

KM PRODUCT REVIEW



MICROSOFT VIVA

- All-in-one experience solution designed by Microsoft to empower the modern employee in a time of remote work.
- Platform bundles together services like employee communication, generating insights, learning and development
- Launched when demand for tools that enable virtual working is increasing
- Integrates with Microsoft Team and Microsoft 365

About



Improvements

- Better positioning: Seems like the message from Microsoft may not be clear. The attempt may be lost due to the current confusion in the messages.
- Content-driven like other KM products and thus. scope for failure is built into that. Focus is not there into proactively culling content.
- Can it overturn the cultural barricade? The main challenge with KM has been more related to change management. Viva does not address ways of breaking that.

- Viva Connections: Provides access to the latest news and insights of the organization.
- Viva Insights: Mainly caters to managers and leaders. To provide them with insights on the way employees work and spend their time.
- Viva Learning: Managers can manage the learning of employees. Employees can proactively engage in learning
- Viva Topics: Easy findability of content. Focus is to organize content effectively and share the right information with people.

Functionalities



Our View

- Other than Viva Learning, the rest of the features lack innovation.
- Innovations in content management, information management has gone much ahead of what Microsoft Viva is offering.
- As the leading content management platform, Microsoft should quickly ensure their products are keeping in line with the current innovation. While Viva is a good attempt, there is still a long way to go.

