers can meet today's farming challenges with knowledge and confidence. Their intelligence and data are relied upon by over 20,000 British farmers, representing some 40% of UK arable agricultural output.

Agrii have two core audiences:

1. Central teams
2. Frontline workers

Central team members work in business functions such as HR, Finance, Marketing and IT and often operate in a hybrid model, working between home and office.

Most frontline workers at Agrii are agronomists, who act as the go-between for farmers and crop researchers and are concerned with the health of crops used to produce food. Spending most of their time in fields, agronomists review research and use this knowledge to help recommend solutions to farmers,

to help their growing operation. With such a reliance on their advice, and a weight of responsibility to keep farms profitable and the environment protected, Agrii's agronomists must get their recommendations to farmers right.

### THE NEED

Agrii wanted to deliver a new digital workplace on Microsoft 365, and were looking for:

- A fresh employee experience that would bring the Agrii brand to life.
- An approach to make content more findable - in particular, a mobile experience that would support the agronomists out in the fields, with relevant content that supports their work.
- Price certainty and a speedy delivery approach.

Additionally, Agrii needed to migrate their content from SharePoint 2013 to SharePoint Online.

Agrii wanted to use SaaS products for Microsoft 365 to deliver on their goals, from a partner that could also provide services to support their implementation. With this in mind, Agrii selected AddIn365 to deliver the work.



“We are pleased that our ambitious goals for our employee experience have been delivered in partnership with AddIn365. Using AddIn365 products and services alongside our internal capabilities, we have been able to take advantage of Viva Connections and bot capabilities, to deliver a highly personalised user experience.”

Andreea Ailenei, Programme Manager, Agrii



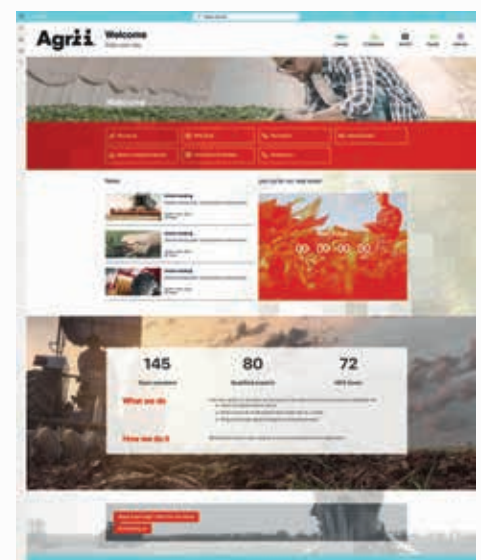
## CONTEXT-DRIVEN EXPERIENCES

Agronomists spend their time in fields with farmers, advising and making recommendations on plans and interventions suitable for the environment. Agrii wanted to support their agronomists in accessing the data they need in the moment, to support their client recommendations.

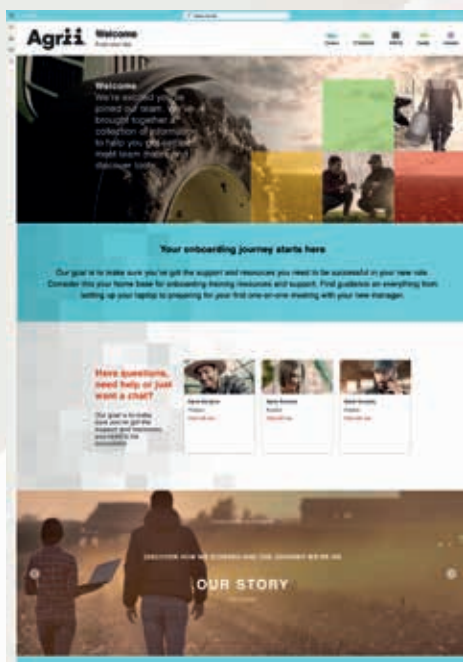
Following a discovery phase with the agronomists, it emerged that each agronomist likes to work differently; their method of collating crop, soil and product information varies.

Agrii's people, specialised and market leading, have developed their own unique value-adding ways of liaising with and supporting their customers with the most up-to-date intelligence. It was therefore essential that the new experience could be tailored, personalised, and offer digital satisfaction to all employees as individuals, rather than being seen as having generic role-based needs.

AddIn365 provided a solution for agronomists in delivering a context template. The context template allows for data to be collated in a free form, so that agronomists can bring information together in a context that makes sense to them. This innovative solution has meant that the project team have been able to provide a single solution that will work for all agronomists, without one-to-one consultation and solution delivery.







## VIVA CONNECTIONS DASHBOARD

The Viva Connections mobile app makes it easy for employees to access data, connect with their colleagues, and utilise the tools they need seamlessly.

AddIn365 advised Agrii to make use of the Viva Connections mobile experience, which allows access to the digital workplace from one mobile app; the SharePoint sites experience, a fully personalised feed for news and community activity, alongside a tailored dashboard that provides rapid access to job-related tasks.

A specialist in implementing Viva Connections dashboards, AddIn365 built an agronomist dashboard experience, tailored to each employee.

The dashboard consists of cards that engage viewers with existing Teams apps, third-party apps, custom solutions, internal and external links.

AddIn365 provided Agrii with 6 cards for agronomists that deliver priority information to this audience and support their ability to quickly utilise research and make recommendations to farmers, when they are onsite at one of the UK's farms.

## AI-POWERED VIVA CONNECTIONS TILES

To truly tailor the dashboard experience to each Agrii agronomist, AddIn365 leveraged AI. Using natural language understanding and automatic content analysis, AddIn365 created two bespoke Viva Connections tiles for Agrii:

- Job Guides
- Collections

# A personalised mobile experience



## Job Guides

Job Guides empowers the agronomists to find the scientific and seasonal content they need in SharePoint through AI-powered prompts and options - and optimised for mobile. This enables agronomists to quickly find the right information when out in the field and with customers.

With many variables influencing the advice the agronomists give, it is critical to ensure they always had the most up-to-date information available to them.

## Collections

Collections empowers the agronomists to curate pages and documents they often use within the digital workplace, to meet a particular objective. For example, a collection of content might be created for a particular season or crop. Using Collections, agronomists have this information at their fingertips rather than needing to go hunting for it.

Furthermore, as Collections dynamically bring together pages and documents agronomists don't need to download them. So, when information is updated centrally, all agronomists automatically have access to that latest information in their personal Collections.

Popular Collections, and those used by top performers, are automatically analysed and shared with other agronomists using AI to ensure everyone has access to best practice.

You can learn more about how this was delivered by watching AddIn365's presentation with Agrii at ESPC 2022:



## USING A BOT

On any given day, an Agrii agronomist could need to access one of the 100,000 documents they have access to, to provide the very best intelligence to farmers. Agrii required a method through which an agronomist could find and access the data they need, easily.

## Content Confidence Kit

Agrii invested in AddIn365's Content Confidence Kit, which provides bot-based access to these documents. Agrii's bot – Alfred – has optimised the findability of key documents and provides a feedback mechanism on content, allowing the project team to evolve the available content as the agronomists' requirements change.





With cutting edge products, AddIn365 help organisations everywhere take advantage of Microsoft 365 services to better meet their communication and collaboration business objectives.



# Content Confidence Kit uses a chatbot interface to manage your SharePoint content lifecycle

## PRODUCT

### Content Confidence Kit

AddIn365's AI-powered Content Confidence Kit helps you to keep your intranet content up to date, so your teams can be confident that they're receiving the right information.

It becomes part of the SharePoint editing experience. So, whilst you're creating pages, you are teaching the AI at the same time by adding questions and answers that relate to the content.

Your employees can then use the chatbot to quickly locate the information they need. The Content and Confidence Kit provides a natural language experience where users can type in their questions and receive answers.

You can even allow for vague questions from employees by creating follow-ups for the bot to ask, to delve into their query.

Individuals can provide feedback on the answers they receive, which will be sent directly to the content owner, so they can amend the content or reach out to the sender to provide support.

- Ensure your intranet content is timely and accurate over its lifecycle.
- Support your workforce with the content they need to be productive.

## CONTENT CONFIDENCE KIT PRICING

Conversations	Price**
2,000	£1,100
4,000	£2,200
6,000	£3,300
8,000	£4,400
10,000	£5,500

\*\* per month (ex VAT)



## PRODUCT

### AddIn Work Hub

Work Hub enriches Microsoft Teams, providing relevant content to your employees through different skills

#### CREATION PACK

AddIn365's Creation Pack will apply your Microsoft Teams governance strategy, without the need for business change management. Out of the box, a Microsoft Team can be created by any employee using Microsoft 365 and can be given any name.

AddIn365's Creation Pack allows for the democratised Microsoft Teams creation that Microsoft provides, automatically applying a naming convention, URL, settings, and policies in the background.

- Retain the use of your democratised Microsoft Teams creation, without losing control.
- Ensure ongoing alignment to your governance strategy.
- Evolve your Microsoft Teams setup with your business requirements.

#### CREATION PACK PRICING

Conversations	Price**
2,000	£1,100
4,000	£2,200
6,000	£3,300
8,000	£4,400
10,000	£5,500

\*\* per month (ex VAT)

#### CONTENT PACK

AddIn365's Content Pack will populate a Microsoft Team with information to help you complete your work.

Microsoft Teams is an empty vessel, and it can be hard to know how to set up a Team for you and your colleagues to work in.

Content Packs – packs of content – are made available to you based on your role. Once unpacked, you will have plans, published content and files at your fingertips to support workload execution.

- Ensure your departments work to organisational best practice.
- Promote knowledge transfer between teams and departments that are working on related projects and tasks.
- Reduce the time it takes to find relevant information for the task at hand.

#### CONTENT PACK PRICING

Conversations	Price**
2,000	£1,100
4,000	£2,200
6,000	£3,300
8,000	£4,400
10,000	£5,500

\*\* per month (ex VAT)

# Work Hub drives employee productivity with the availability of best practices

## Q&A BOT

AddIn365's Q&A Bot provides a chatbot in Microsoft Teams to answer your employees' commonly asked questions.

McKinsey say that 1.8 hours per day are spent looking for information.

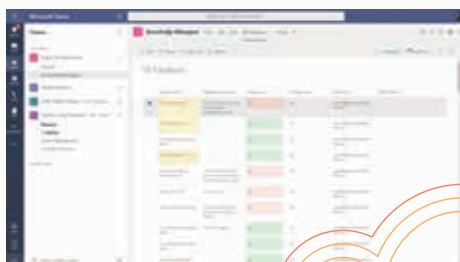
AddIn365's chatbot gives immediate answers to questions, without the need to go looking through search results or asking a colleague. Personalise your chatbot with a name and avatar of your choosing.

- Scale your subject matter experts, so your employees have access to your best information, 24/7.
- Help your employees to self-serve with multi-turn questions.
- Learn what your employees need with powerful in-built AI, then add to your chatbot's knowledge.

## Q&A BOT PRICING

Conversations	Price**
2,000	£1,100
4,000	£2,200
6,000	£3,300
8,000	£4,400
10,000	£5,500

\*\* per month (ex VAT)





## PRODUCT

### AddIn Viva Connections Dashboard Tiles

Enrich Microsoft  
Viva Connections  
with AddIn Viva  
Connections  
Dashboard Tiles and  
provide a personalised  
dashboard experience  
for your employees

Deliver a personalised mobile experience to help your employees be productive and adopt your digital experience.

#### DASHBOARD TILE PACKS

The Viva Connections Dashboard from Microsoft provides a personalised view of information and tasks. Content on the Dashboard can be targeted to users in specific, roles, markets, and job functions.

AddIn365's Viva Connections Dashboard Tiles are ready-to-go tiles that you can choose for your employee dashboards. Fully personalised, you can opt for different tiles to meet differing employee needs.

Provide your employees with data, tools and their tasks, to be more productive. Deliver relevant personalisation that will engage your workforce and help them to adopt your digital workplace. Save time and cost by buying your tiles, instead of custom-building them.

**“We have created a collection of personalised experiences to put tools, information and processes at your employees’ fingertips.”**

Suzy Dean, Microsoft MVP  
& AddIn365 CEO



# Provide employees with a personalised view of their tasks and tools

## AVAILABLE DASHBOARD TILE PACKS



### STAYING CONNECTED

Tiles to help employees connect with their peers, including tiles for employee onboarding, a buddy system and people finder.



### EMPLOYEE SERVICES

Tiles for personal information, such as pay slips, expenses and holidays.



### FRONTLINE WORKER

Tiles for frontline worker information, such as processes and vehicle operations.



### WELLBEING

Tiles to support positive attitudes about work, such as a praise and recognition tile and mindfulness suggestions.



### EVENTS

Tiles to support event socialisation and uptake, including event promotion, logistics and feedback.



### IT SERVICES

Tiles for IT services, including service desk, support tickets and IT equipment.



### FACILITIES AND LOCATIONS

Tiles for location-specific information, such as open and close times, crisis response and food and dining information.



### LEARNING AND DEVELOPMENT

Tiles to support employee growth, such as training options.



### NEWS AND COMMUNICATIONS

Tiles that support two-way dialogue, such as FAQs and Ask the Leadership.



### PROJECTS AND PROCESSES

Tiles that provide project insight, including project timelines and RAG status.



### SALES

Tiles to support seller insight, including performance dashboards and product brochures.

## DASHBOARD TILE PACK PRICING

AddIn365 Dashboard Tile Packs can be mixed and matched for your employees. The pricing below is per bundle of 6 tiles.

Employees	Price*
0-1,000	£18,000
1,001-3,000	£24,000
3,001-5,000	£30,000
5,001-10,000	£36,000
10,001-15,000	£42,000
15,001-20,000	£48,000
20,001-25,000	£54,000
25,001-30,000	£60,000
30,001-35,000	£70,000
35,001-40,000	£80,000

\* per year (ex VAT)



Ready  
to power  
your digital  
workplace?

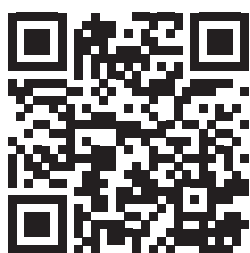
To learn more about AddIn365, our products and services, and how we power digital workplaces with AI, scan the QR code to arrange a call with one of our Microsoft MVPs.

Other ways to get in touch:

☎ +44 (0)20 3859 6809

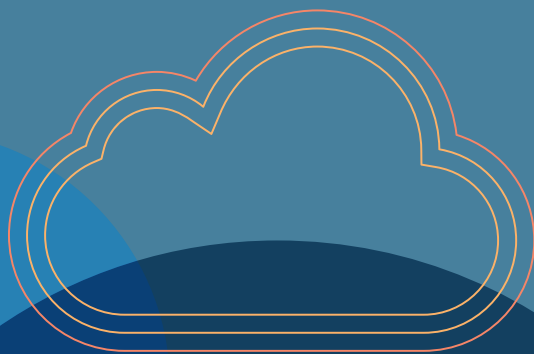
✉ [hello@addin365.com](mailto:hello@addin365.com)

🌐 [www.addin365.com](http://www.addin365.com)









44-48 Paul Street, Shoreditch,  
London, EC2A 4LB United Kingdom