



## **MAXSUM CONSULTING**

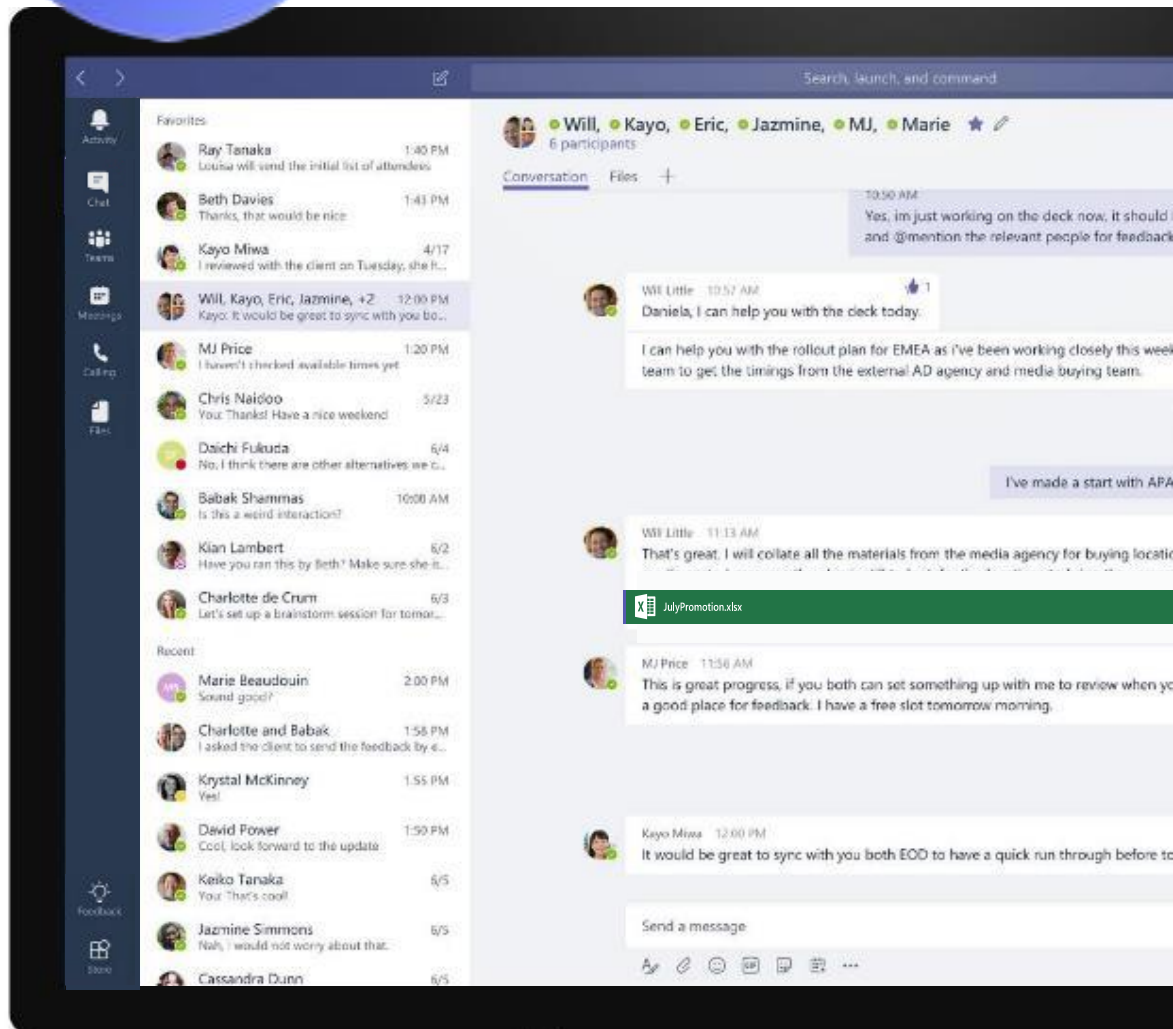
Successfully Enabling Opportunity  
with Microsoft Teams



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# Overview of Microsoft Teams

## What is Microsoft Teams?

The powerhouse Microsoft Teams collaboration app has been purpose-built for the modern workplace and has been designed specifically to address the need for a platform that provides all Office 365 collaboration tools in one place, with functionality to bring in other third-party apps to the platform as well via tabs, connectors and bots.

When you hear a term like “the modern workplace” bandied around, it’s pretty natural to just think “latest tech”. But the modern workplace idea is essentially built around people finding better ways to work and communicate as groups, rather than about the technology that they’re using.

What’s sparked all this talk of collaboration?

Some undeniable and fundamental changes in the way we are working...



- 80% of employee time is spend collaborating
- 72% of workers will be working remotely by 2020
- We’re working across 4+ devices per user
- 2x as many teams collaborating in our workplaces.

*“Creating a hub for productivity was a big aim, but also was the need to provide all the essential tools to be productive and to prevent employees resorting to unsanctioned shadow IT.” Microsoft*

Teams is the fastest growing application in Microsoft’s history. It supports 44 languages and has 500K+ organisations actively using the application globally.

# Collaboration

Success Teams

Adoption

Office 365

Microsoft Teams

Communication

Modern Workplace

Governance

Planning

Microsoft 365

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## Microsoft Teams as a Collaboration Hub

Teams lets you quickly pull together a team with people inside and outside your organisation, chat with others to drive fast and inclusive conversations, securely share and coauthor documents, and iterate on projects.

Customise Teams by adding quick access to shared notes, webpages, and apps. Use audio and video conferencing and meetings as well as persistent chat to collaborate in real time from wherever users are.

Teams will simplify your access to Office 365 services and third-party apps to be the new center of gravity for your collaboration and communication needs.

Encourage your team to install both the desktop and mobile applications for the best experience and most accurate feedback.



### Microsoft Teams gives your staff the modern workplace teamwork tools



#### Communicate more effectively

Communicate in the moment and keep everyone in the know



#### Work better together

Give your team quick access to information they need right in Office 365



#### Customise your workspace

Tailor your workspace to include content and capabilities your team needs every day.



#### Keep your team secure

Get the enterprise-level security and compliance features you expect from Office 365.

Check out the [interactive demo](#) to explore the look and feel of how Teams works!



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## Powering Teams - What lies beneath?

Your best Teams experience requires Exchange Online/SharePoint Online.

For the full Teams experience, every user should be enabled for Exchange Online, SharePoint Online, and Office 365 Group creation. There may be other hardware, network and environment considerations to ensure you can enable the best possible Teams experience.



**Office 365 + Microsoft Teams gives you the chance to support the unique work style of any group**



**Chat-based  
Workspace**  
Teams



**Mail &  
Calendar**  
Outlook  
and  
Exchange



**Voice, Video  
& Meetings**  
Teams



**Sites & Content  
Management**  
SharePoint and  
OneDrive for  
Business



**Enterprise  
Social**  
Teams  
Conversations  
& Yammer

Office 365 Groups

### Complete Collaboration Solution

Office 365 addresses the breadth of collaboration needs across organisation

### Integrated Experiences

Office 365 Groups and Graph enable integrated experiences that facilitate effective collaboration

### Security and Compliance

Office 365 provides the security, compliance and manageability required in today's workplace



## Planning for Teams

### Getting IT Right – Your Microsoft Teams Journey

Preparation, engagement and follow-up will be critical across the planning, implementation and scale-up phases of transitioning to Teams-based collaboration.

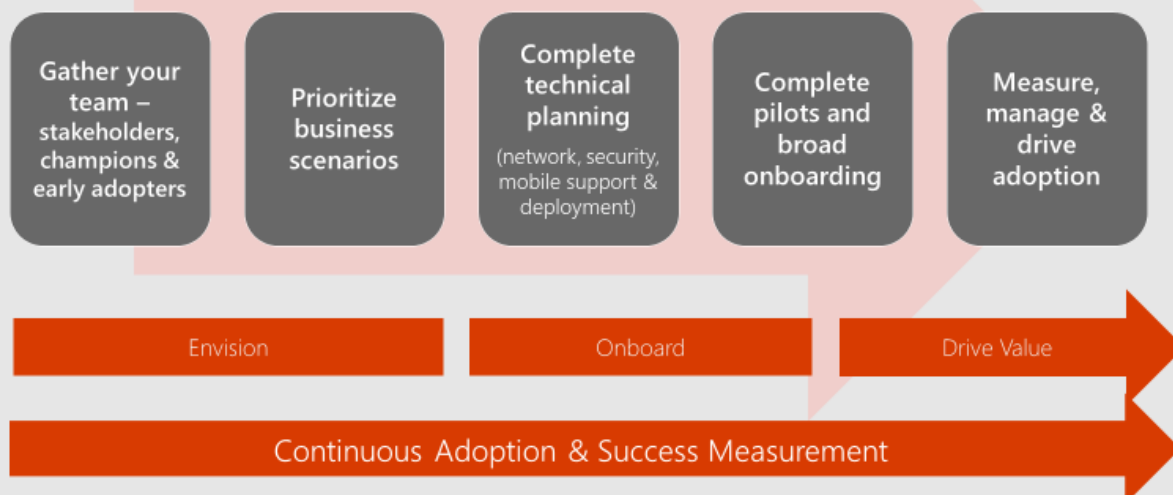


*“Collaboration via Microsoft Teams represents a fundamentally different way of working. Success with Teams is dependent less on the technology and more on people and engagement, which is far more complex!” Maxsum Consulting*

In the planning stages you will need to be prepared to:

- Ask the governance, privacy and security questions up front.
- Ensure your technical environment and systems are optimised to support the Teams experience.
- Communicate and engage with your staff for buy-in and adoption success.
- Make sure you allow collaboration and work processes to deliver *real* work/life balance gains.
- Give your team a go!

## Implementation Phases For Office 365 and Microsoft Teams





## Step 1: Get your people together & Understand what Teams is

Assemble a group of individuals from your business, IT and user communities to act as the stakeholder and decision-making group for your Teams deployment. In smaller organisations this may be 2 or 3 people. Be sure to include individuals from all 3 communities to ensure a successful journey.

Then ensure you invite a third-party facilitator in to work with your team to step you through how Teams works, what the key considerations, potential drivers, benefits, risks and cost factors may be for your organization.

## Step 2: Prioritize your business scenarios

Collaboration and communication are about people! Pick the most relevant business scenarios for your organisation instead of talking about features and functions.

Successful Teams deployments often center around high-velocity teams that work closely together, such as product development, marketing event teams, finance groups, or support organisations.

Select one of these scenarios and complete a quick inventory of how these users work today so you can effectively design the Teams experience in a meaningful way for these people.

## Microsoft Teams use cases for each department

### Customer Support

- Enable continuous knowledge sharing between shifts
- Provide visibility into customer escalations
- Search for solutions across conversations
- Speed up issue resolution with various subject matter experts



### Engineering

- Enable continuous discussion across a distributed team
- Discuss ideas and requirements, gather inputs in the open
- Store standard documentation and files
- Integrate with developer tools like Jira



### Finance

- Prepare earnings release with cross-functional stakeholders
- Streamline data consolidation and analysis
- Store budgeting documentation and files
- Share economic trends and news



### Human Resources

- Drive alignment on job descriptions and streamline interview processes
- Plan and prepare new employee onboarding
- Engage distributed employees in training
- Share department resources and documentation



### Marketing

- Coordinate campaigns and event tasks
- Share the latest content drafts for feedback
- Get automated reports from analytics tools
- Prepare marketing launch across multiple stakeholders



### Sales

- Get quick answers from PMs and Sales Ops
- Share key customer wins
- Get lead notifications and deal mentions
- Share latest company, product and competitor news



### Operations & Project Management

- Streamline project communication and tools
- Provide status updates, get feedback, coordinate tasks
- Share files and collaborate on deliverables
- Get new project members up to speed quickly



### Step 3: Complete governance, technical & features planning

Not only is efficient planning the foundation of a great user experience with Teams, it is absolutely essential to ensure that Teams has been configured specifically to meet your particular security and compliance and data governance requirements.

The key elements of your Teams planning or “scoping” project should include:

1. Understanding what Teams is and what will it mean for your organisation
2. Governance planning and roles assignment
3. Technical environment and systems readiness planning
4. Features planning
5. Licensing review & planning
6. Security and compliance review & planning
7. Communications, training and business process planning to support your Teams use
8. A plan to support ongoing adoption and use of Teams across your organisation

***Top tip!***

*Have a play around with Teams!*

To get started quickly on Teams, we recommend you create two or three teams and channels for a small and select group of early adopters. By first rolling out Teams on a small scale, you'll learn Teams by using Teams and gain valuable insights to inform how you deploy Teams across your whole organisation.



## Step 4: Conduct pilots and deploy Teams

In most organisations, you'll want to conduct an initial Teams pilot with your stakeholders, champions, and select early adopters for one or more of the scenarios you selected above. A pilot gives you valuable information about how Office 365 and Teams are received in your organisation. Select an interested group of users and a prioritised business scenario to get started.

Once your pilots are complete, you'll have the feedback you need to plan your broader Teams deployment. Large organisations often deploy in phases to manage the onboarding and training work required to implement a quality employee experience. Be sure your deployment plan integrates your prioritised business scenarios to ensure your employees are getting the most from Office 365 and Teams.

In smaller organisations, consider enabling Teams for the entire organisation, then add all users to a single, company-wide team. Add common reference items and tasks to this team to simplify the collaboration and productivity experience for everyone.

### ***Top tip!***

*Set up a "Get to know Teams" team*

Your project team can use the "Getting to know Teams" team to ensure they're set up with Teams clients, have some initial conversations, and explore what Teams can do. You may already have a group of people in your organisation who enjoy getting early access to new capabilities. This can be one of their initial teams when you bring them on board and will help you get early feedback.



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Here's a suggested "Get to know Teams" team structure.

| Channel                | Description and usage   | Pinned tabs, bots, and apps   |
|------------------------|---|---|
| General                | All teams start with a General channel. Use this channel to make announcements as you start getting to know Teams.                          |   |
| Say hi                 | Introduce yourself to the team and share what you want to get from Teams.   |   |
| How do I               | A channel to ask how-to questions.<br>Step 1 – install the desktop and mobile clients.<br>Step 2 – jump into Teams.                         | Pinned tab that links to the <a href="#">Teams help centre</a><br>Pinned tab that links to <a href="#">Teams training videos</a><br>Pinned tab that links to <a href="#">Teams desktop and mobile client download links</a> |
| Feedback               | Share your thoughts on your Teams experiences.  | Pinned tab with Polly Poll  |
| Ideas for future teams | Share your thoughts on where Teams can drive additional value in your organisation. What could these teams be called? Who would be members? |   |
| Support                | If something isn't working as expected, use this channel to get help.   |   |

**Top tip!**

*Don't forget mobile!*

As you're deploying Teams, don't forget to turn on the mobile experience. Enabling your users to run Office 365 mobile applications can dramatically increase usage and satisfaction. Office, Outlook, SharePoint, Teams, Planner, Yammer, and other popular Office 365 services all offer mobile experiences.

## Step 5: Measure usage, manage satisfaction, and drive adoption

Deploying software isn't the only thing required to drive change in your organisation. Empowering collaboration is more about people than technology. To successfully drive adoption of Office 365 and Teams, stay focused on your employees' experience. Here's a checklist of best practices to get you started. Maxsum can also help you design the right governance, deployment, adoption and monitoring plan for your organisation's Teams success.

- **Talk to Maxsum** about undertaking a proper Teams planning consultation and deployment project to ensure you have a roadmap planned out for all 5 phases of the Teams project.
- **Think about change management processes** and driving adoption from the outset. Maxsum can assist with putting together a program that will set your Teams deployment up for success.
- **Invest in training** Teams end user adoption and feedback is best managed within the culture of your organisation. Leverage our Train the Trains Teams enablement sessions to create Teams champions and go-to people to drive change in your organisation.
- **Monitor the health of your teams** with Office 365 activity reports to understand usage across your environment. If you aren't an Office 365 admin for your company, Maxsum can assist you with these reports.
- **Capture feedback from your employees** on their experience with Office 365 and Teams. Use a public channel in Teams perhaps.
- **Nurture your champions and highlight your wins.** Reward employees for embracing these new tools and using them in innovative ways that relate to business outcomes for your company. This, above anything, will ensure continued adoption of Office 365 and Teams.

*Now let's get planning!*

# Microsoft Teams Fast Facts Infographic

## Microsoft Teams, the hub for teamwork in Office 365

Today's workplace runs on teamwork. With the right tools, teams are more productive, more profitable, and more engaged.



### Are employees engaged in their jobs?<sup>1</sup>



One-third of employees say they are fully engaged in their work.



More than half of all employees report that they are NOT fully engaged in their work.

**Engaged employees produce better business outcomes<sup>1</sup>**

**Productivity**  
17%  
Higher

**Sales**  
20%  
Higher

**Profitability**  
21%  
Higher

### Teamwork: 84% of employees work on multiple teams<sup>1</sup>

**49%**

Slightly Matrixed, sometimes work on multiple teams

**18%**

Manager Matrixed, work on multiple teams every day with most people reporting to the same manager

**17%**

Highly Matrixed, work on multiple teams every day with different people reporting to different managers



### Highly matrixed team members<sup>1</sup> . . .

#### Collaborate more effectively

More than one-third of employees who work on teams reporting to different managers on a daily basis strongly agree that being on different teams helps them collaborate more effectively with coworkers.

#### Are more engaged

Employees who work on teams reporting to different managers on a daily basis experience a 22% lift in engagement over employees who do not work on different teams.

#### Are more committed to quality

Employees who work on teams reporting to different managers on a daily basis are 40% more likely to strongly agree that their coworkers are committed to quality.

### The benefits of teamwork for the organization:

- Teams add flexibility within the organization
- Teams help companies react more quickly and improve speed to market
- Teams help employees build strong relationships and boost morale



### The benefits of teamwork for employees:

**MORE**  
proficient productive creative collaborative



### The modern workplace

**80%**  
of employee time is spent collaborating with others<sup>2</sup>

**72%**  
of workers will be working remotely by 2020<sup>3</sup>

**2x**  
more teams compared to five years ago<sup>4</sup>

### The costs of ineffective collaboration

#### Less Agile

Takes longer to make and execute decisions, go to market, and respond to customers

#### Lower Quality

Worse decisions due to incomplete data and fewer viewpoints

#### Reduced Innovation

Lack of information sharing means discoveries aren't leveraged in other areas



“ Research shows that simply feeling like they're part of a team of people working on a task makes people more motivated as they take on challenges.<sup>5</sup> ”



### Research reveals that employees engaged in collaboration report<sup>6</sup>:

Higher engagement  
Less fatigue  
More success

### The growing standard for collaboration<sup>7</sup>

**500K+**

Organizations using Microsoft Teams

**50%**

Increase in collaborative work

**13M**

Daily active Teams users



### The hub for teamwork in Office 365

#### Communicate more effectively

Communicate in the moment and keep everyone in the know.

#### Work better together

Give your team quick access to information they need right in Office 365.

#### Customise your workspace

Tailor your workspace to include content and capabilities your team needs every day.

#### Keep your team secure

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Notes:



**More Information About Maxsum Consulting**

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Silver Small and Midmarket Cloud Solutions

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