



# WORKPLACE EXPERIENCE



## Time for Teams

This guide explains how Microsoft Teams can help to deliver a great Workplace Experience.

# Executive summary

A transformed workplace experience promises greater cost-efficiency, productivity and growth. Microsoft introduced a key enabler of that experience with Microsoft Teams, perhaps the most revolutionary component of Microsoft 365.

Teams is a broad and continually expanding canvas for re-engineering business processes, services and the very nature of work in your organization. You can wring tremendous business value from Teams – if you do it right. That includes knowing when to adopt it and which workloads to adopt first, how to balance technology and change management concerns, and what to expect from the partner ecosystem.



# Workplace experience: How to enhance it with Teams

Workplace experience is a new approach that embraces the entire organization to drive sustainable value.

It's founded on three elements:

- Modernized platforms
- Reimagined culture
- Employee experience and optimized operations.

It combines these three elements in a holistic approach focused on cost efficiency, productivity and growth.

Microsoft took a key step toward helping businesses to achieve a great workplace experience with the introduction of Microsoft Teams, the destination hub for next-generation ways of working, in Office 365.

In the two years since the launch of Teams, it has become hugely popular, one of [the fastest-growing business apps](#) in Microsoft history. More than 500,000 organizations, including 91 of the Fortune 100 companies, use it.

Teams is an app with capabilities that make it far more than the sum of its parts. Sure, Teams does communication, collaboration, conferencing, content management, telephony and messaging, but casual observers who peg it as little more than that are missing the point.

Used correctly and fully, Teams is a broad and ever-expanding canvas for the new workplace experience, for work-process integration and orchestration – for what could become the DNA of your business.

Because Teams is cloud based, you can take advantage of the rapid release of Teams innovations as soon as they're available. For instance, with the release of Teams Meeting Rooms, users gained immediate access to meeting-enhancing technologies such as captioning, language translation and persistence so they could return to meeting resources, such as shared docs, whenever they wish.



## Welcome to the new frontier

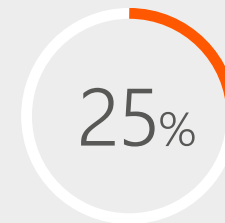
Our experience with clients and independent research identifies the workplace as the new frontier for competitive advantage. For example, the [MIT Center for Information Systems Research finds](#) that companies with great employee experiences have twice as much customer satisfaction and innovation, and are 26% more profitable, than their peers.



**Double the customer satisfaction** (industry adjusted Net Promoter Score, NPS)



**Twice the innovation** in terms of percentage of revenues from new products and services



**25% greater profitability** compared to competitors

# Unlock Teams' business value.

Teams is a treasure chest of business value, which you can adopt in whole or in part, and at the pace and in the order you choose. It gives you the ability to:



**Redesign experiences, services and processes.** As you're ready, you can add capabilities to Microsoft Teams with tabs, connectors, bots and other technologies. With each integration, Teams becomes an ever-broader canvas for re-engineering or improvement of business processes and services. That's a compelling innovation that helps Teams to deliver on the promise to truly change the nature of work.

Your organization can leverage innovation and capabilities from Microsoft, third-party providers, your internal corporate developers and business end users.



**Create powerful custom apps more quickly and easily.** Your developers can create native applications that take advantage of Teams without doing all the heavy lifting they'd incur if they were developing this capability from scratch. Moreover, Teams is mature, built on Office 365 services such as SharePoint Online, and it can leverage services across Microsoft cloud services, such as Azure Active Directory. Building on top of common scalable and secure services makes it a powerful addition to the developer's toolkit.



**Take the time to tackle people challenges.** Because Teams provides such a broad set of tools for collaboration, you can focus on tackling your collaboration and workplace culture instead of having to deal with technical integration across multiple collaboration tools. Historically, organizations grappled with multiple security or operational models, or challenges in developing apps that consumed capabilities from multiple point solutions.



**Collaborate within your favorite business apps.** Because you can integrate Teams directly into your business apps, your project managers, for example, can communicate and collaborate with colleagues while remaining within their project management software, sharing schedules and plans with remote team members at client sites. They can use their choice of real-time communications and shift among them in real time.



# Diagnosing and treating cancer faster through a virtual tumor board

Patients at [a major U.S. healthcare system](#) are getting faster diagnoses and treatment for their cancers thanks to Teams. The organization's traditional tumor board required specialists from various disciplines to meet in person to review cases. But getting everyone in the same room at the same time wasn't easy.

So, Avanade used Teams and a range of Office 365 technologies to empower clinicians to access, share and comment on case files from wherever they are, and then to track diagnoses and treatments. The pilot was enabled within weeks. The Teams-enabled tumor board is a new best practice that increases clinician participation, improves quality of care, and triples the number of patients who can be evaluated.

Time for Teams

| Teams helps save lives.  
| What can it do for you?



# Should you migrate from Skype for Business to Teams?

The enterprise voice and conferencing functionality formerly found in Skype for Business Online has been merged into Teams. Office 365 customers with 500 seats or fewer are now automatically onboarded directly to Teams. Microsoft continues to support Skype for Business Server for on-premises applications with a new 2019 edition.

So, if you use Skype for Business or have the option to do so, how should you decide if Teams is right for you? How should you consider including it in your environment? You have options, such as deploying specific components of Teams to add collaboration to an existing Skype for Business environment or deploying Teams entirely to replace that environment.

If you need functionality currently found only in Skype for Business, such as PBX capability, then Skype remains your best option for now. Microsoft designed Teams to support many use scenarios and Avanade has in-depth experience in helping companies to exploit these possibilities, especially for complex interoperability needs.

We recommend that companies adopting Teams first do so for a single workload, typically collaboration, and then expand its adoption as they and their employees find additional ways to use it.



# How to make the most of your Teams adoption

Over the last couple of years, we've seen what works in helping companies make the most of their Teams adoption. As you evaluate Teams' potential benefits for your organization, here are key points to keep in mind:



**Teams keeps getting better.** Teams was launched as a mature product because it's based strongly on established Microsoft technologies and it's evolved rapidly over the past two years. However, these capabilities are deployed at differing rates. Endpoint integration, for example, is still maturing; not all third-party devices interoperate with Teams. You should make sure that the ones of interest to you do. That also applies to third-party solutions, such as call centers, that you may wish to use with Teams. Avanade's Evergreen Service can help you identify new and changed functionality of interest to your organization.



**It's more than a communications upgrade.** Teams is best exploited as a foundational technology for the workplace experience, one that goes beyond traditional unified communications to also include collaboration, employee engagement, applications and operational improvements. At the same time, Teams will frequently be part of a broader cloud journey.

Working on both of those transitions simultaneously can be a challenge and you may want a partner to help you through that journey. One way to proceed: To boost your ROI, make Teams part of a broader Office 365 or workplace experience platform strategy.



**Make the business case.** The likely business case for Teams is both different and broader than the business cases used to justify Skype for Business. With Teams, look beyond communications/collaboration capability to include the impact of better customer experience, process improvements, productivity and content-creation tools. Also look at the impact of using Teams with third-party ecosystem solutions. Focus on a specific line-of-business scenario or industry solution. LOB apps are likely crucial to your success and may represent great opportunities to pave the way for broader business benefits.



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**Organizational change is essential.** Teams adoption isn't only a technical issue. It's also, and perhaps mostly, a change management issue. Teams looks and works differently than other collaboration tools since it encompasses so much functionality. Your employees need to be ready for Teams if the enhanced workplace experience is to be realized. This is especially true if they've been using several tools, perhaps in a haphazard way, to accomplish what Teams does on its own.

Now you can optimize your workplace culture and bring in Teams to support that culture. Because Teams looks very different from the Skype for Business client, some of your biggest adoption and change management challenges may come from web conferencing and other real-time communications workloads. Save them for later. Instead, start with collaboration workloads such as document sharing that have less overlap with Skype, less dependence on infrastructure and the biggest potential for clear business value.



**So is governance.** Governance is paramount to a successful launch of Teams. The expanded ability to create new applications, change processes, collaborate, share and create content raises opportunities for organizations to develop policies to deal with content sprawl, security, versioning, discoverability, document control and other issues. Organizations need to manage the lifecycle of Teams and all SharePoint sites for collaboration.



**Know when to keep Skype for Business.**

If you use Skype for Business Server Edition as your PBX, then keep it until the functionality you are using is implemented in Teams. You may also need to do this if you have legacy PBX integration with your Skype for Business on-premises environment. Follow the Teams roadmap to identify the availability of critical features. As you plan to move your telephony capability to Teams, be sure to migrate your performance monitoring and network management for real-time communications capabilities to Teams too. You may be able to use Teams' Direct Routing feature to plan your transition earlier.

# Turn to Avanade

Avanade can help you adopt Teams as part of a broader drive to redefine the workplace as a creator of sustainable value.

We transform culture, technology, experiences and operations to increase efficiency, productivity and growth. Our end-to-end approach combines strategy, implementation and managed services, augmented by industry expertise, specialist tools and IP.

Avanade is one of the first large-scale organizations to fully adopt Teams for collaboration, communications and applications – experience that we’re uniquely positioned to use to help you in your adoption. And we’re the only partner to be working closely with Microsoft on new Teams capabilities.

Our resources include a full-service Digital Studio and Experience Design practice, Digital Strategy and Change Enablement practices, and cross-client Digital Workplace Forum benchmarks and practices. It’s all part of what’s made us the 14-time winner of the Microsoft SI Alliance Partner of the Year award.

To learn more about how Avanade can help you transform your workplace experience with Teams, including how you can unleash the power of intelligent collaboration in just three days, [check out our Teams Adoption Workshop](#).

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Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 30,000 professionals in 24 countries. Visit us at [www.avanade.com](http://www.avanade.com).

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<sup>1</sup>Wakefield Research: Avanade Hot Topics Survey, QuickRead Report, December 2017



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8 MILLION  
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