



Achieve More

Accelerate connection, collaboration
and innovation with Microsoft Teams.



What's inside this e-book:



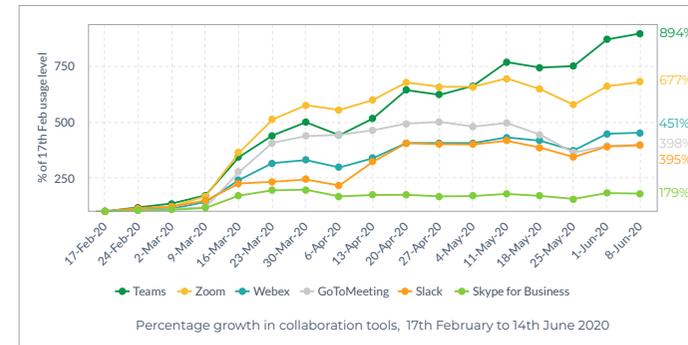
Click on the arrows in this e-guide to jump to the particular section you want to see.



1. ACHIEVE MORE

Microsoft Teams is the world's most popular connection and collaboration tool. From February to June 2020¹, Teams surged ahead of other collaboration tools largely off the back of Microsoft's strong marketing of Office 365 (now Microsoft 365), and amid growing security fears about Zoom.

When economies enacted stay-at-home orders to safeguard states following the pandemic, the use of collaboration apps soared². Millions of people made the transition to remote working, but a flurry of high-profile security and privacy breaches at Zoom left businesses and media to question how safe it was.



With video conferencing achieving record numbers, bad publicity mounted for Zoom. But usage for Microsoft Teams surged. Why? Research by market intelligence firm, Forrester, revealed that Teams is a real time and resource saver³:

- Using Teams, employees get more from meetings, and consequently spend less time in videoconferences
- Organizations on Teams streamlined communications solutions and reduced complexity
- Knowledge workers saved up to 45 minutes each week using Teams.

¹The Global Remote Work Productivity Tracker, [Aternity](#).

²The Global Remote Work Productivity Tracker, [Aternity](#).

³[The Total Economic Impact™ Of Microsoft Teams](#) by Forrester

2. MORE TIME, MORE ENGAGEMENT

91% of organizations have adopted work-from-home arrangements this year, research from Gartner reveals⁴. But 54% of people surveyed indicated that poor technology and/or infrastructure was the biggest hurdle to success.

As use of Microsoft Teams increased, organizations took two approaches to transforming:

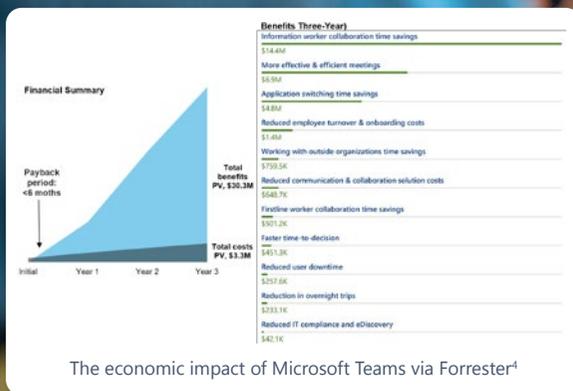
1. More adventurous organizations, often propelled by necessity, leapt into using the collaboration tools, leaving them vulnerable to security gaps. Security experts say the landscape has changed considerably post-pandemic and that IT-driven enterprises need specialist advice to decrease risk, avoid downtime and ensure business continuity.
2. More cautious organizations, driven by the requirement to mitigate risk, chose a more careful approach to introducing Teams. Frequently more prudent approaches included doing pilots and phased rollouts of Microsoft's collaboration platform. These teams now have an opportunity to accelerate adoption, and optimize the value brought by Microsoft Teams.

In 2019, Microsoft commissioned Forrester to conduct a Total Economic Impact™ Study on Teams. The study revealed the platform reduces downtime by 14.6%. But this is just the first of several big benefits.

- Teams cuts IT compliance and eDiscovery costs by 13.2%. Other savings are realized by cutting down on other communication, collaboration and productivity tools that become redundant once Teams is activated.
- 86% of organizations using Teams said **privacy controls were superior** to previously used solutions.
- 84% said it **improves remote working security**.

⁴Coronavirus in Mind: Make Remote Work Successful! By Gartner Research

⁵The Total Economic Impact™ Of Microsoft Teams by Forrester



3. A SECURE VIRTUAL WORK ENVIRONMENT



“Teams is built on the Office 365 hyper-scale, enterprise-grade cloud, delivering the advanced security and compliance capabilities our customers expect.”

Ongoing headlines of high-profile cybercrime and data breaches reveal that no organization is immune to cyber-attacks. Criminals constantly change their strategies to gain access to systems, either to steal and sell private data, or to gain access to deeper levels of these systems, so they can hijack them or hold them to ransom.

When tens of millions of employees started working from home under stay-at-home regulations, opportunistic criminals were quick to change their strategies. Phishing campaigns alone skyrocketed by 667% between February and March 2020, according to [Barracuda Networks](#). Although overall numbers of attacks have not increased, the attack surface has grown, as people working at home are likely to be less vigilant than in an office environment. They are often also less likely to report a breach.

The situation is becoming ever more costly. [Forbes](#) predicts that the global cybersecurity market, which is currently worth \$173 billion, will grow to \$270 billion by 2026.

While no software can prevent all phishing attempts and malware or ransomware attacks, Microsoft Teams has built security into the system. According to Microsoft, “Teams is built on the Office 365 hyper-scale, enterprise-grade cloud, delivering the advanced security and compliance capabilities our customers expect.”

Microsoft classifies Office 365 into four basic compliance categories: A, B, C, & D, with the latter being the most secure. Teams fits into the “D” category, which enables security compliance services by default. Additionally, Teams features two-factor authentication and encrypted data.

User buy-in to security is crucial for a safe Teams environment, so that everyone can enjoy the safe, productive environment that Teams provides.



4. ACCELERATE COLLABORATION & ACHIEVE MORE

Here's a quick guide to getting more from the world's most popular collaboration tool, Teams:

- Ensure your decision to implement or accelerate Teams is **driven by strategy**. A unified, integrated chat and work hub is an opportunity to deepen your transformation journey.
- Embrace the opportunity to **become more transparent, build trust and align your people with purpose**.
- Encourage collective curiosity: **working together drives learning**, problem solving, better decision making, greater responsiveness, and participation.
- Purposefully design the right experience for your organization's bespoke ecosystem and culture. A meaningful and **business case driven approach** to Teams will accelerate adoption, use and success.
- **Plan carefully** to align Teams with your business strategy and values.
- Make space and time to think about matters like **inclusion, diversity, and team structures** and how this integrates with your brand and operations.
- Identify, approach and engage key stakeholders and influencers who drive culture and performance, and recruit them to help **drive the success of uptake and use**.
- Deepen the experience with **training and learning** interventions to accelerate **problem solving** and **distributed decision making**.
- Think about how these changes can make your organization more **resilient and inherently innovative and creative**.
- Encourage collaboration and learning together, leading to **better responsiveness** and decision making over time.

5. EMPLOYEE ENGAGEMENT POWERS PROFITS

Used strategically, Microsoft Teams can be a driver for engagement. Highly engaged teams drive 21% greater profitability, research by Gallup reveals⁶.

Loosely defined as ‘what drives worker behavior’, engagement is complex but can be understood as the investment that humans make in the workplace that is affected by trust, motivation, transparency, technology and workplace culture.

“ Great workplace cultures treat employees as stakeholders of their future. They put their attention on concrete performance management activities, such as clarifying work expectations, getting people what they need to do their work, providing development opportunities and promoting positive coworker relationships. As a result, their employees create more and better work, stay with their organization longer and win the best customers for the future. ”

Gallup: “37 Workplaces That Stand Out from the Rest”

Research by Gallup⁷ reveals 85% of employees around the world aren't engaged and that this represents a productivity loss of over \$7 trillion⁸. But when teams are more engaged, they can power a 21% increase in profitability.

With Microsoft Teams, organizations can ensure that diverse, mobile teams working in different locations can connect using various devices, and work in concert. This is because **Microsoft Teams enables open, participative workspaces** where disparate teams can seamlessly collaborate and enjoy much higher visibility with each other.

The Gallup study of 82,000 teams [about 1.8 million employees] in 49 industries across 73 countries showed engaged employees performed better on crucial outcomes⁸:



⁶ [The Right Culture: Not Just About Employee Satisfaction](#) by Gallup

⁷ [What Is Employee Engagement and How Do You Improve It?](#) By Gallup

⁸ [Company Culture: Private Equity's Intangible Value Creation Lever](#) by Gallup

⁹ [Company Culture: Private Equity's Intangible Value Creation Lever](#) by Gallup



New technology reduces meeting fatigue

Microsoft Teams is continually advancing to make the experience of using it better. **Together mode** is a **recent innovation** that uses AI segmentation technology to digitally place participants in a shared background in Microsoft Teams meetings. The experience is like sitting in the same room with other participants because background distraction is reduced. Early research shows that Together Mode in Microsoft Teams may decrease meeting fatigue.

6. ACHIEVERS TRANSFORM

Market intelligence firm IDC believes that, by 2021, the contribution of "digital coworkers" will increase by 35% because a greater number of tasks will be augmented by IT, or automated. "By 2024, enterprises with intelligent and collaborative work environments will see 30% lower staff turnover, 30% higher productivity, and 30% higher revenue per employee than their peers," the analysts state¹⁰.

Work transformation is critical to improving organizational ability, efficiency and productivity. The analysts believe that, by fueling employee engagement, organizations can drive real and lasting competitive differentiation.

Deepen the competitive edge by encouraging your teams to take an always learning attitude to Microsoft Teams, work and life. Why? Committing to lifelong learning develops a growth mindset and better enables people to invent, discover or create solutions to problems.

Learning in organizations has changed from something that is done (for instance at a conference or in a training session) to an experience that is always available on demand with all-time access.

This means that the best way to move forward with Microsoft Teams is to integrate teams, training and culture as your organization decentralizes and moves to more distributed decision making, and more democratic structures.

We now understand digital transformation as an experience that is disrupting and disintermediating industry, and part of this is the move from 'command-and-control' type hierarchical structures to distributed decision making.

Integrating Teams with your learning, training, culture practices and rituals will mean that you can create a growth-oriented culture where teams can seek and find solutions when they need them, and access advancement when and how they need it.

This in turn creates a smarter, more resilient, and robust organization that is better geared for the future.



7. POWER ACHIEVEMENT

Partner with Intellinet to accelerate meaningful adoption of Teams, close potential security gaps, and to unlock the full potential of Teams with business-driven use cases your department or organization needs in order to make collaboration and innovation your competitive edge.

Intellinet is a purpose-driven digital transformation services firm and 25+ year Microsoft Partner. Our consultants work with clients to ensure solutions are aligned to business intent, provide an outstanding user experience, and are successfully adopted. Together let's make it easy for your staff to work, share, chat, and achieve more in a safe and secure environment.



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