Digital Workplace Services for improved retail frontline worker experiences

Customer challenges

Retailers today are under pressure to modernize IT with updated technologies and improved capabilities to drive greater collaboration, growth and efficiency. For example, frontline workers are the backbone of retail operations, making up to 80% of the workforce.[1] These vital employees are often the first to engage with customers, link products to people, and provide essential services.

Despite their critical role, frontline workers often report being understaffed, and can experience exhaustion after their shifts. Additionally, they struggle with ineffective communication with management, with 69% of the frontline managers saying their higher-ups are not effectively communicating with them.[2]

Solution description

Kyndryl's Frontline Worker solutions offer a comprehensive suite of services designed to revolutionize how frontline workers interact with Microsoft 365, streamlining tasks and enhancing collaboration.

To get started, Kyndryl conducts a thorough assessment of the organization's current situation, identifying specific use cases and personas. This is followed by a customized report and recommendations for transforming the frontline worker experience. Kyndryl's approach includes cost-effective

management and deployment, ensuring a seamless and efficient experience for frontline workers. It utilizes familiar tools to deliver an exceptional frontline worker experience.

Customer outcomes and benefits

Joint solutions from Kyndryl Digital Workplace Services and Microsoft® are designed to improve frontline worker communication and experiences. We help you fuel collaboration and drive better bottom-line outcomes, elevating both employee and customer experiences. Kyndryl Digital Workplace Services help create an intelligent, continuously improving digital workplace that empowers employees to collaborate and be more productive. Customers outcomes and benefits from these solutions can include:

1 Better frontline worker experiences leading to increased morale, job satisfaction, productivity and retention

2 Automated processes and streamlined workflows for reduced costs and increased operational efficiency

Research indicates that retailers that have implemented frontline worker solutions see significant, quantifiable benefits which can translate to real business improvements for retailers. For instance, sales and revenue growth can increase as much as 50% per employee.[3]

Partnering to power your progress

With more than 26,000 Microsoft certifications, Kyndryl consults, designs, builds and manages complex enterprise systems with Microsoft — and Kyndryl and Microsoft have partnered to redefine the frontline worker experience in retail. By co-creating with our customers, Kyndryl and Microsoft work together to deliver unique and modernized frontline workers' experiences to enterprises. These powerful solutions are developed with innovative and customized technologies in a security-rich environment.

About Kyndryl

At Kyndryl, we specialize in designing, building, managing and modernizing the essential technology systems that the world depends on every day. We work side by side with our extensive global customer base to provide expertise, speed, agility and value. As an independent company, we use our foundation of excellence to innovate our own systems, collaborate with the right partners, invest in our business and work closely with our customers to unlock their full potential.

For more information

To learn more, go to Frontline Worker Innovation, Kyndryl Digital Workplace Services, contact your Kyndryl representative or visit us at kyndryl.com. Schedule a no-charge 30-minute consultation with a Digital Workplace Services expert.

[1] Race in the workplace: The frontline experience | McKinsey
[2] Technology Can Help Unlock a New Future for Frontline Workers
[3] Research: How Employee Experience Impacts Your Bottom Line