



Microsoft Viva

Getting Started with Viva Series

Analytics and Viva: Engage and Amplify
April 26, 2023



Nacho | Host



Jay Leask |
MVP Presenter



Corey Roth |
MVP Presenter

Currently using Viva?

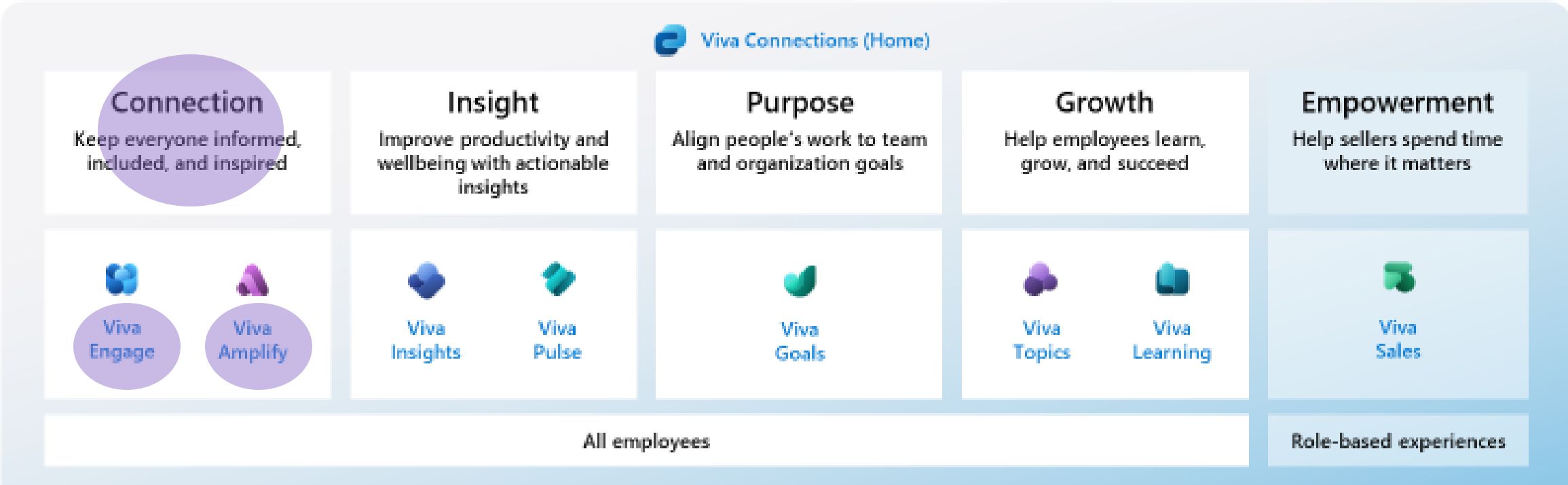
Join 300+ Microsoft customers in NDA Viva Customer Connection Program

- Open to all Viva customers using at least one app
- Influence the future of Viva products/features/capabilities/solutions
- Weekly NDA calls with Viva product teams
- Access to NDA depth engagements, including private previews, 1:1 interviews, and more

Self-Nominate | <https://aka.ms/NominateVivaCCP>

Microsoft Viva

The integrated employee experience platform that empowers people and teams to be their best



Microsoft 365

Platform and Admin services

- Briefing Email, People, Answers
- Admin Experience
- Common Navigation

Privacy & Security

- Granular Feature Access Controls
- Inherited Permissions for 3P
- Differential Privacy for Insights

Integrations to HCM, CRM, LMS, Wellness

- Workday, Salesforce, Qualtrics, LinkedIn, Headspace, SAP
- SuccessFactors and many more



Agenda

01 Introductions

02 Analytics with Comms & Community in Viva Engage and Viva Amplify

03 Wrap up | Thank you for attending



Register for the next Getting Started with Viva Call



A day in the life of a Frontline Worker and their Manager

Kevin McDonnell, MVP, Solutions Architect, Avanade

May 3, 2023, at 7AM PT

[Register here](#)

Analytics with Comms & Community in Viva Engage and Viva Amplify

Getting Started with Microsoft Viva Series

April 28th, 2023

Microsoft
Partner



Gold Application Development
Gold Collaboration and Content
Gold Cloud Productivity
Gold Messaging
Gold Datacenter

Collaborate with Confidence

Accessible content is available upon request.



Jay Leask

Director of Strategy, MVP
AvePoint Public Sector



Jay.Leask@avepoint.com



in/jleask



Corey Roth

VP Product Strategy
AvePoint



Corey.Roth@avepoint.com



in/coreyroth



Employee Communications & Community

Evolving Corporate Engagement with your Employees using Microsoft Viva



Viva Connections

Bringing the intranet to your users where they work



Viva Engage

Enabling community engagement across your workforce



Viva Amplify

Multi-modal corporate comms campaign management

Viva Connections

- ✓ The Company App
- ✓ Home sites
- ✓ Global Navigation
- ✓ Adaptive Cards

The screenshot displays the Microsoft Viva Connections interface. At the top, it says "Good morning, Lynne" and "The Landing". Below this is a navigation bar with icons for Engage, Sales, Learning, Amplify, Insights, Goals, Topics, and Pulse. The main content area is divided into several sections:

- Dashboard:** A grid of adaptive cards. The first card shows stock information for "252.85 REL" with a small line chart. Other cards include "Book focus time", "Refreshed (Photo)", "Time off" (15 days paid time off), "Wellness" (Find your workday flow style), "Learning" (Welcome to Refreshed Sales Training), "Topics" (It appears you are an expert on Drapes), "Insights" (Week of July 19th), "Quizzes" (Take this survey), and "Tasks" (I forgot to do that financial analysis for Q4).
- Feed:** A vertical list of content cards. The first is "Company News" with a photo of a woman. The second is "Innovation" with a video thumbnail. The third is "Going back" with a photo of people in a meeting.
- Resources:** A section with three columns: "Refreshed" (News, Top Resources, Support, Policy), "Frequent sites" (The Landing, Human Resources, Leadership Connection at Refreshed, Annual Operations), and "Followed sites" (Working from Home, Global Sales, Fun Stuff, Team Events).

Viva Engage

- ✓ Communities
- ✓ Answers
- ✓ Story Lines
- ✓ Leadership Corner

The screenshot displays the Viva Engage web interface. At the top, there is a search bar and navigation tabs for Home, Communities, and Storylines. A left-hand sidebar contains icons for Activity, Chat, Teams, Calendar, Engage, and Files. The main content area features a 'Share thoughts, ideas or updates' prompt with icons for text, video, and links. Below this is a carousel of user avatars and story thumbnails, including 'Your stories', 'Cameron Ev...', 'Beth Davies', 'Amanda Bary', 'Eva Terrazas', and 'Carlos Slatt...'. A central post from Laurence Gilbertson, an announcement for a new Chief Executive Officer, is visible. The right-hand sidebar lists 'Explore your communities' with a list of groups and their member counts: All Company (6), Sales Best Practices (16), Giving Campaign (8), Women ERG (20+), Help Desk Support (8), New Employees, and Working From Home. At the bottom right, there is a 'CO' logo and a tagline: 'Connect and engage with people across the organization. Express yourself and share your knowledge and experience. Follow our code of conduct.'

Viva Amplify

- ✓ Campaign Management
- ✓ Publishing Workflows
- ✓ Dashboards

The screenshot displays the Viva Amplify user interface. At the top, there is a search bar and navigation links for 'Viva Amplify', 'Hub', 'All Campaigns', 'Analytics', 'My Approvals', and 'Community'. The main content area features a campaign header for 'Relecloud benefits enrollment campaign' with a date range of 'February 21, 2022 - February 21, 2023' and an 'OPEN' status. Below the header are navigation options: 'Back to Hub', 'Home', 'Campaign brief', 'Publications', 'Reporting', 'Files', and 'More'. On the right, there are buttons for 'Go to channel' and 'Settings'. The interface is divided into two main sections: 'For you' and 'Create'. The 'For you' section includes 'Plan your campaign strategy' (with a 'Go to Campaign brief' link) and 'Invite your team' (with a 'Manage membership' link). The 'Create' section offers options for 'Blank canvas', 'Blank communication', 'Leadership message' (using an 'Amplify template'), and 'Project newsletter' (also using an 'Amplify template'). At the bottom, there is a 'Recent communications' section with a 'Filter' button and a grid icon.

Intro & Analytics
with Viva Engage

Quick look at
Viva Amplify

Considerations for
enhanced analytics



Yammer is now Viva Engage

The screenshot displays the Viva Engage interface. At the top, there is a navigation bar with 'Engage' and tabs for 'Home', 'Communities', 'Storylines', 'Leaders', and 'Answers'. A search bar is located in the top right. The main content area is titled 'What is your question' and includes a character count of 0/150. Below the title, there are tips and an option to 'Add more details (optional)'. A section for 'Add Viva Topic' is visible. A rich text editor with various icons and a 'Post' button is at the bottom of the question form. On the right side, there are several recommendation cards: 'Discover new topics' with sub-topics like 'Customer Driven', 'Diversity and Inclusion', 'Accessibility', and 'Badges'; 'Earned badges' showing icons for different achievements; and 'Your Answer summary'. Below the question form, there are two question cards. The first card is for 'What is the most effective way to get feedback from our customers?' by Carole Poland, marked as a 'Best answer' and seen by 2811 people. The second card is for 'What is the process for ordering equipment for a project?' by Alan Munger, seen by 158 people. The interface also includes a 'Recommended' filter and 'View all' links for various sections.

What does this change mean?

Bringing Yammer into the Viva employee experience solution

No change to features or existing licensing

Continued Microsoft investment into new features.

New premium features available with Viva Suite licensing



Connect with leaders

Viva Engage provides a space for leadership to connect with employees, showcase employee resource groups, and foster and reinforce culture across the organizations.

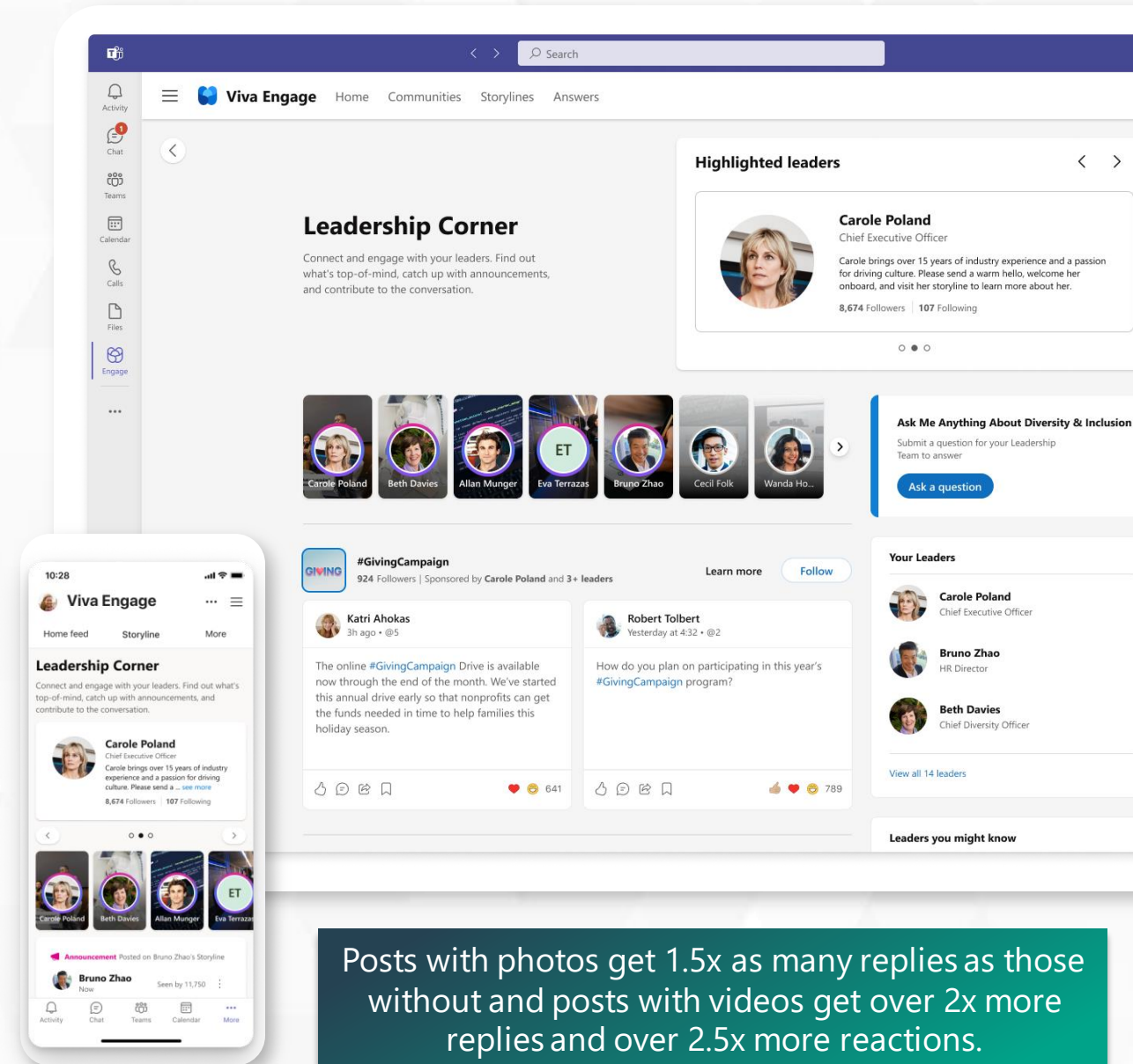
Share weekly video recap to your storyline.

Share messages, photos and videos from them at their workspace or on the road visiting customers on their storyline or stories.

Host a town hall in the **CEO Connection** community to engage employees on upcoming initiatives and have ongoing Q&A.

Create and participate in **#Campaigns** and **Ask Me Anything Events (AMAs)** to engage directly with leaders' interests and objectives.

Access **analytic dashboards** to understand sentiment, reach and engagement of content, conversations, and communities.



Give everyone a voice

Storyline enables you to share experiences and updates, learn about colleagues, and extend your personal network.

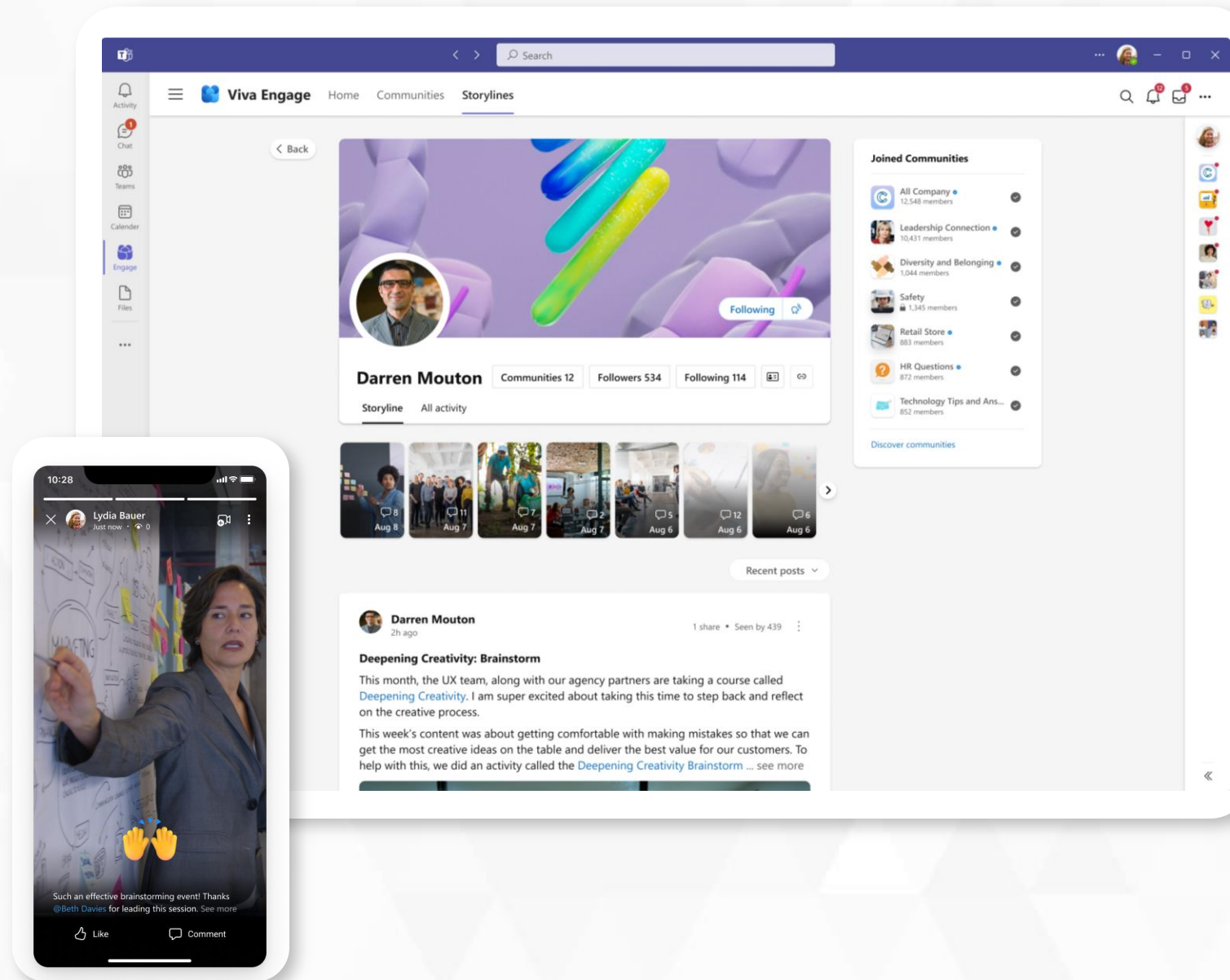
Showcase your work or celebrate a recent milestone with posts supporting links, attachments and media

Share stories from frontline workers and the field using the mobile app to capture photos and video

Follow people and leaders to prioritize their posts and stories in your storylines feed

Express yourself with a customized cover photo for your storyline

Extend your personal network inside your organization, to develop professionally



Ask me anything

Ask Me Anything events are moderated question and answer time between leaders and employees, that are answered live during a specific timeframe.

AMAs are centered around a subject or a panel of expert or leaders in a specific department or area.

Organizers can moderate questions as they come in the queue.

Gain insights from event engagement analytics around questions asked and answered during the AMA.

Questions can be voted up by participants to gain traction from the organizers to answer.

The screenshot displays the Viva Engage interface for an 'Ask Me Anything About Diversity & Inclusion' event. The event is scheduled for September 30 from 1:00pm to 2:30pm and is currently in the 'Published' state. The interface includes a search bar, navigation tabs (Home, Communities, Storylines, Answers), and a sidebar with various engagement tools like Activity, Chat, Teams, and Engage. The main content area shows a list of questions, with the top one by Henry Brill asking about diversity and inclusion plans. The interface also features a 'Live AMA' badge, a 'Moderators' list (including Bruno Zhao, Carole Poland, and Beth Davies), and an 'AMA Insights' section showing 42 total questions asked, 30 total questions answered, and 213 total views.

Top analytics questions of Viva Engage

Are leaders communicating effectively across the organization?

Do individuals feel that their voices are being heard?

Which communities are engaged the most?

Who are my top influencers?



Viva Engage analytics scenarios, personas and insights



Leadership Engagement

Enable leaders and employees to engage and build culture

Scenario: Leader conducts a townhall using Live Events, Leader Posts a storyline announcement, Leaders using Viva Engage

Persona: Event Organizers, Comms managers

Includes:

- Reach: Viewers, Demographics
- Engagement: Discussions, Questions, sentiment analysis, trending conversations

Audience analytics, Live Events insights



Internal Communications

Amplify organizational messaging through sharing and discussion

Scenario: Comms announces a new HR policy to workers nationwide. Comms creates a supplemental campaign.

Persona: Corporate Communications

Includes:

- Reach: Recipients, Demographics, top contributors
- Engagement: Comments & reactions, trending content

Conversation insights, Campaign analytics



Communities & Knowledge

Strengthen cross-organizational connections and build knowledge

Scenario: Create awareness and amplify knowledge creation. Assess questions and answers.

Persona: Community Manager, knowledge manager

Includes:

- Reach: Members, lurkers, Views
- Engagement: Q&A, comments, reactions, health, trending content, topics, top contributors

Community insights, Q&A insights, Answers analytics

Community Insights

Build more powerful communities

Measure community growth

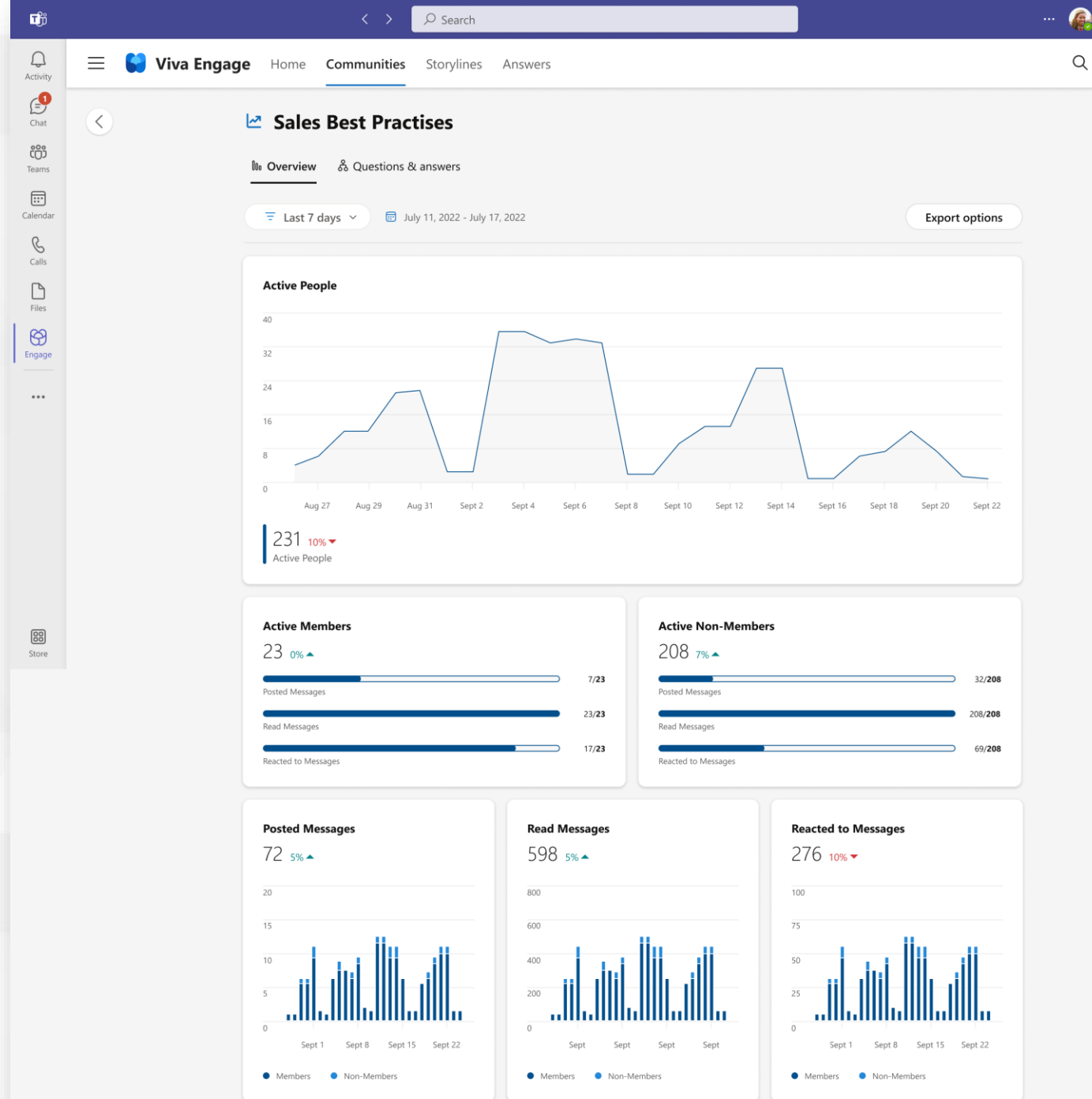
Track new member creation, active people, their location, department and more to understand your community's reach and help tailor content that grows membership.

See how people engage

See how many conversations, comments, reactions, questions, answers, live events and more were engaged with over time to help you analyze what's working best.

Recognize catalysts and trends

Your one stop shop to identify top conversations, questions, active contributors, champions and trends to measure event attendance, and knowledge dissemination.



Conversation Insights

See which conversations perform best.

Measure reach

See potential reach, number of views, and the scope of the audience.

Monitor engagement

See when each conversation was posted and how many people engaged with it through comments, reactions and shares.

Amplify conversations

Understand the ebbs and flows in how people engage with your conversation and take actions like featuring or pinning the conversation.

The screenshot displays the Viva Engage interface for a conversation titled "Sales Best Practices / Conversation Insights". The main content is a discussion post by Cecil Folk from June 19, which has received 5,364 views, 273 reactions, 34 comments, and 4 shares. A line graph titled "Conversation Trends" shows the post's performance over time, with a peak on June 20. Below the graph, there are sections for "Reactions" (listing Like, Love, Laugh, Celebrate, Thank, and Sad) and "Top Comments" (listing comments from Celeste Burton, Alan Munger, and Carol Poland). At the bottom, a table shows the post's reach across different communities, with the highest reach in the "Tech Enthusiasts at Contoso" community (237 views).

Community	Seen count	Comments	Reactions
Tech Enthusiasts at Contoso	237	2	56
Con	1,576	5	71

Live Events Insights

Improve your live events.

Monitor attendance

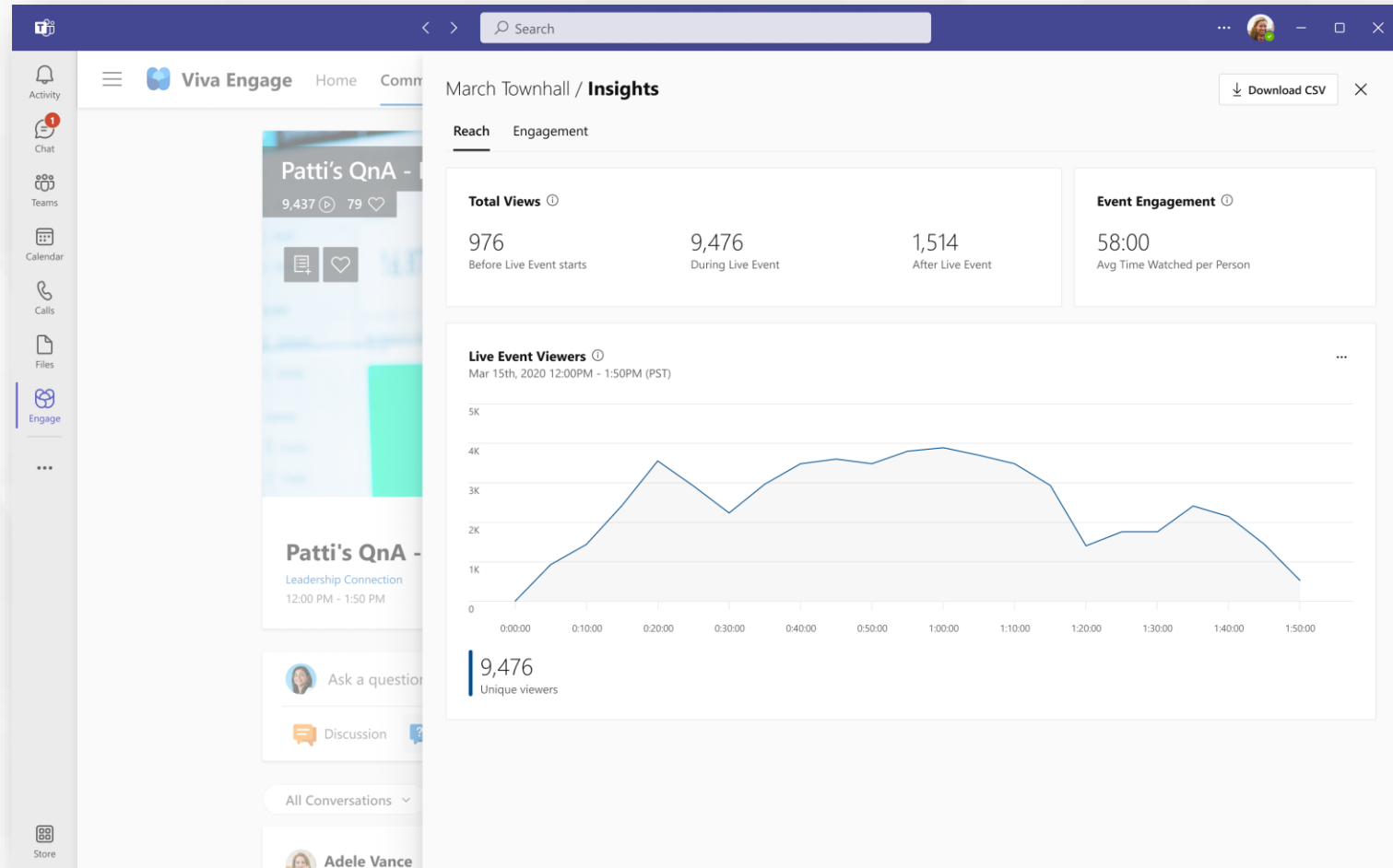
See how many people attended the event, what portions were most attended, average watch time and more – to understand who's watching and tailor content more effectively.

Measure engagement

See how many conversations, comments, questions, answers, reactions were generated through the event and recognize and amplify the content that people are interested in engaging with.

Recognize trends

Compare reach, attendance and engagement across all your events to help you understand which types of content resonate with your audience the most.



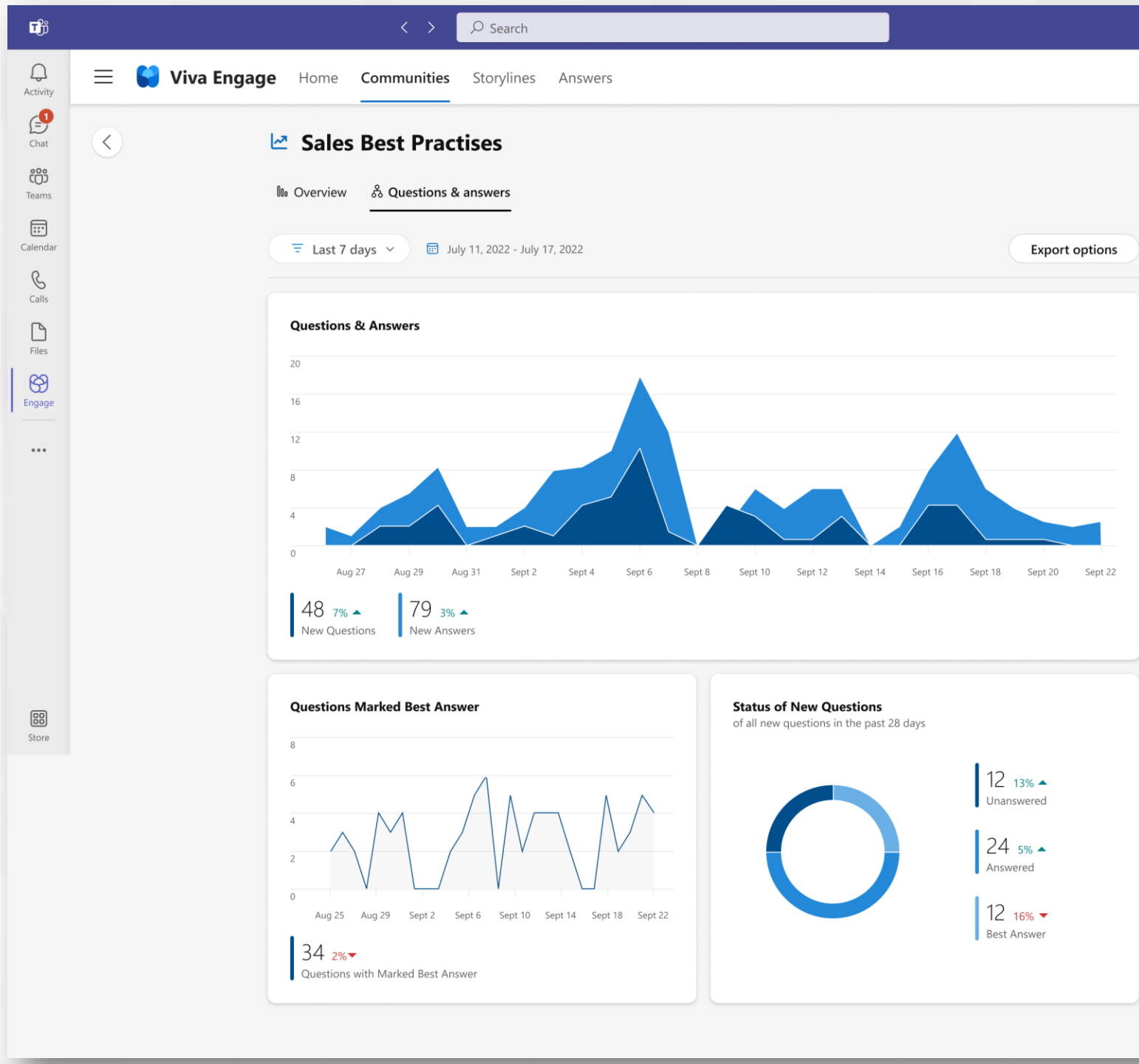
Q&A Insights

Measure knowledge in your community.

Measure the volume of knowledge

Now, community managers can easily measure how frequently users are asking questions, answering, and marking high quality answers as the **Best Answer**.

Just like in the overview section, all the data from Q&A Insights can be exported to CSV.

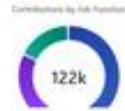




Search



Viva Engage Home Communities People Answers



Expand

2,246 356%
Audience reached

More details

Your post is popular

1,840
Comments

People are responding with causes that are important to them and appreciation for Contoso's matching policies. People are also calling on leadership to offer **personal matches** for their teams.

Causes that are particularly popular among employees are related to **diversity in technology**, **STEM education** initiatives, and community-based organizations offering **homeless outreach**.

936
Participants

Key participants who have contributed the most to this discussion:



See more

Key Comments and Response Suggestions

Refine by topic

Outreach

STEM

Education

Volunteer Matching

Inequality

Community-Building

Responses

Time posted

Views ↓

Sentiment

Suggested Response



An organization I'm particularly passionate about in my area is the Contoso Code Camp. Their summer camps are sliding scale and free to any family qualifying for free or reduced lunch in the school district, as well...

Jul 12, 10:00 PM

286



I'm also passionate about enhancing opportunities for girls from all backgrounds to learn software engineering at an early..



Viva Engage Reporting and Analytics

What	Where?	Who can access?	What type data?
Community Insights	Viva Engage Community	Anyone	Community Membership, Trends, Posts
Conversation Insights	Viva Engage Conversation	Original Poster, Community Admins, Network Admins	Reach, engagement
Live Event Insights	Viva Engage Live event	Organizers, Community Members, Community Admins	Attendance, viewership, engagement
Q&A Insights	Viva Engage Community	Community Members, Community Admins	Questioned asked, Answered
Viva Engage Data & User Export	Viva Engage Admin Center	Network Admins	All messages, files, topics, users, and communities
Microsoft 365 Activity Reports	M365 Admin Center	M365 Admins, Specific access can be granted	User level data last activity date, number of posts, number of read, messages, number of likes, device access
Microsoft 365 Usage Analytics	M365 Admin Center	M365 Admins, Specific access can be granted	Trends across your network, top users, communities, departments



Advanced Analytics*

Understand the impact of your conversations and contributions in Viva Engage including:

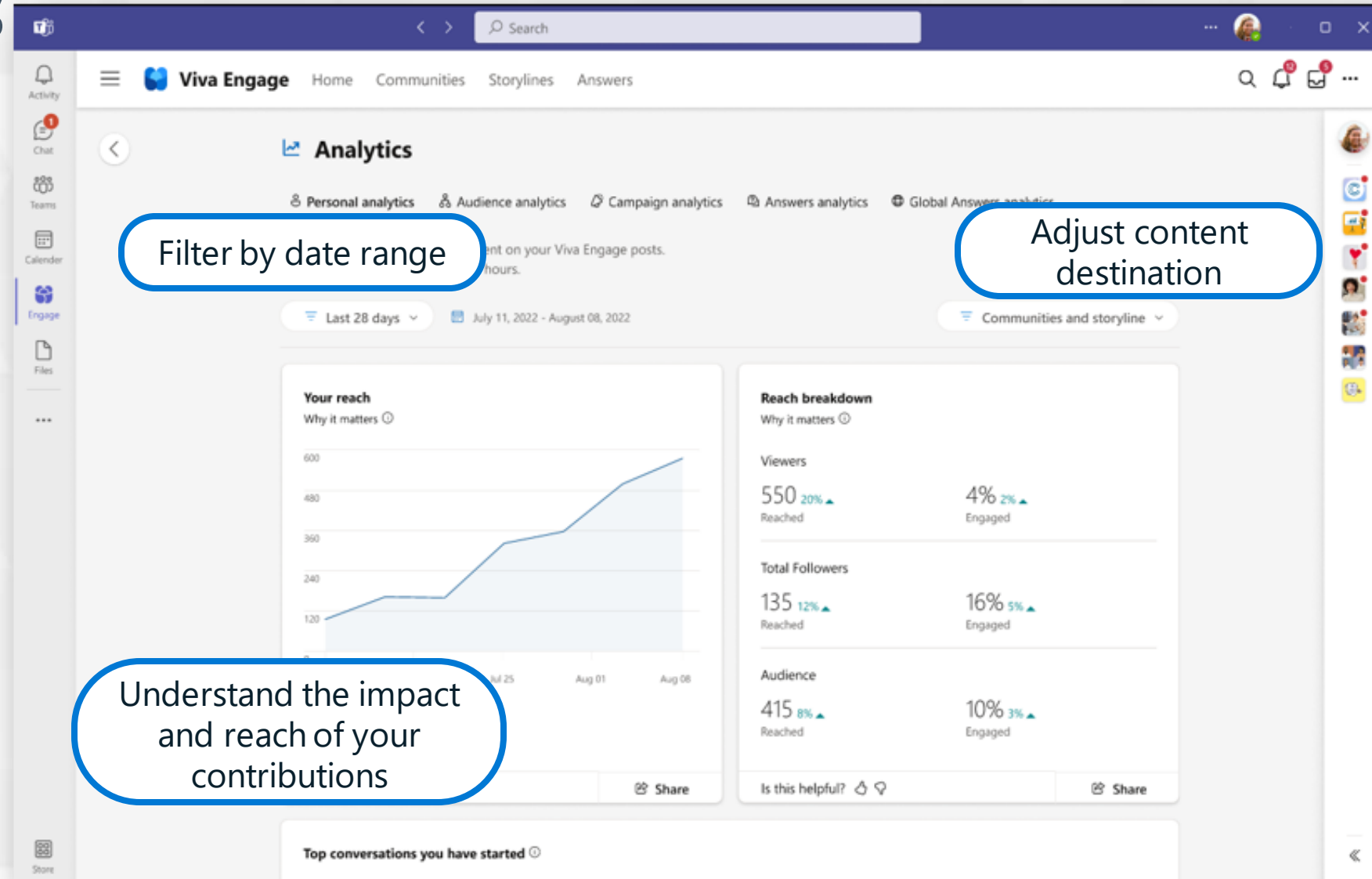
- Personal analytics*
- Audience Analytics*, including sentiment analysis
- Answer Analytics*
- Global Answers Analytics*

*Requires Viva Suite licensing

Personal analytics for employees

Understand the engagement you're creating in Viva Engage including:

- Reach
- Replies
- Followers
- Total Viewers of your posts
- Percentage of followers engaging
- Percent of viewers who are engaging with posts
- Number of people you've replied to



Audience and sentiment analysis for leaders

Leverage Microsoft AI and machine learning to identify themes in your audiences.

Participate to in key discussions that are driving reactions.

Identify top themes and top conversations

Understand how people are feeling about themes that matter to them.

Sentiment analysis can be enabled or disabled by admins.

Sentiment analysis automatically surfaces trends across public conversations

The screenshot displays the Viva Engage interface. At the top, there's a search bar and navigation tabs for Home, Communities, Storylines, and Answers. The main content area is titled 'Analytics' and includes sub-tabs for Personal analytics, Audience analytics (selected), Campaign analytics, Answers analytics, and Global Answers analytics. A callout box on the right states: 'Only available for leaders and their delegates.' Below this, the 'Sentiment in your audience' section shows a 'Trending positive' status with a bar chart indicating 75% Positive, 10% Neutral, and 15% Negative sentiment. The 'Themes in your audience' section shows 'Most popular' themes, with 'Work-life Balance' being the top theme. Other themes include Team, Focus Friday, Dev Ops, Roe v. Wade, and Holiday Party.

Only available for leaders and their delegates.

Sentiment in your audience
Why it matters ⓘ

Trending positive

This summarizes sentiment across public posts and comments in your audience.

75% Positive | 10% Neutral | 15% Negative

Is this helpful? 👍 👎 [Share](#)

Themes in your audience ⓘ

Most popular | Trending

Most popular themes are the ones with the highest total number of reactions and comments in the time period.

Work-life Balance | Team | Focus Friday | Dev Ops | Roe v. Wade | Holiday Party

Campaign Analytics

See who is actively contributing

Track success metrics and progress

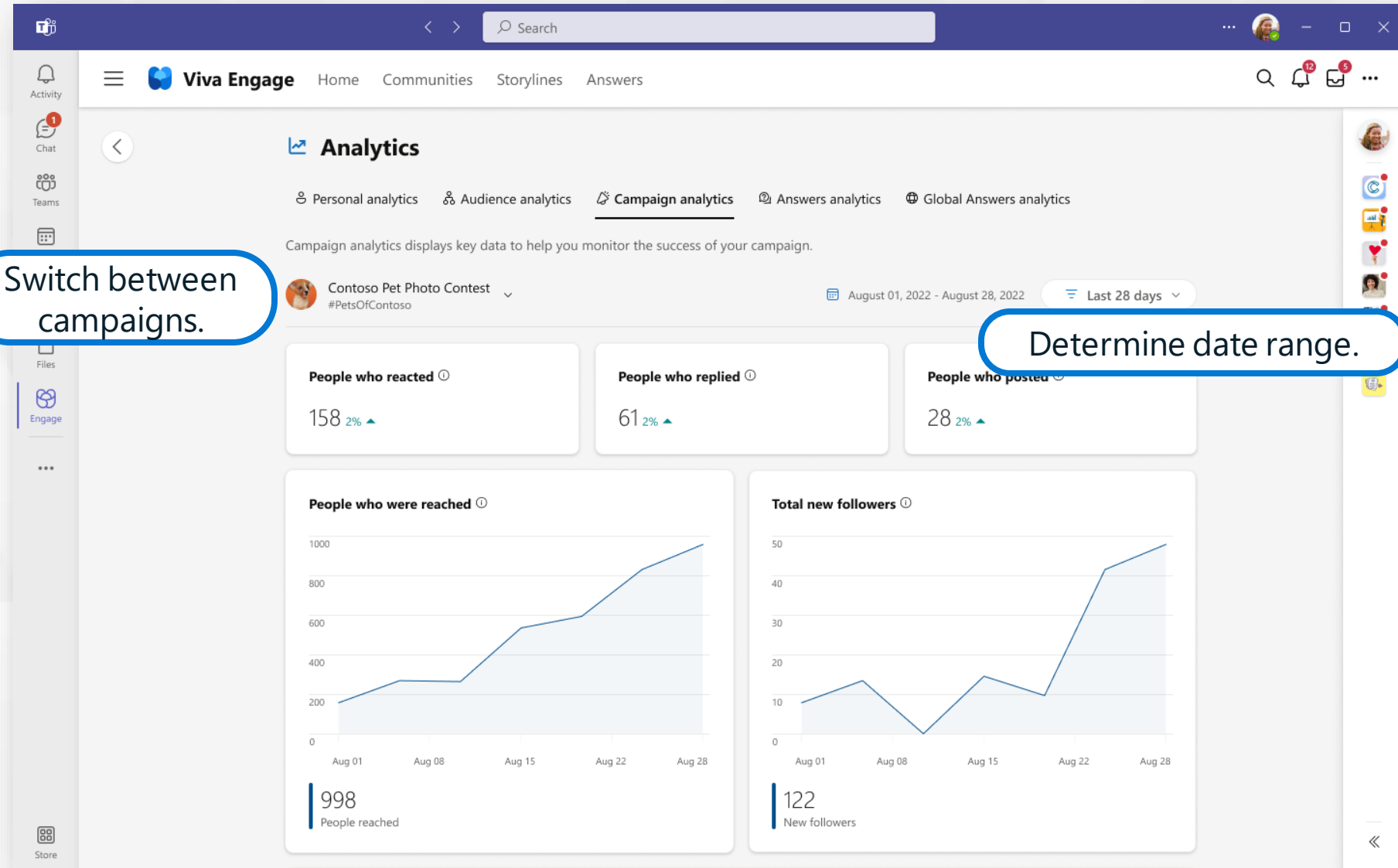
Review trends in campaign participation

See how many people have viewed and engaged with content.

Reach is the total number of ALL engagements including (views, reactions, replies and posts).

Switch between campaigns.

Determine date range.



Viva Engage Advanced Analytics*

What	Where?	Who can access?	What type data?
Personal Analytics*	Viva Engage Analytics Dashboard	Only the employee	Content reach, replies, followers, total viewers of posts, percentage of followers engaging, percent of viewers who are engaging with posts, number of people you've replied to
Audience Analytics*	Viva Engage Analytics Dashboard	Only employees assigned as a leaders, delegates	View how your team or department is engaging and identify trends, top conversations and active communities where you can drive the most impact.
Sentiment Analysis*	Viva Engage Analytics Dashboard	Only employees assigned as a leaders, delegates	View trends across public conversations, and comments on storyline and in communities written by members of the leader's audience. Themes in your audience surface frequently discussed subjects and total sentiment expressed toward that subject
Campaign Analytics*	Viva Engage Analytics Dashboard	Only employees assigned as corporate communicators	Reach, top creators, and top conversations related to campaign, specific timeframe
Answers Analytics*	Viva Engage Analytics Dashboard	Only employees assigned as knowledge manager	Global time saved, Total answers, Median time to first answer, Average view per question , Total best answers, Median time to best answer, Total answer votes, Answer rate, Best answer rate, Questions asked, User engagement distribution, Question views

*requires a Viva Suite licensing

Microsoft Viva Amplify
empowers leaders and
communicators to elevate
their message and
energize their people
by meeting employees
where they are

Communicate easier

Centralize communication processes in a single space, so you can save time and focus on what matters

Communicate better

Write messages that stick with writing guidance and reporting from your organization

Be heard

Drive engagement with your message by meeting employees where they are

Activity, Chat, Teams, Calendar, Files, Apps, Help

Good Morning, Mona

Let's amplify your message!

[Start a new campaign](#)

9/10 9 of the 10 communications scheduled for "Black History Month" have been approved

Diversity and Inclusion campaign highlights

Your campaign began to show a trend of increased audience engagement over time in March.

[Find out more](#)

Date	Engagement
03/01	550
03/02	480
03/03	450
03/04	700
03/05	750
03/06	820
03/07	720
03/08	780
03/09	820
03/10	750
03/11	900
03/12	950

Resources

Get started

How to start using Amplify to empower your next campaign

[Get started](#)

Amplify templates

Use Amplify templates to quickly get started

Favorite campaigns

Live

Relecloud Team Celebration 2022

Mona Kane

Completed

Early Career Conference & Training Campaign

Cassandra Dunn

Live

Migrating to Cloud 2.0 Change Management

Amanda Brady



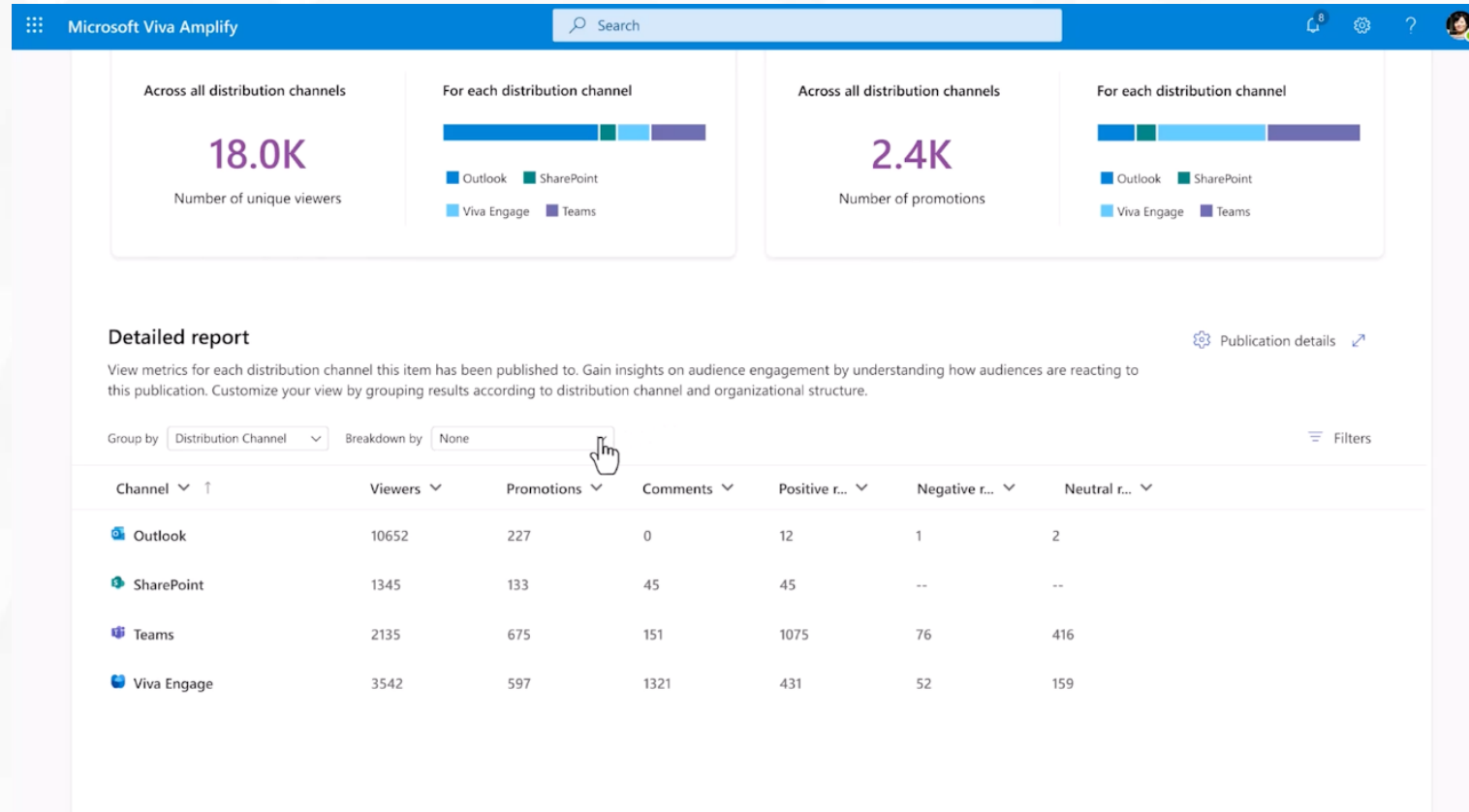
Start a campaign and decide your goals

The screenshot displays a campaign creation interface. At the top, there is a navigation bar with tabs for 'Campaign', 'Save', 'Distribution channels', 'Writing guidance', and 'History'. A 'Publish' button is located in the top right corner. The main content area features a 'Add a title' section with a profile picture of Mona Kane, Employee Experience Officer, and a text input field labeled 'Add your text here'. Below this is a '+ Section' button. On the right side, a 'Writing guidance' panel is open, containing the following information:

- Campaign objective**
 - Action / 85% response rate to poll
 - Awareness / 77% read receipts for resources page
 - Action / Increase responses by 20% for retail staff
- Campaign key messages**
 - Promote Listen In phone line
 - Encourage signups for Lunch and Learn Workshop
 - Increase participation to Pulse Survey
- Email writing guideline**
 - Tone of voice
 - Length
 - Structure
 - Ways to increase engagement
 - Ways to measure engagement



Viva Amplify Campaign Report



Viva Amplify – Detailed Report

Detailed report

View metrics for each distribution channel this item has been published to. Gain insights on audience engagement by understanding how audiences are reacting to this publication. Customize your view by grouping results according to distribution channel and organizational structure.

Group by: Distribution Channel Breakdown by: Audience Filters

Channel	Viewers	Promotions	Comments	Positive r...	Negative r...	Ne
> Outlook (1)	10652	227	0	12	1	2
∨ SharePoint (3)	1345	133	45	45	--	--
AC Group Site	537	49	0	11	--	--
EP Group Site	345	33	15	22	--	--
JP Group Site	463	51	30	12	--	--
> Teams (2)	2135	675	151	1075	76	416
∨ Viva Engage (2)	3542	597	1321	431	52	159
AC Community	749	115	334	139	20	75
JC's Storyline	2793	482	987	292	32	84

Filters

Search

1 item

Functional type

- Design
- Engineering
- Marketing
- Product Management
- Research

Layer

Apply Clear all



Enhancing Campaign Analytics Across M365

fyi.leask.com/takeda



AvePoint tyGraph Optimizes Takeda's Strategic Cloud Consolidation and Improves User Experience Post-Migration



Customer Location
Lexington, MA

Industry
Pharmaceuticals

Platform
Microsoft 365

Critical Needs

- Merge people, culture, and technology of two global enterprises
- Understand usage patterns in Microsoft 365
- Assess adoption rates of new, centralized tenant

Solution

- AvePoint tyGraph

★ Success Highlights

- Successful strategic consolidation of two enterprise tenants
- Optimized migration through usage and adoption insights
- Improved end-user experience post-migration

🔍 Customer Profile

Takeda is a patient-focused, values-based, R&D-driven global biopharmaceutical company headquartered in Japan and committed to bringing Better Health and a Brighter Future to people worldwide. Their passion and pursuit of potentially life-changing treatments for patients are deeply rooted in over 240 years of distinguished history in Japan. Takeda has more than 50,000 employees in approximately 80 countries and regions around the world.

⚙️ The Challenge

Bringing together two separate entities is never easy, and it's even more difficult when those two entities are global pharmaceutical enterprises with 30,000 employees each. This was the case when biotech company Takeda acquired Shire.

During any merger or acquisition, it's essential to bring together the organizations - the people, the culture, and the technology - into a single space. As part of Takeda's acquisition, Dave Feldman, who currently serves as Head of Digital Workplace Delivery at Takeda, was responsible for bringing together the Microsoft 365 (formerly Office 365) and SharePoint data for both companies. The companies' data was a combination of on-premises and cloud data that needed to be consolidated into a single, centralized tenant.

Dave had managed a similar merger in his previous role and knew "you don't want to pick everything up and dump it all in one place. You need to figure out what content is actually used, what was needed and what wasn't needed, and take the opportunity to do a lot of clean-up, some information architecture, some governance."

To achieve this, Dave needed access to usage metrics for both companies' tenants to optimize the consolidation.

💡 The AvePoint Solution

In the previous merger, Dave leveraged insights from AvePoint tyGraph to successfully consolidate 7 on-premises environments and 2 Microsoft 365 (M365) tenants into a single tenant. Because of its efficacy during the other project, Dave turned to tyGraph to optimize the Shire/Takeda consolidation.

tyGraph captures a 360-degree view of M365, providing advanced analytics and visualizations into user activity, engagement, and sentiment. The real-time insights help data owners understand what's trending, popular, or no longer useful as well as user, departmental, and regional levels of technology adoption.

Dave used tyGraph to analyze both companies' content in M365, identifying usage patterns like Yammer groups being used, key tools, popular SharePoint sites, and necessary CSS and JavaScript files. With this information, he was able to determine how important each site and each piece of content was, dictating where to invest the most resources during the consolidation.

Dave explains, "If you're recreating 1,000 sites, they can only be so good. But if you're only recreating 50 sites, you can put more effort into each and spend more time focusing on the information architecture, the design, the content."

tyGraph also captures metrics for technology adoption, measuring the impact of transformations like the Takeda/Shire consolidation. Dave used these insights to track adoption post-migration, watching "usage start to decline on the old tenants and start to go up on the new tenant. Being able to monitor the whole process really helps us understand what's happening in our collaboration and communication investments and how users are changing behavior during modernization."

The information tyGraph delivers goes beyond any insights you can uncover natively. Using tyGraph's metrics, Dave identified an anomaly in the new

"The insights we gleaned from tyGraph helped us identify what was needed and what wasn't. By getting rid of redundant, outdated data and focusing our time and energy on recreating used and relevant content, we were able to create a far better user experience in the new tenant."

- DAVE FELDMAN, HEAD OF DIGITAL WORKPLACE DELIVERY

AvePoint Global HQ

525 Washington Blvd, Suite 1400
Jersey City, NJ 07310

TEL: +1.201.793.1111 | Sales@avepoint.com | www.AvePoint.com

environment, a site called "Values" company - a company that no longer was one of the top utilized sites, with regularly opening this folder, which was for Dave.

"Had I just deleted the entire 'Values' site, I would've taken down the entire internet. There was a file called 'responsiveness' to live within that site, which is what we were loading. What's actually being loaded isn't always what you think. If you look at the box metrics, it'll show you the number of items being hit, but not the entire site."

The biggest value Takeda gained from the improved end-user experience. Dave says, "The insights we gleaned from tyGraph helped us understand what was needed and what was no longer needed, outdated data and focus our energy on recreating and designing content, we were able to create a far better user experience in the new tenant."

👉 The Bottom Line

With tyGraph, Takeda was able to consolidate. Dave says, "The Microsoft 365 patterns offered us a better understanding of the environment, helping scope the project to create an improved user experience. Then, being able to assess the impact of our transformation during and after the migration, we were able to assess the impact of our transformation."

No matter the change, more information drive better decision-making and a better user experience. Ultimately, tyGraph's insights offered a better change management for Takeda's strategic consolidation and operational efficiency, helping ensure sustainable adoption in the centralized tenant.

Action Items

1. Discuss with your leaders identify current communications challenges in your organization
2. Create a Viva Engage adoption plan that targets these challenges
3. Identify influencers and champions in your organization
4. Encourage your leaders to engage in two-way conversations!



Resources

- [Announcing Copilot in Viva Engage - Microsoft Community Hub](#)
- [Microsoft Viva Summit](#)
- [Viva Engage Playbooks](#)
- [Viva Engage Community Hub](#)
- [Amplify the employee experience – Microsoft Adoption](#)
- [Viva Engage – Microsoft Adoption](#)
- [Viva Insights – Microsoft Adoption](#)
- [AvePoint tyGraph M365 Analytics Case Study](#)



thank you



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Gracias

ευχαριστώ

Danke

Grazie

Paldies

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكرم

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう

ขอบคุณครับ

Dziękuję

ございます

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

धन्यवाद



Jay Leask

Director of Strategy, MVP

AvePoint Public Sector



Jay.Leask@avepoint.com



in/jleask



Corey Roth

VP Product Strategy

AvePoint



Corey.Roth@avepoint.com



in/coreyroth

