Why you need to empower your Frontline Workforce now

81%
but
only 27%

of executives agree that Frontline Worker autonomy boosts competitiveness

of organizations grant Frontline Workers full autonomy[2]

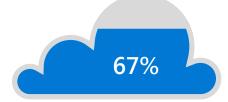**Almost half of highly autonomous Frontline organizations**

46%
compared to
only 4%

are seeing above-average levels of annual growth (>20%)

of those with little to no Frontline autonomy[2]

67%

of retail executives "strongly agree" that digital transformation over the past two years has increased the need to equip Frontline Workers with additional digital tools[1]

72%

of retail executives say having a digitally empowered Frontline workforce will become a competitive differentiator in the industry in the future[1]

91%

of retail executives say that the Frontline segment of the workforce is essential for achieving high levels of customer satisfaction[1]

From **36%** today ▶ to **54%** over the next three years

Figure: Projected increase of Frontline Workers using technology tools on a daily basis[2] *(Respondents with more than half of their workforce engaged)*

Microsoft 365 for Frontline Workers

Microsoft 365 combines intuitive best-in-class productivity apps with intelligent cloud services to empower your Frontline Workforce.

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[1]Harvard Business Review, Empowering Frontline Workers To Gain A Competitive Edge, January 2020
[2]Forbes Insights, Empowering The Frontline Workforce: Technology, Autonomy and Information Sharing Deliver Growth to Forward-Thinking Organizations, December 2017

Contact Us

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