Case Study

Microsoft

What matters to Microsoft is modernizing campus logistics for better employee experiences

Streamlining operations enables more efficiency, less environmental impact

Do what matters

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Business situation

Microsoft is in the productivity business, with a mission "to empower every person and every organization on the planet to achieve more." What matters to Microsoft is helping to envision the workplace of the future and to create it as a sustainable model of productivity and empowerment for its people.

Microsoft's headquarters in Redmond, Washington is like a small city. Located in the Puget Sound region near Seattle, the busy corporate campus encompasses nearly 14 million square feet of offices across 500 acres, accommodating more than 60,000 employees and numerous visitors each day.

In 2021, Microsoft saw an opportunity to digitally transform its campus logistics and operations. Its vision? Empower a relatively small logistics crew to do more with less, resulting in better employee experiences, cost savings and efficiencies, and more environmentally responsible practices.

"We had a pretty audacious vision for what we wanted to do," says Michelle Schaefer, principal product manager at Microsoft. "We were looking for a bold example of a logistics and operations system that could provide efficient business processes, support sustainability and enable best-in-class employee and guest experiences. Dynamics 365 and the Power Platform was the perfect solution."

Microsoft's vision wasn't limited to its own campus. By using its technologies to implement a best-in-class system at home, Microsoft aimed to create a showcase, one that would inspire other companies to transform their own logistics and operations processes, for a campus or for any purpose.

Solution

To help make this dream a reality, Microsoft turned to its trusted partners and Microsoft ecosystem experts Accenture and Avanade – a joint venture between Accenture and Microsoft.

The team has focused on configuring Microsoft solutions and tools and integrating third-party applications into the overall user interface. Our in-depth knowledge of Microsoft Dynamics 365 and the Microsoft Power Platform helped define the requirements for external vendor applications, ensuring that they could integrate seamlessly and securely with the overall solution.

So, how does the reimagined logistics process look in practice? Consider a day in the life of the small but productive crew working behind the scenes to provide a great experience to an employee who has ordered a new keyboard:

- After the order is placed, a third-party package carrier logs into a Dynamics 365 portal to book an appointment at a campus logistics center to deliver the keyboard.

Company Name:	Microsoft
Country:	US-West
Company size:	220,000
Industry:	Electronics and High Tech
Solutions:	Microsoft Dynamics 365, Microsoft Power Platform

- The package carrier is checked-in by a campus dock manager using Dynamics 365 Field Service. A Logistics Control Tower dashboard built on Power BI is used to make delivery schedules more efficient.

- A campus driver loads the keyboard, along with many other packages, onto their vehicle and consults the integrated route optimization and delivery management system to ensure the most efficient route is used and service level agreements are met.

- Once the new keyboard is delivered to the productive employee, a waste and recycling manager uses Dynamics 365 Inventory Management to track reusable items and ensure the old keyboard is properly disposed of and other supplies are re-used if possible.

The solution also includes capabilities to measure and report results, both from a logistics aspect and an employee experience perspective. Easy access to this data will allow the team to address issues and look for opportunities to improve both operations and experiences.

"By transforming our back-of-house logistics, we can closely identify the movement of deliveries and materials as well as evaluate employee feedback," says Katy Flaherty, senior district facilities manager at Microsoft. "This provides our team with up-to-date status on these deliveries.

"We've moved beyond more manual processes and lists to real-time data tracking. This also gives us the ability to learn from this information and adjust our operations to be more efficient and cost effective."

– Katy Flaherty
Senior District Facilities Manager, Microsoft

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Results

Microsoft's campus logistics digital transformation provides employees and suppliers with an experience unlike any other workspace in the world. The entire modernization effort has been guided by a commitment to sustainability, with a focus on waste reduction and energy optimization. Benefits include:

* Route optimization for all logistics and operations vehicles, resulting in efficiency and a smaller carbon footprint.

* The hundreds of suppliers who visit the campus each week get dependable delivery and offloading times that get them back on the road for the next delivery.

* Through efficient ordering, tracking and management of supplies, the logistics and operations team can visualize data quickly and efficiently for quick decisions and cost savings.

* By automating delivery orders for food, packages, furniture, and more, Microsoft enhances the employee experience through improved compliance with service level agreements, reduces costs and works towards its sustainability goals.

* The consolidation of disparate data sources unlocks exciting new opportunities to leverage generative AI and other data-driven technologies.
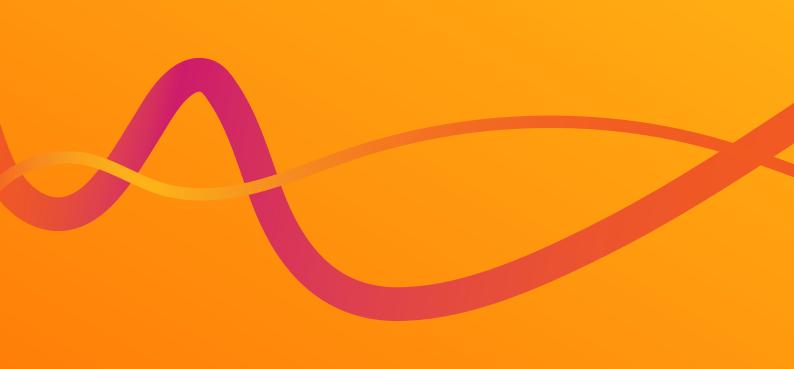
"Transforming the logistics and operations for the entire Puget Sound campus really shows the Microsoft, Accenture and Avanade partnership at its best. We're bringing possibilities to life and showing the true power of the Microsoft platform. And, at the same time, we're living out our values of sustainability and empowering people to do more."

– Michelle Schaefer
Principal Product Manager, Microsoft

About Microsoft

Microsoft (Nasdaq "MSFT" @microsoft) enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.

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About Avanade
Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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