



Microsoft Teams – The hub for teamwork in Office 365.

June 19th, 2019 @ 12pm-1pm EST

Ivor Davies

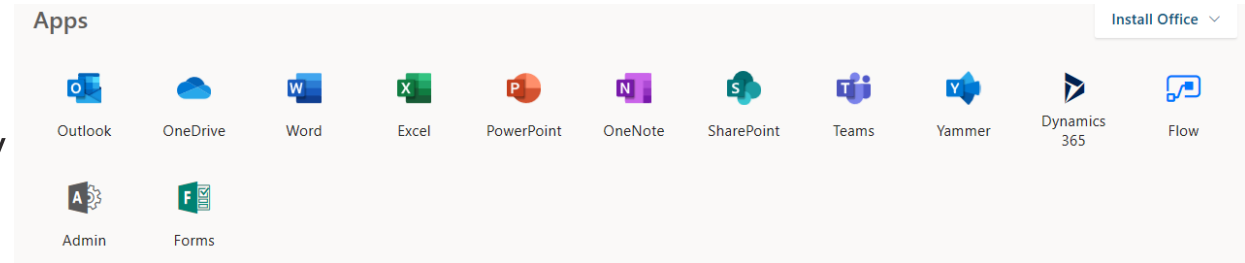
About me..



- Passionate Office 365 / SharePoint / Teams Consultant
- 15 Years of SharePoint Experience
- IT Professional with years of analyzing, recommending & implementing leading edge technology to meet the needs of the business.
- Microsoft Partner & IAMCP (International Association of Microsoft Channel Partners).
- Extensive technology experience as it pertains to business and customer needs such as Office 365, Microsoft Office, SharePoint, Enterprise Project Management (EPM) & Business Intelligence.
- LinkedIn - <https://www.linkedin.com/in/ivordavies/>
- Email – Ivor.Davies@ivordaviesitconsulting.onmicrosoft.com

What you should know & key learnings

- What you should already know
 - Understand the value Teams brings to your company
 - Be familiar with the Office 365 user experience
- Key learnings
 - IT Pros can configure global and user specific Team settings
 - Since Teams is built on Office 365, it relies on some settings from other areas
 - IT Pros can automate the management of individual teams throughout their lifecycle
- Out of scope
 - Advanced scenarios such as: Calling scenarios (Audio Conferencing, Phone System, Call Quality), Upgrade from Skype for Business, Client management



The successful adoption of Microsoft Teams represents a change in behavior.

It is more than a product – it is a fundamentally different way of working.

This change is about people.



Microsoft 365 toolkit enables collaboration scenarios

Collaboration Scenarios

..... Connecting people to people, people to information and people to systems



Modern collaboration with effective teamwork

The hub for teamwork value meets the unique needs of each team member in a highly secure way.



Employee engagement and empowerment

Drives employee engagement and delivers new insights with mobile and intelligent intranets and communities that empower the workforce.



Business transformation

Connects experiences using Microsoft Graph and artificial intelligence to fully realize digital transformation.

Office 365

The most complete, secure cloud productivity service



Authoring

Word
Excel
PowerPoint
OneNote



Mail & Social

Outlook
Exchange
Yammer



Sites & Content Management

OneDrive
SharePoint
Delve



Chat, Meetings & Voice

Teams



Analytics

Power BI
Delve Analytics
Excel

Secured and Compliant

Manageable

Extensible

Always up to date



Agenda

- Microsoft Teams, the hub for teamwork in Office 365
- Chat, calls & meetings for today's teams
- Integrated Office 365 apps
- Create, collaborate & Get Work Done
- Customizable & extensible
- Enterprise security, compliance & manageability
- Microsoft Teams use cases
- Demo
- Key Benefits from implementing Teams
- Next Steps & Resources

Microsoft Teams, the hub for teamwork in Office 365



Chat, calls & meetings
for today's teams



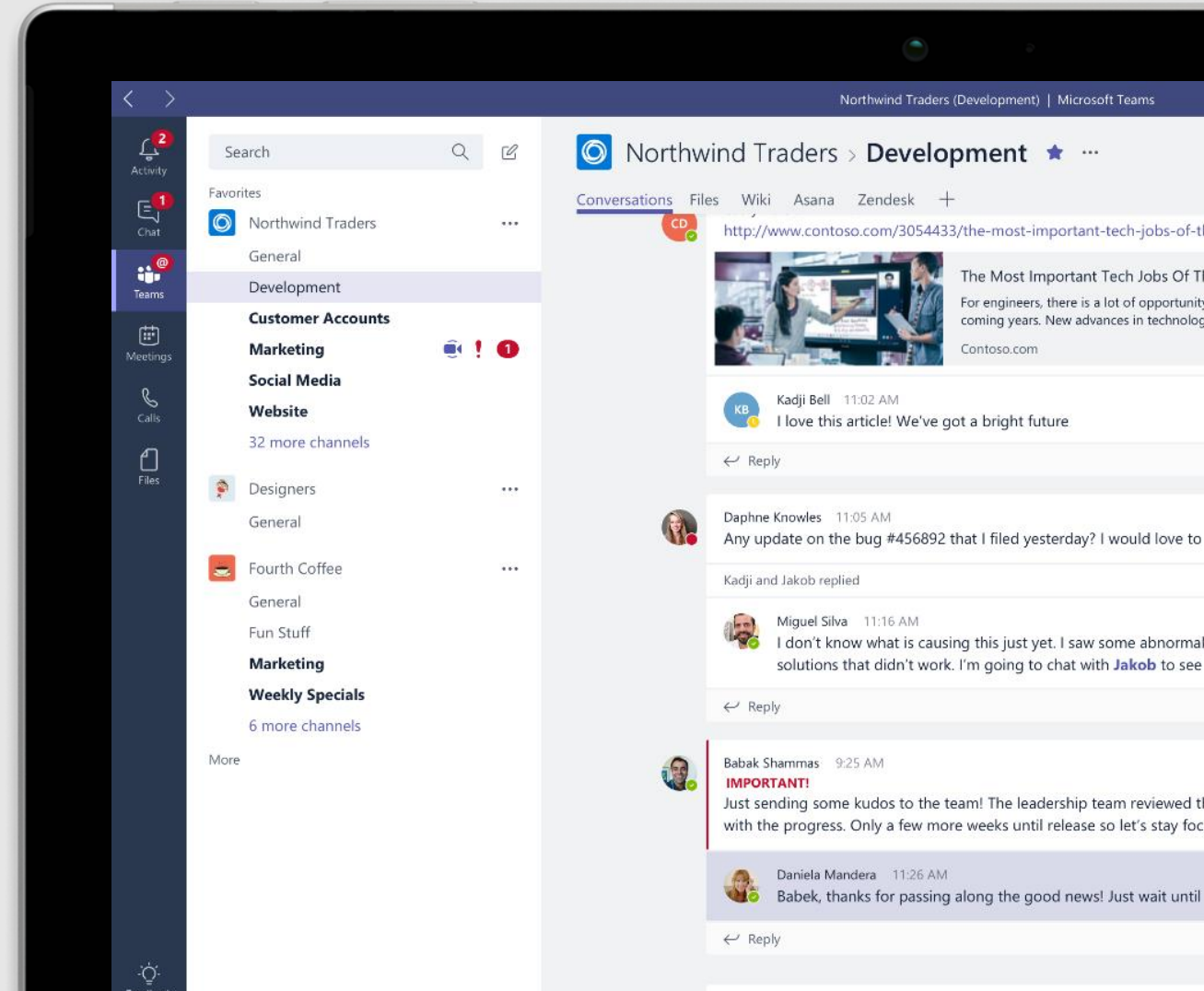
Integrated Office 365 apps



Customizable and extensible



Enterprise security,
compliance & manageability



Chat, calls & meetings for today's teams

Communicate in the moment and keep everyone in the know

Chat, calls, meetings within your team and across organizational boundaries

Private chats for 1:1 or small group conversations

Schedule and join online Skype meetings with HD video, VoIP, and dial-in audio conferencing options

Have a dedicated phone number with advanced features

Available across mobile, desktop and browser; integrated with meeting room devices



Integrated Office 365 apps

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

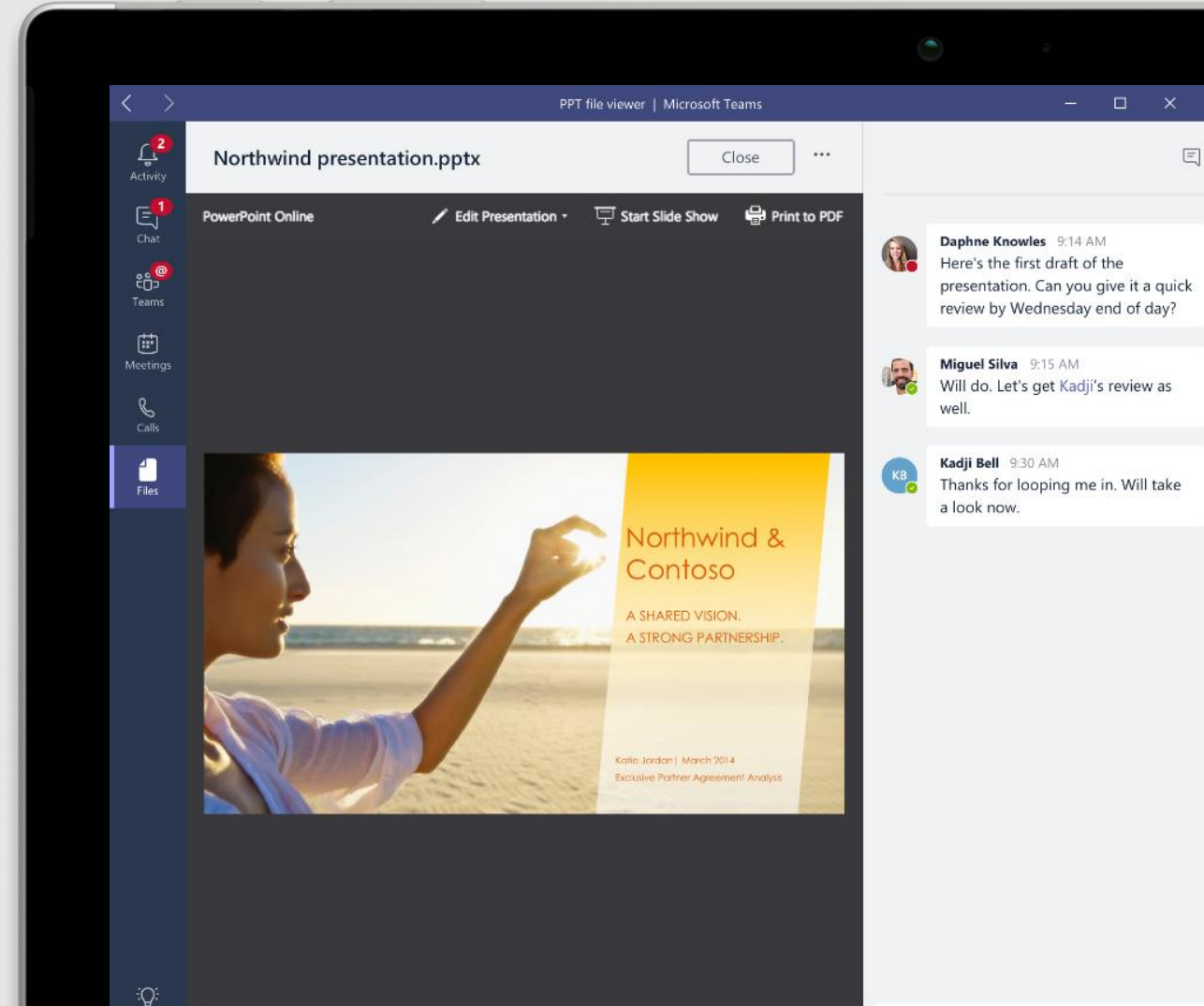
Conversations, files and tools live in a team workspace

Co-author and edit with Office and other files right in the app

Integrated with Skype, SharePoint, OneNote, Power BI and Planner

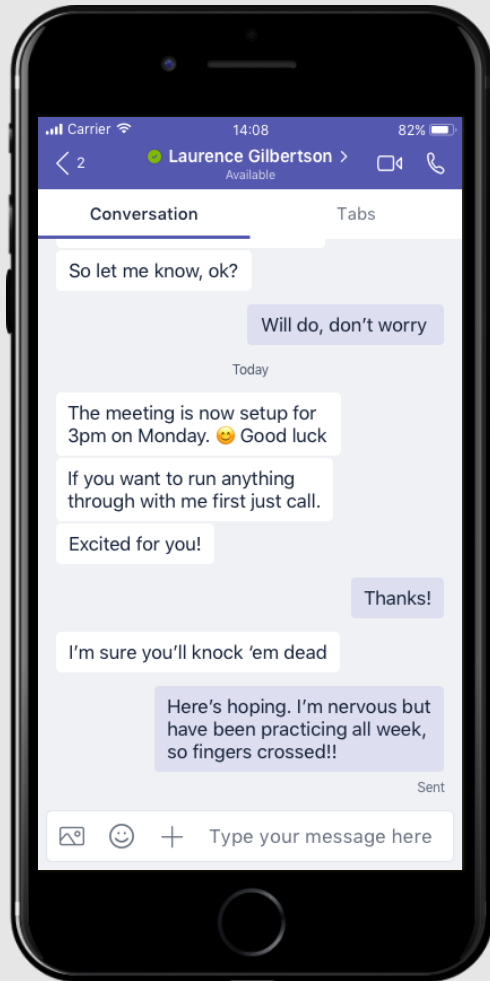
Search across people, files and chats with intelligence from Microsoft Graph

Email integration to keep the whole team in the loop



Create, Collaborate and Get Work Done

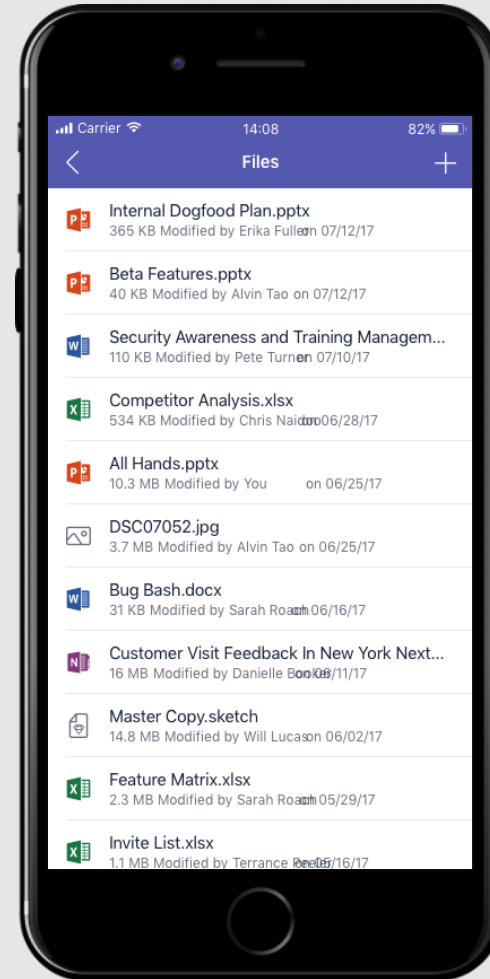
A secure mobile experience across every platform



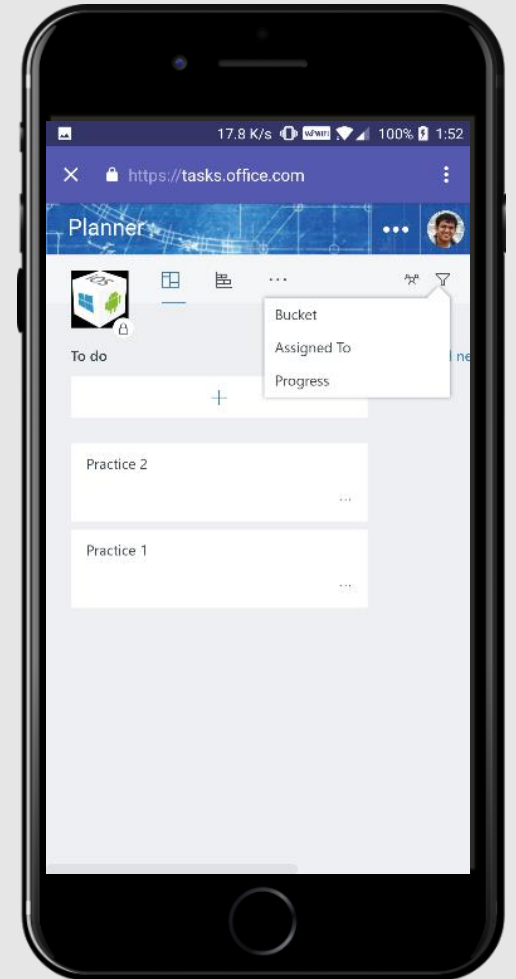
Chat



Join a Meeting



Files



Planner tasks

Customizable and extensible

Tailor your workspace to include apps and services for the team and organization

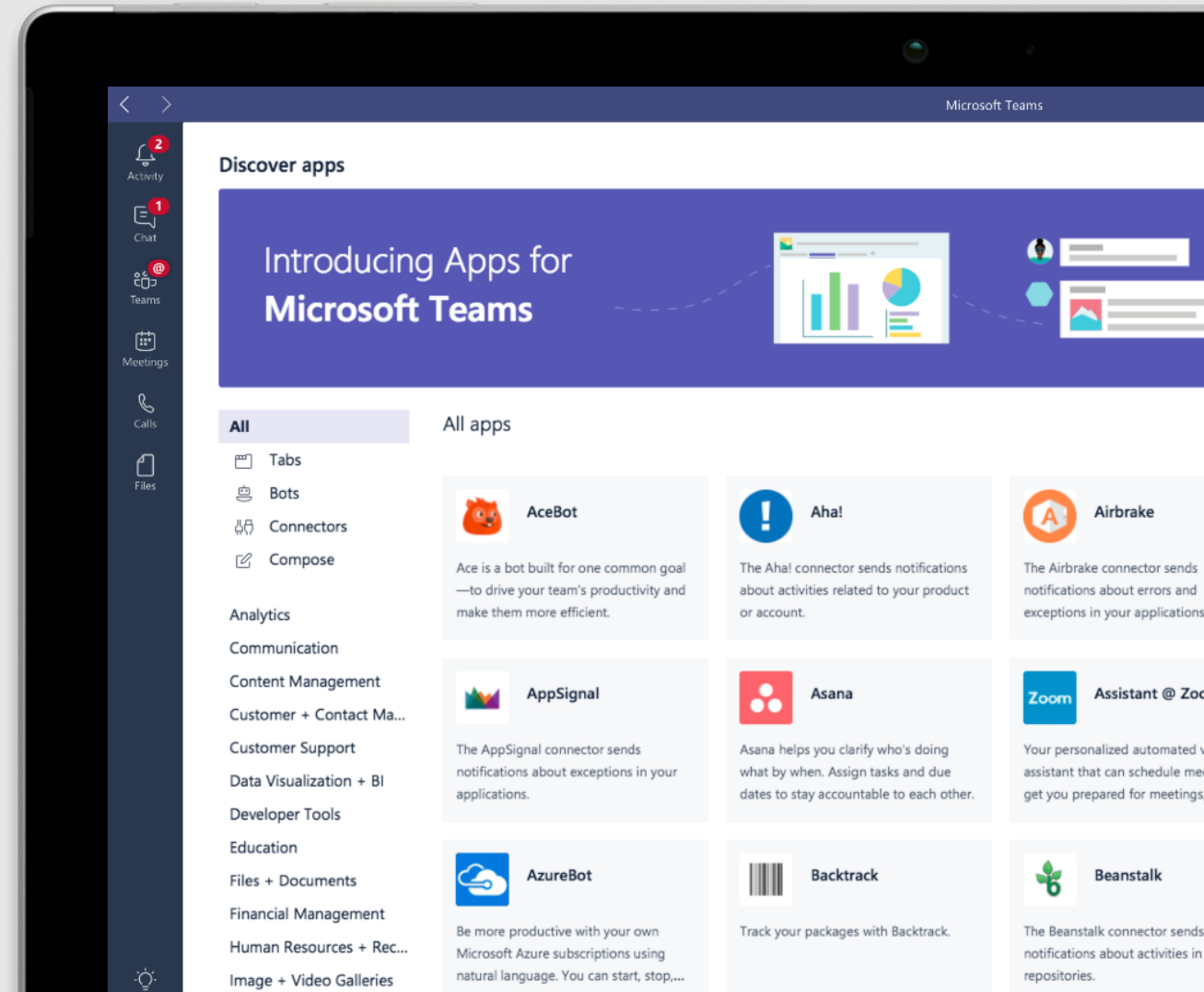
Pin important files for easy reference in the workspace

Add bots that work on a team's behalf

Integrate cloud services, explore data and get updates from the apps your team uses every day

Use the Teams developer platform to build integrations to existing business process

Manage trusted apps for employees and the organization



Enterprise security, compliance & manageability

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

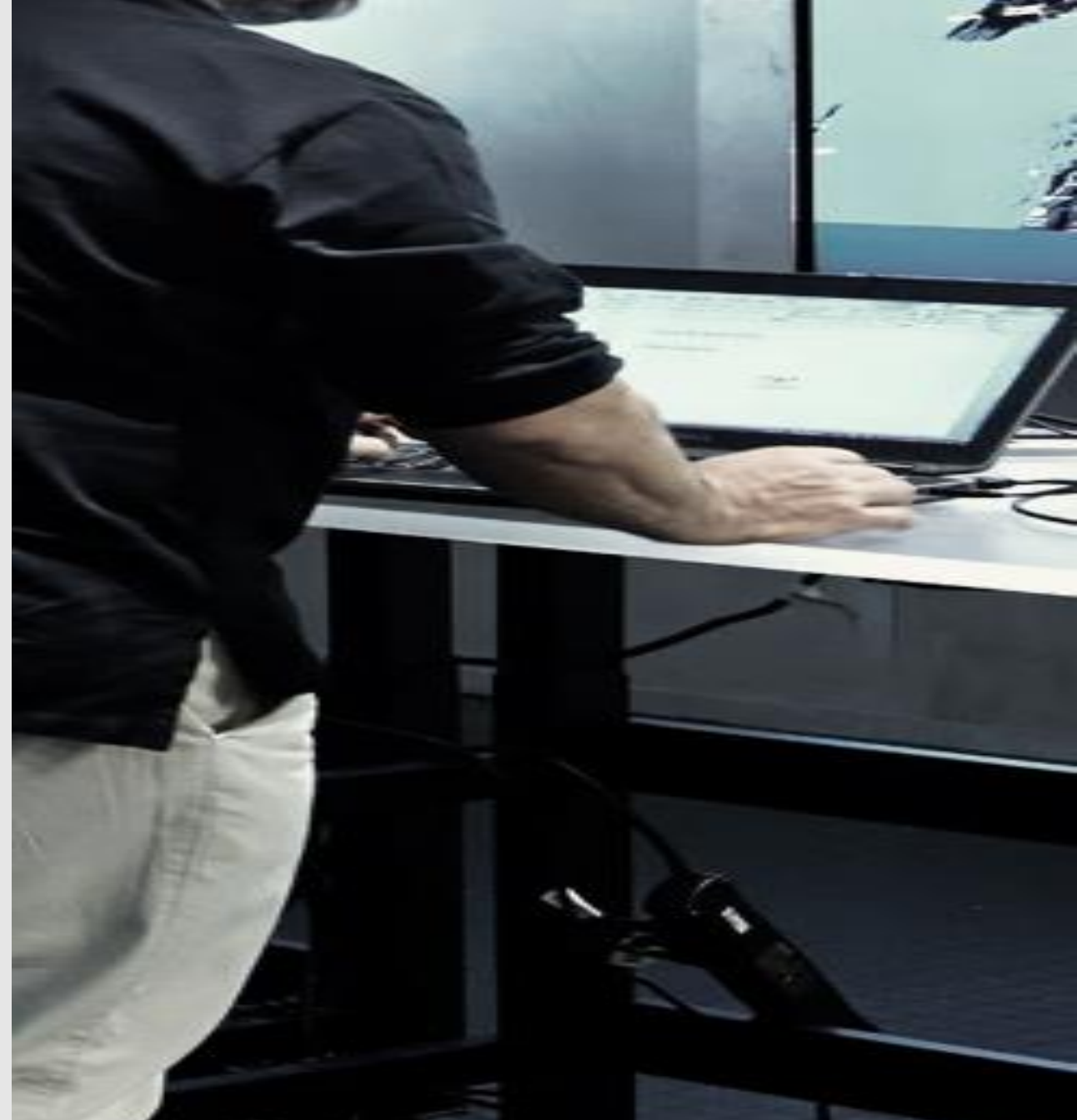
Served from our global hyper-scale cloud, including ability for local data residency

Compliance leadership with EUMC, HIPAA & more

Built-in information protection with eDiscovery and audit

Multi-factor authentication and secure guest access

PSTN connectivity in Office 365 with advanced call management



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



Get guidance on these and other scenarios in the [FastTrack Productivity Library](#)

Demo



Key benefits from implementing Teams

The study uncovered 11 benefits for companies to consider as they evaluate Teams as a primary communication and collaboration tool.

The top four benefits are:

1. **Teams reduces the total number of meetings and their duration.** Online meetings conducted over Teams are reliable and of very high audio-video quality. As a result, employees spend less time addressing setup and call quality issues, and more time interacting. The total time savings equal \$6.9 million.
2. **Information workers save four hours per week from improved collaboration and information sharing.** With Teams features like coauthoring, integrated file storage, and internal directory, information workers can effectively and efficiently collaborate in real-time. The potential savings equal more than \$14.3 million.



Key benefits from implementing Teams

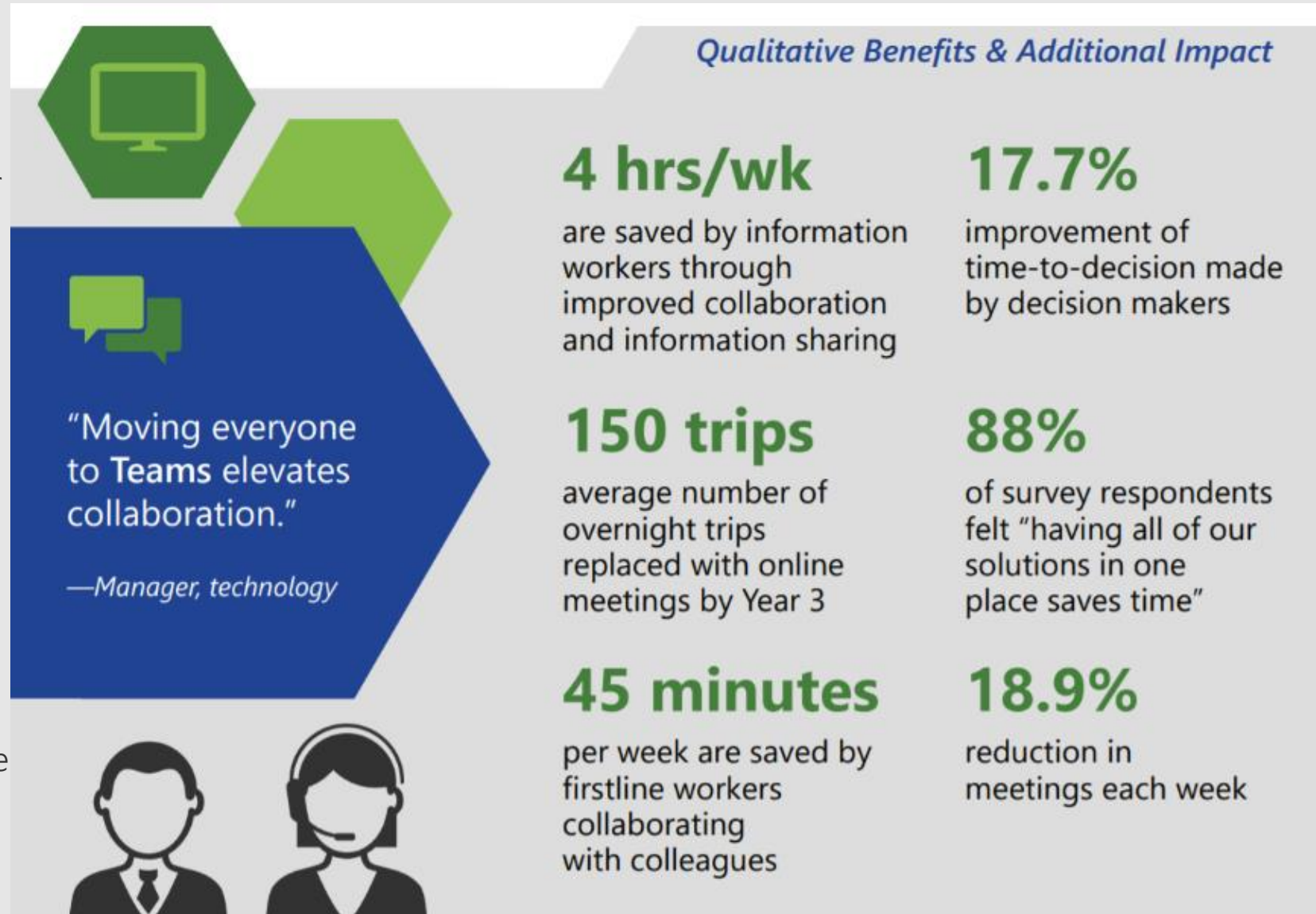
3. Information workers save more than one hour per week by not having to switch between applications. Access to third-party and line-of-business apps inside Teams from any device benefits all workers, especially remote workers. This creates better employee cohesion and a common corporate culture across locations. The total savings are nearly \$4.8 million.
4. Having resources available online in Teams reduces downtime by 14.6 percent. When resources are available in one cloud-based location, downtime is reduced and complexity is lowered, making security and compliance easier. Compared to on-premises solutions, the time savings are worth \$258,000 across information and Firstline Workers.



Forrester study: The Total Economic Impact of Microsoft Teams

The study revealed that by empowering employees with Teams, businesses can reduce the costs of collaboration, accelerate decision-making, and improve the customer and employee experience.

Overall, customers were pleased with Teams and how well it integrates with the rest of Office 365. They cited associated cost savings as a key factor in adopting Teams. For a standard 5,000-user organization, the study reported benefits and costs of roughly \$30.3 million and \$3.3 million respectively, resulting in an overall net benefit of \$27.1 million over three years.



The First 10 things to do in Teams

1. Start with chat.
2. Connect from anywhere.
3. Go big.
4. Customize channels.
5. Add apps to channels.
6. Consolidate 'need to know' content.
7. Spotlight resources.
8. Elevate email conversations.
9. Share content from other services.
10. Help foster active channels.



Next steps

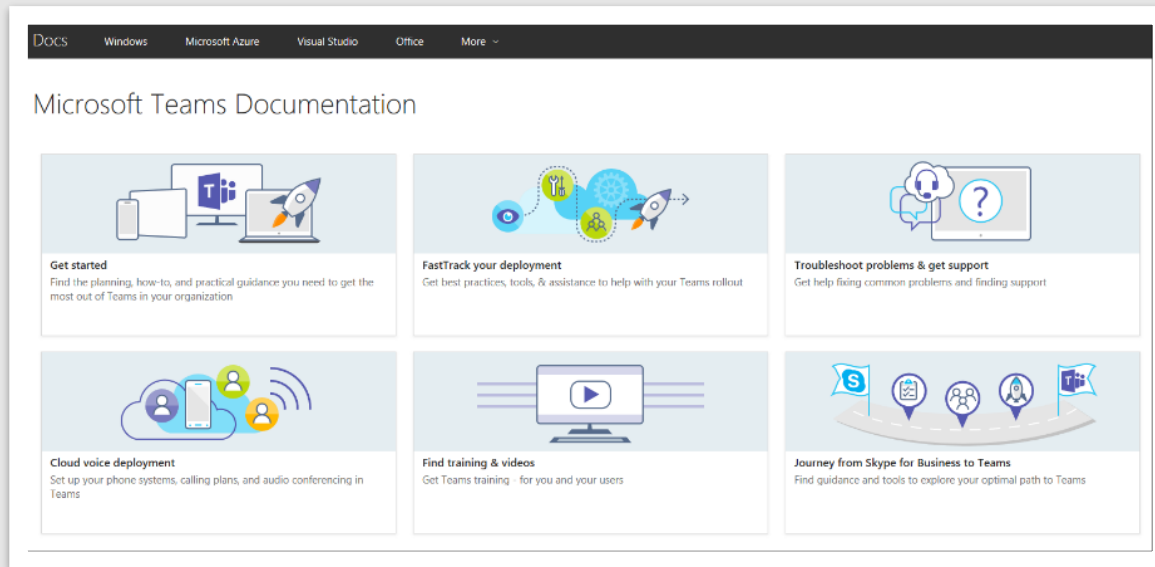
1. Start using [Microsoft Teams](#) today
 - Pick one project and do 100% of your team meetings, chats and files in Microsoft Teams. (Plan Teams with Teams!)
 - Download the [desktop and mobile apps](#) so you can collaborate on the go
 - Put frequently used websites, files and dashboards right in the channel by pinning them to a Tab.
2. Get deployment & adoption support from [FastTrack](#) and <https://aka.ms/SuccessWithTeams>
3. Give us feedback in-product



Resources to Learn More

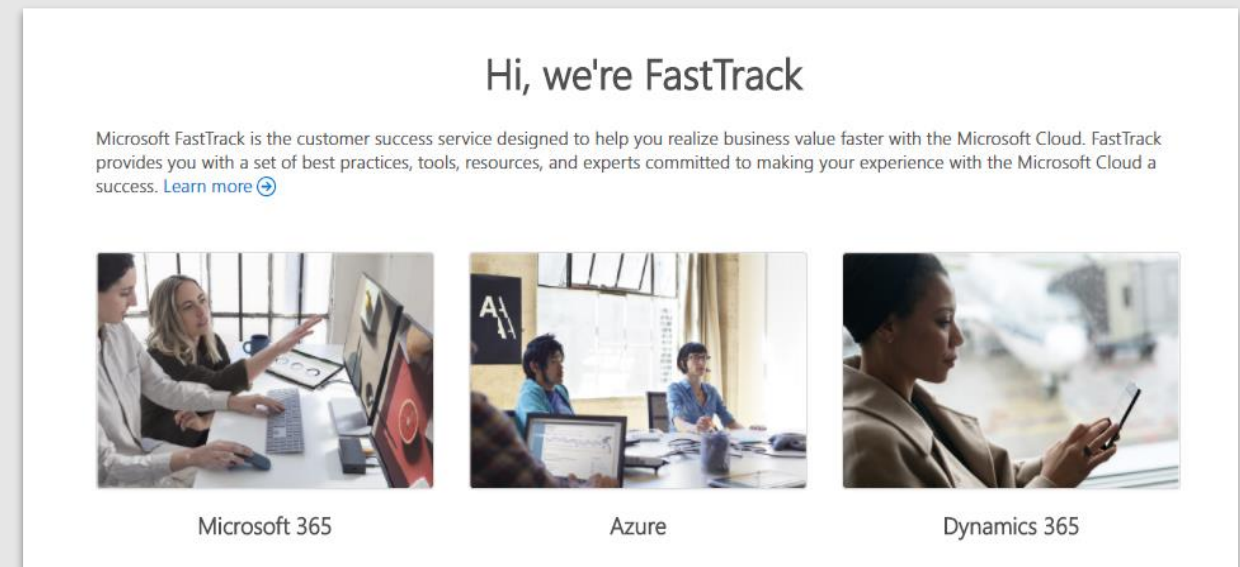
<https://aka.ms/SuccessWithTeams>

Your hub for all things Microsoft Teams including vision, practical onboarding guidance, success stories, and support.



<https://FastTrack.microsoft.com>

Assistance for customers to realize their vision with Microsoft cloud services



| Resource | Link |
|--------------------|---|
| Office Blog | https://aka.ms/OfficeBlog |
| Office Roadmap | https://aka.ms/OfficeRoadmap |
| Team Developer Hub | https://TeamsDeveloper |



Thank You!

Microsoft Teams – The hub for teamwork in Office 365

June 19th, 2019 @ 12pm-1pm EST

Ivor Davies

 **@IvorDavies59**

 <https://www.linkedin.com/in/ivordavies/>

 Survey - <https://bit.ly/2WJMSoS>