Microsoft

Microsoft Teams

The hub for teamwork in Office 365

Managed IT Experts Ltd.

Teamwork is how work gets done

2x

Teams compared to 5 years ago

50%

Increase in “collaborative” work

5x

More likely to be high performing

Internal & External Members
People outside the firewall need unfettered access

Geographically Distributed
Need varied ways to connect across locations and time-zones

Diverse Workforce
Different expectations, preferences, and tool demands

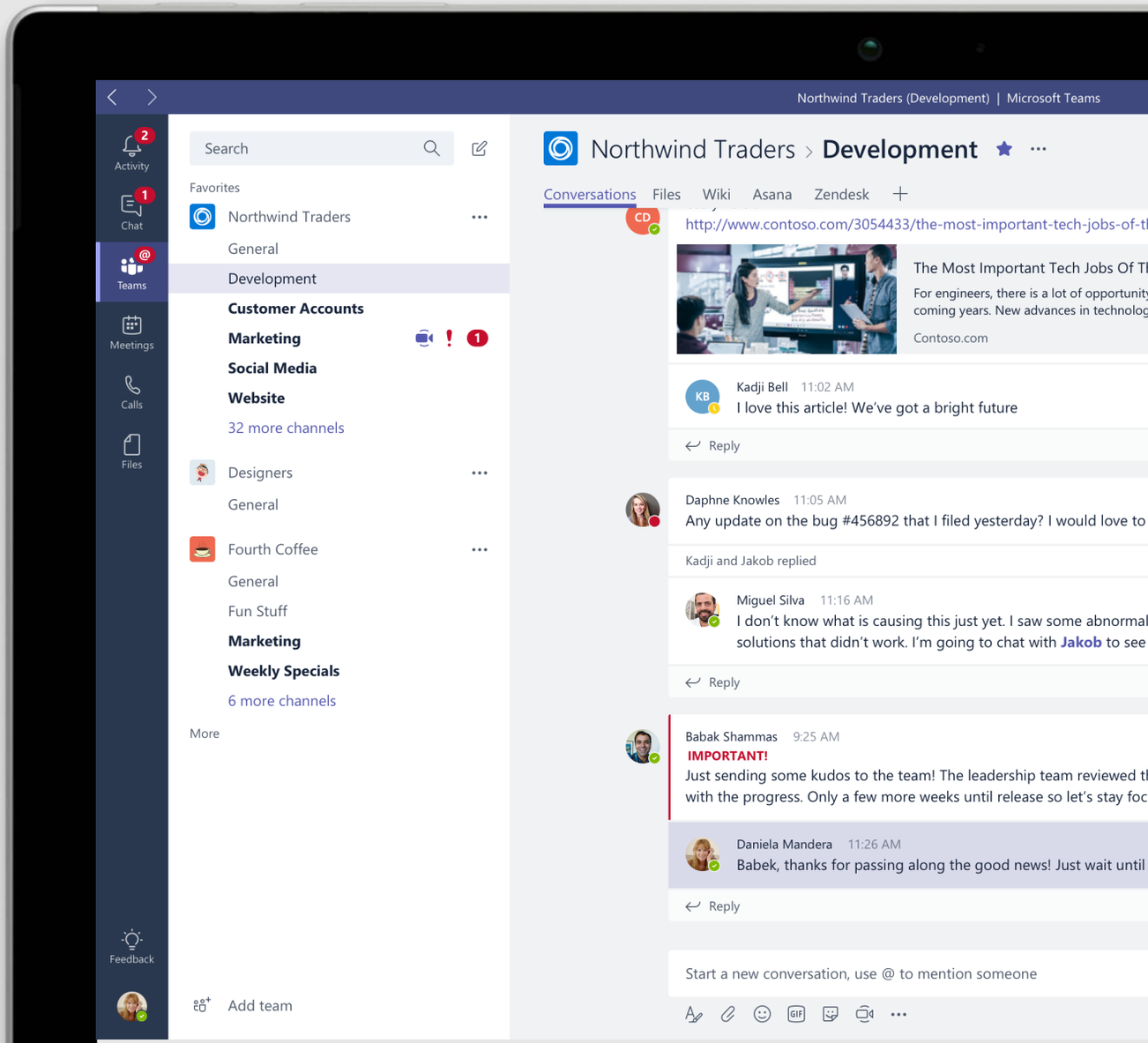
Microsoft Teams, the hub for teamwork in Office 365

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/Teams 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

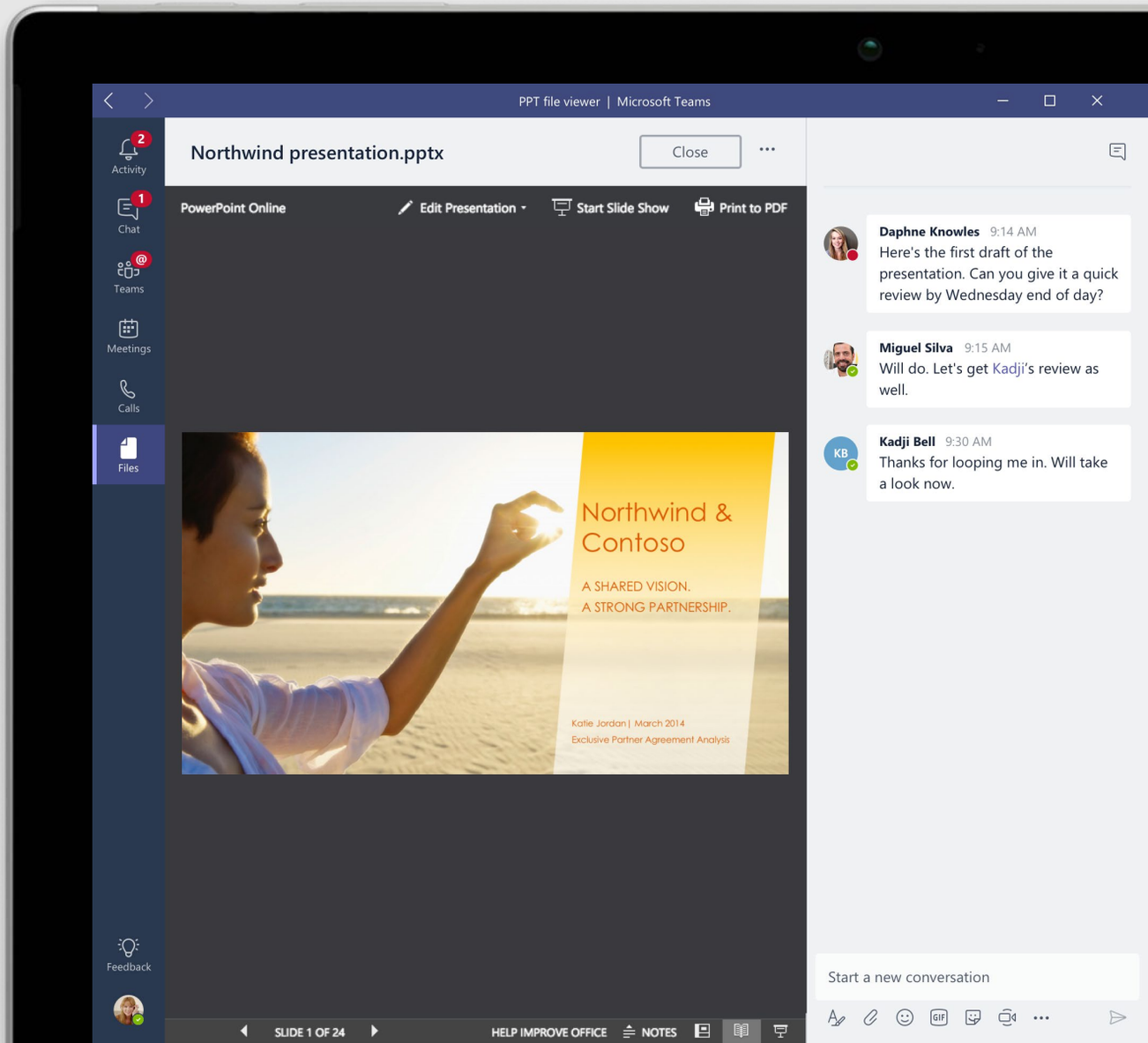
Give your team quick access to information they need right in Office 365

Conversations, files and tools live in a team workspace

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

Integrated with SharePoint, OneNote, Power BI, Planner, and many other apps

Email integration to keep the whole team in the loop



Customizable and extensible

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

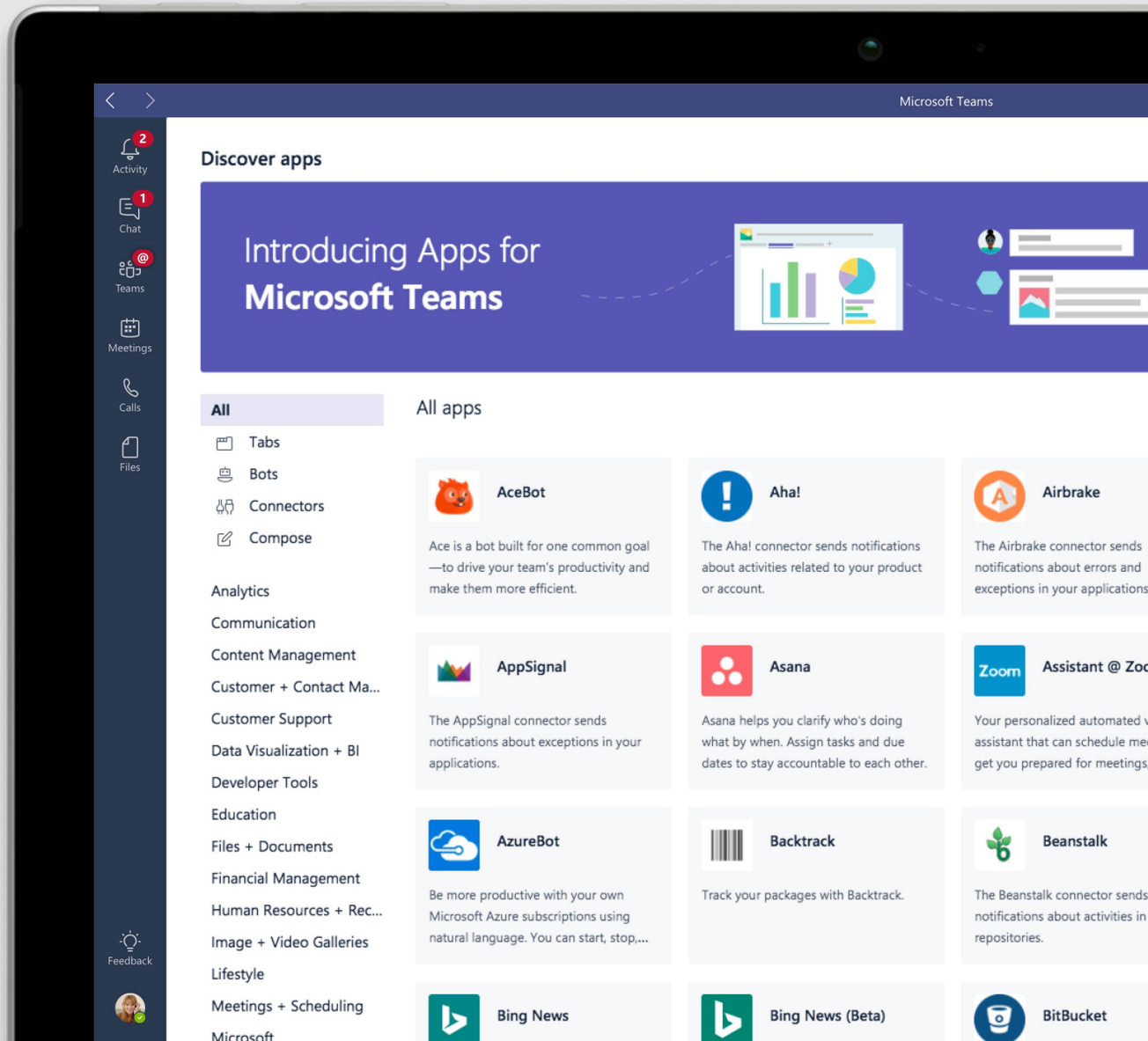
Pin important files for easy reference in the workspace

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



Business 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 GDPR, EUMC & 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]

J. Walter Thompson

Use case

- Distributed workforce
- Single, shared workspace
- Intuitive interface

How They're Using Microsoft Teams:

"Our employees have been surprised and delighted with the intuitive interface and the ability Microsoft Teams gives them to mobilize people in a way we've never seen before. It's easy to onboard people midproject, and it works well on a Mac. And like all the other Office 365 apps, we get the structure and security that makes us comfortable with Microsoft cloud solutions."

Jamie McLellan, Chief Technology Officer
J. Walter Thompson

J. Walter Thompson Case Study

Three

Use Case

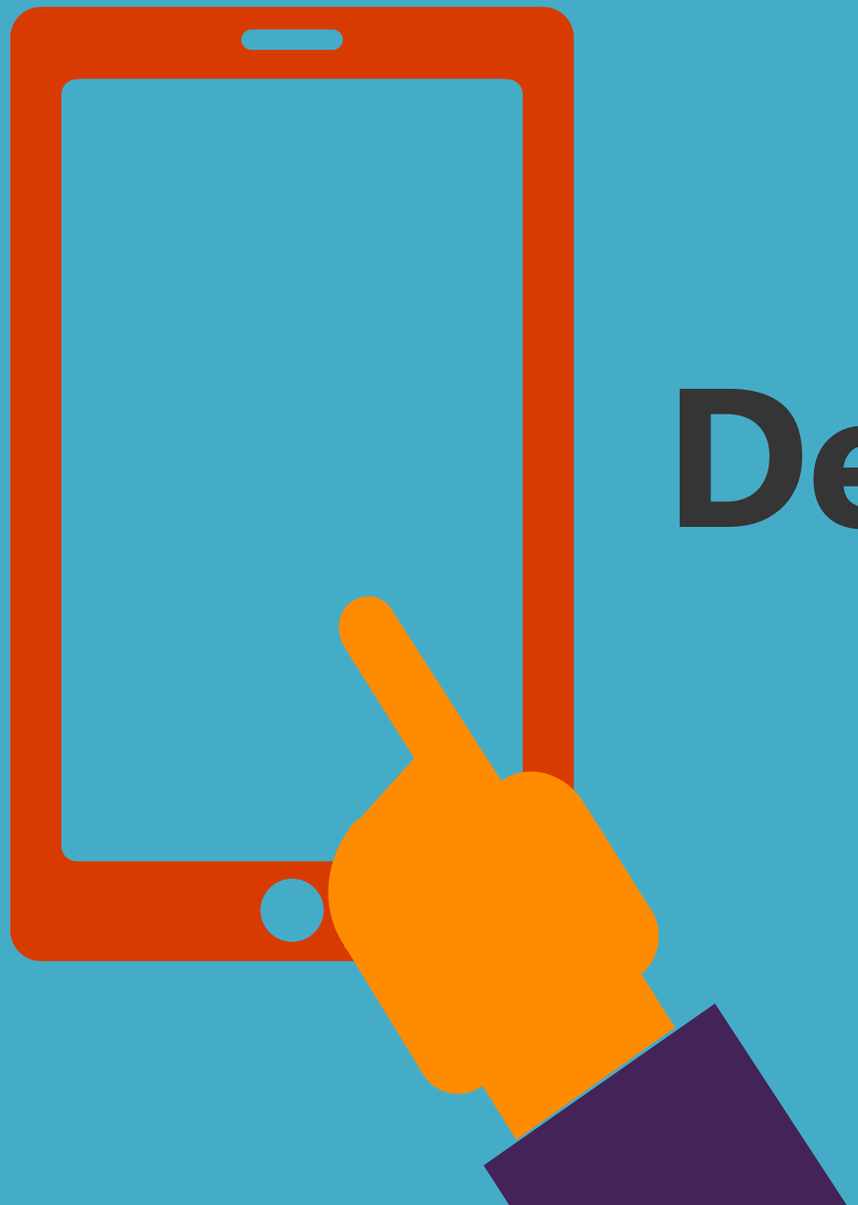
- Global teams
- Central workspace
- Natural adoption

How They're Using Microsoft Teams:

"The real advantage of Microsoft Teams is that you're more productive because you don't have to constantly switch between productivity apps. With Microsoft Teams, it's contextually evident when to use the different Office 365 services—Skype for Business Online to start a meeting, OneNote to organize meeting minutes, and SharePoint Online or Microsoft OneDrive for Business to save your document."

Gary Walker, Head of People Digital Tools
Three

Three Case Study



Demo

Managed IT experts

We are here to help you make the most of Microsoft Teams and Office 365 for your business.

Contact us today to discuss how you can expand and improve your business with Office 365 or to arrange a Demo.

Email: **support@manageditexperts.co.uk**

Call: **01383 722225** or **0131 2081383**

Online: **www.manageditexperts.co.uk**