Digital enablement of frontline workers

A well-thought-out approach ensures a successful project and increases value for your workforce of the future

PwC has successfully conducted lighthouse projects for digital enablement of frontline workers.

One of our most remarkable examples was with a client from the manufacturing industry. We used a unique set of capabilities, tools and insights to empower employees and holistically drive digital transformation in the company. We managed to enable 85,000 production employees at 196 locations worldwide with the future-oriented mindset, skillset and toolset they needed to increase their involvement in the digital corporate world.

| Assess your current situation and elaborate a strategy.	Define your high-priority application areas.	Consider all your organizational and technical prerequisites.	Make your transformation visible.	Even more focus on your frontline workers: train, communicate, support.
Assess your current situation, considering various dimensions such as the willingness of frontline workers to use technology, technical conditions, capacity and company strategy. Based on the outcome, draw up a strategy for your transformation.	Start by identifying processes with the highest need for optimisation and the greatest potential for automation. Based on this, develop specific use cases according to your requirements to focus on the areas which will deliver the greatest benefits for your organisation, increase business value and digitally enable your frontline workers.	Create your infrastructure plan, considering various means of access, digital identities, licences and hardware. Don't forget about data protection and security systems – these need to follow existing regulations and corporate policies.	Decide on value drivers and business KPIs to calculate value in your transformed business – for example, using our four-pillar strategy as explained on the next page.	Draw up a communication plan and decide on adoption activities: make sure that all phases of communication are considered, from awareness to sustainment. Develop communication and training materials and distribute them accordingly. Introduce applications to your employees, train them and collect feedback.

We at PwC would be very happy to help you with these first steps. Book an envisioning workshop with us to decide on the main milestones for your transformation roadmap.
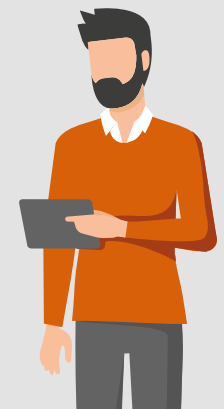
Assessing the four pillars (right) using PwC's value-add formula gives you an easy means of evaluating feasibility and ROI of enablement among frontline workers.

You should consider specific use cases and their KPIs – which represent general value drivers – and make them more tangible.

Enablement of frontline workers creates value by understanding and leveraging heterogeneity and opportunities

✕ ✓ *fx*	**Cost savings** due to switching to **one platform (Microsoft 365)** = (annual cost of third-party solution * no. of users using third-party solutions / total no. of users) – (license costs * no. of Microsoft platform users)
	Your added value = non-financial benefits + new business opportunities + cost reduction and optimization – total cost of ownership

Total Cost of Ownership

- Internal training time
- Use case development and deployment
- IT Infrastructure maintenance costs
- Licensing fees

New business opportunities

- Leveraging potential of cross-functional teams
- Offering apps on the market which were developed in house
- Greater overall skill-based and geographic agility
- Efficient upscaling/downscaling (responsiveness to demand, crises etc.)

Example drivers for calculating business value and ROI

Cost reduction & optimization

- Reduced travel costs
- Benefits of paperless offices
- Reduced cost per use case
- Increased productivity through automation

Non-financial benefits

- Digital mindset
- Workforce equality
- IT team workload shifts away from monotonous tasks
- Increased attractiveness to employees and improved image

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About us
Our clients face diverse challenges, strive to put new ideas into practice and seek expert advice. They turn to us for comprehensive support and practical solutions that deliver maximum value. Whether for a global player, a family business or a public institution, we leverage all of our assets: experience, industry knowledge, high standards of quality, commitment to innovation and the resources of our expert network in 152 countries. Building a trusting and cooperative relationship with our clients is particularly important to us – the better we know and understand our clients' needs, the more effectively we can support them.

PwC Germany. More than 13,000 dedicated people at 21 locations. €2.61 billion in turnover. The leading auditing and consulting firm in Germany.