



# Empower the store associate

Store associates often lack adequate communication and collaboration channels with their peers and leadership, feel disengaged from their community, and face challenges from increased stress.

51%

of frontline retail workers do not feel valued as an employee<sup>1</sup>

61%

of frontline retail workers say messages from leadership do not make it to them<sup>1</sup>

31%

of retail workers believe their voice is not being heard when communicating workplace issues<sup>1</sup>



We can help you reduce the burden on your retail workforce. Empower store associates to work more efficiently, feel more engaged, and deliver high-caliber customer experiences with Microsoft Teams.



**Enhance store associate communication with always-on collaboration tools.**

- Deliver a tailored home store experience and centralized access to resources
- Unify team and associate communication
- Foster connection and engagement



**Transform experiences, reduce churn, and improve store associate productivity.**

- Cultivate engagement opportunities for store associates
- Accelerate onboarding and upskilling
- Promote inclusivity and wellbeing



**Streamline tasking and shift management optimizing the efficiency of your stores.**

- Automate repetitive and manual store processes
- Streamline shift and task management
- Gain real-time store insights



**Build security in every layer of your business protecting the data of associates and customers.**

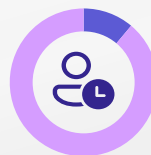
- Provide a single sign-on experience to access apps and resources from any device
- Secure identities, email, apps, and endpoints
- Mitigate compliance and privacy risks



40%

65%

In the first year, the initial adoption of Microsoft Teams by frontline workers is 40%. That grows to 65% as more workers become familiar with Teams<sup>2</sup>.



Frontline workers who use Microsoft Teams save an average of 10 minutes per day. That time savings increases as more functionality is added to Teams<sup>2</sup>.

We have the expertise to help you enhance your engagement with store associates with AI-powered communication tools that foster greater connectivity and enriched work experiences.

We can help you implement Microsoft Teams so you can empower your retail workers with solutions that boost their efficiency and productivity today.

<sup>1</sup>Microsoft Work Trend Index, January 2022

<sup>2</sup>The Total Economic Impact of Microsoft Teams, Forrester, April 2023