

Teams is more than group chat

Matt Elrick – Lead Architect, Connected Workforce

The way we work has changed

The traditional workplace used to be a physical location where employees went to communicate, access information, share knowledge and attend meetings.

How has work evolved

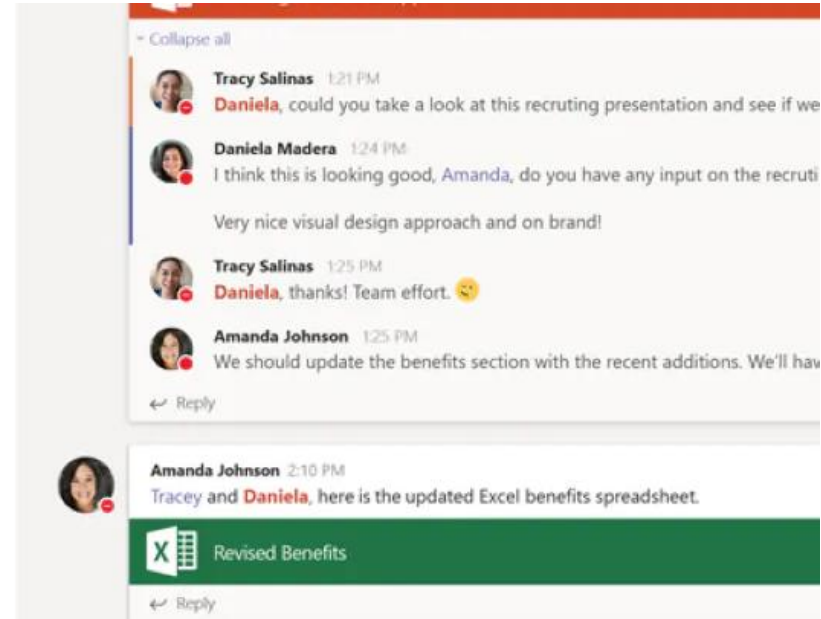
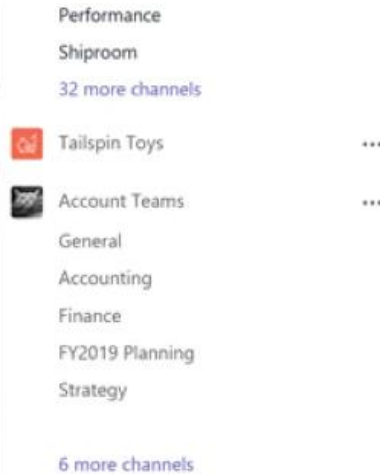
From working in 'silos'

- Individual Contributions
- Office based
- Fixed, long term static teams
- Work mostly with colleagues
- 9-5 mentality
- Physical interactions

To working in teams

- Group or Team outcomes
- Work from anywhere and everywhere
- Agile workgroups – dynamic teams
- Collaborative ecosystems
- Outcome based workloads
- Virtual interactions

Microsoft Teams is the hub for teamwork



Microsoft Teams use case examples

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

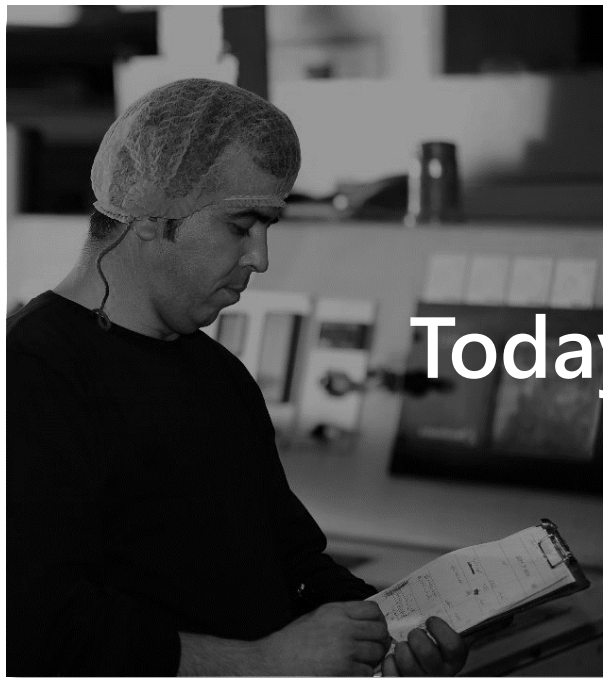
- Streamline project communication and tools
- Provide status updates, get feedback, coordinate tasks

- Share files and collaborate on deliverables
- Get new project members up to speed quickly



Every team has unique needs

Microsoft Teams is your canvas to create innovative solutions that are tailored to address your needs and help your organisation drive desired business outcomes.



Today's firstline workplace

Outdated

Fragmented

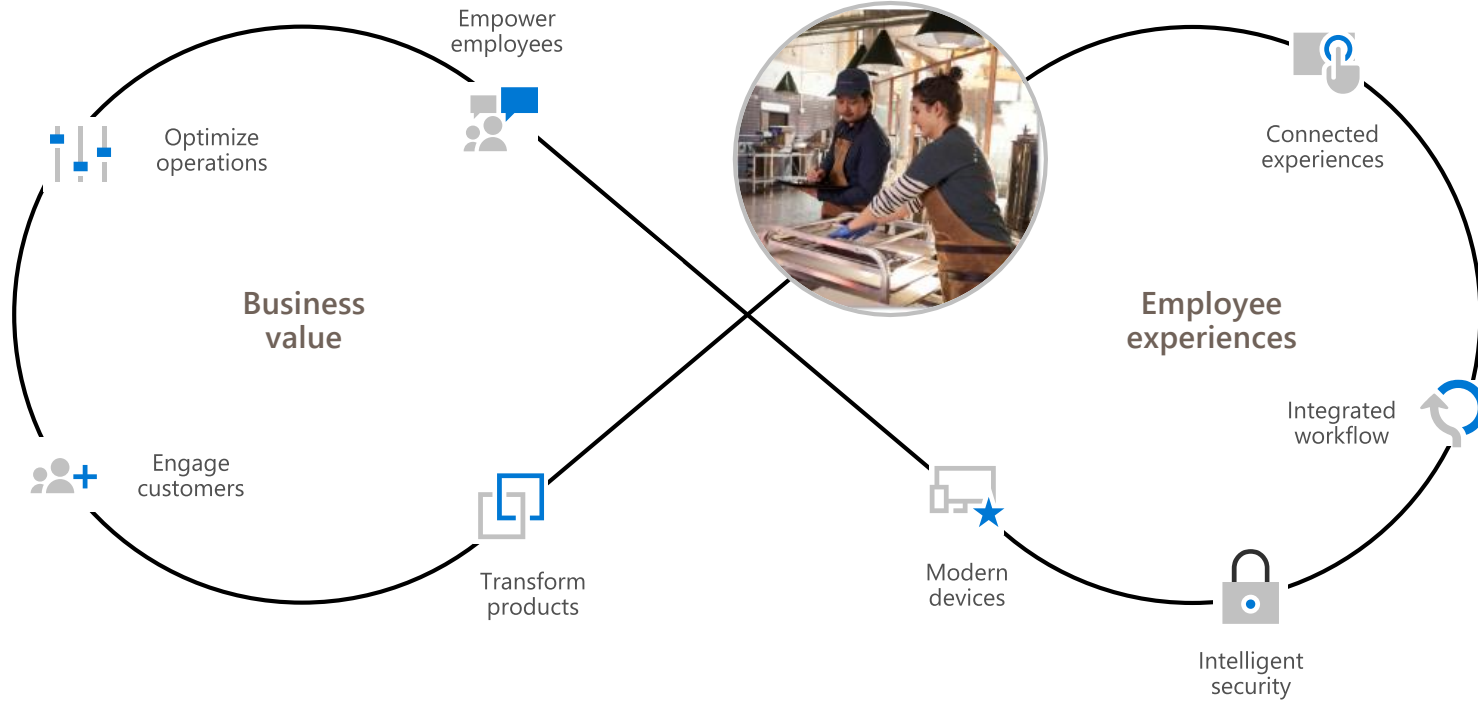
Complex

Less than 25% of Firstline Workers indicate they have the right technology to do their job.

Firstline Workers are the backbone of your business



Transform the Firstline Worker experience



Design and deliver employee experiences that drive the bottom line



First with customers and partners

They define the customer experience



First with products and services

They are at the heart of your organization



First to represent your brand

They are the face of your business

Communicate through chat

Communicate across geographies, languages and organizations

Share information in an open and transparent way with **threaded, persistent channel discussions**

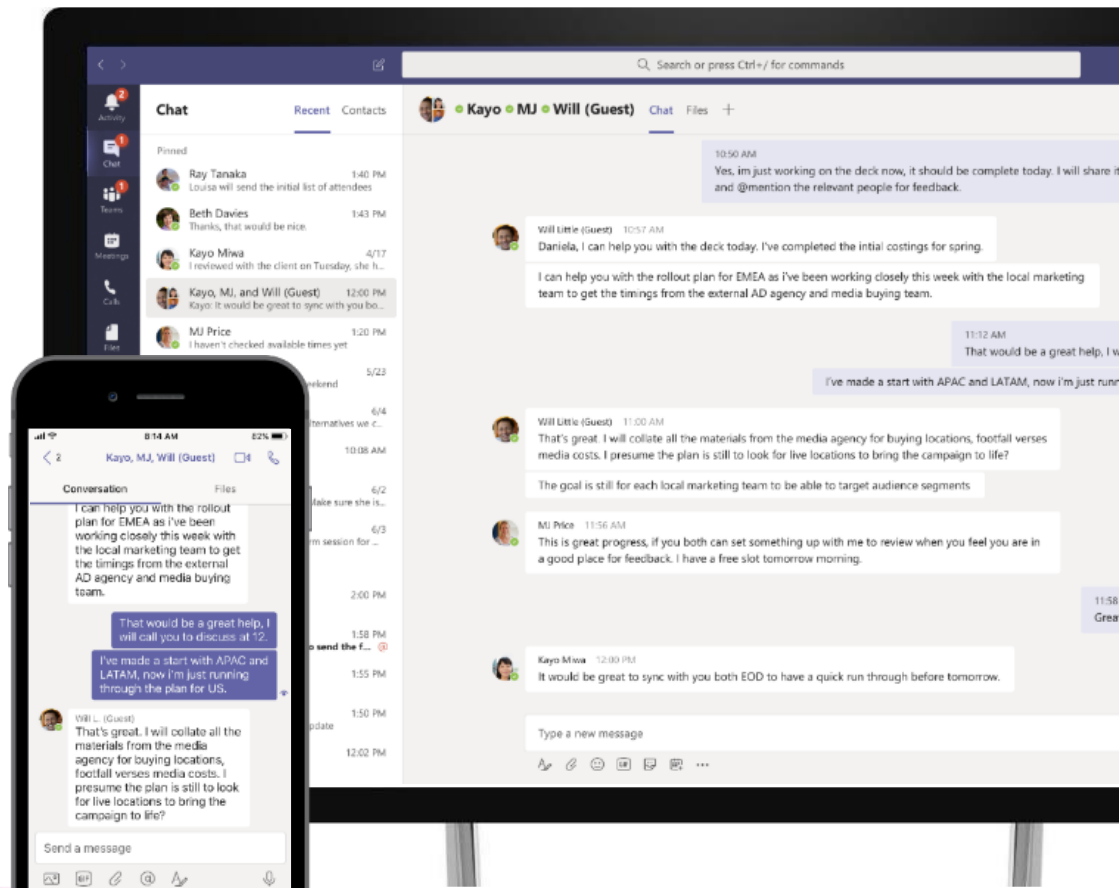
Manage private conversations with new **secure private channels**

Stay in sync with **1:1 or group chats**

Communicate across geographies, languages, and organizations with **guest access, federation, and translation**

Add some fun to your conversations with **gifts, memes, stickers and emojis**

Available across **mobile, desktop, browser**, and a wide range of devices



Communicate through calling

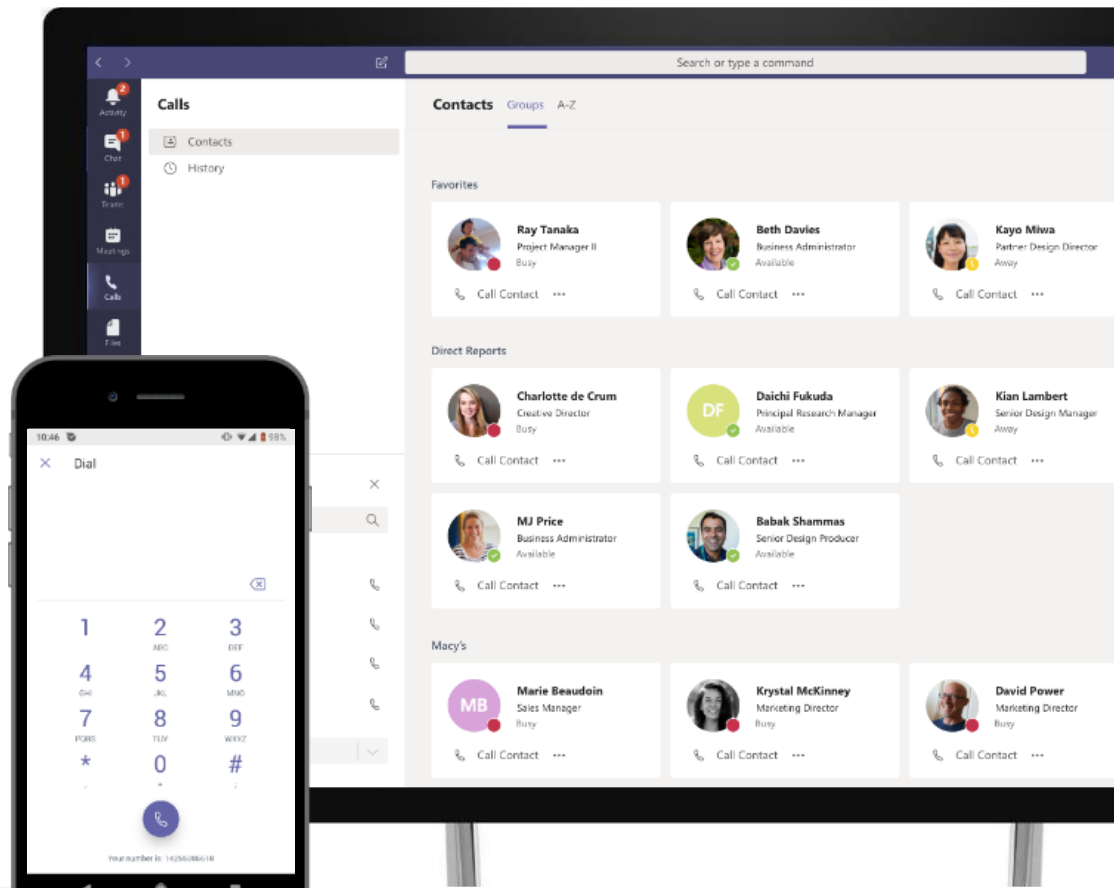
Connect with anyone through Phone System, Calling Plans, or Direct Routing

Provide software, service and phone lines for each user with **Microsoft Calling Plans**

Keep your voice trunks and configure as needed with **Microsoft Direct Routing**

Leverage the **latest key calling features** such as Cloud Voicemail, improved delegation, Busy on Busy, updated Cloud Auto Attendant, Call Park, Group Call Pickup, and Shared Line Appearance

Future support coming soon for Location-Based Routing, Dynamic e-911, and Call Recording



Calling in Teams

Best user experience

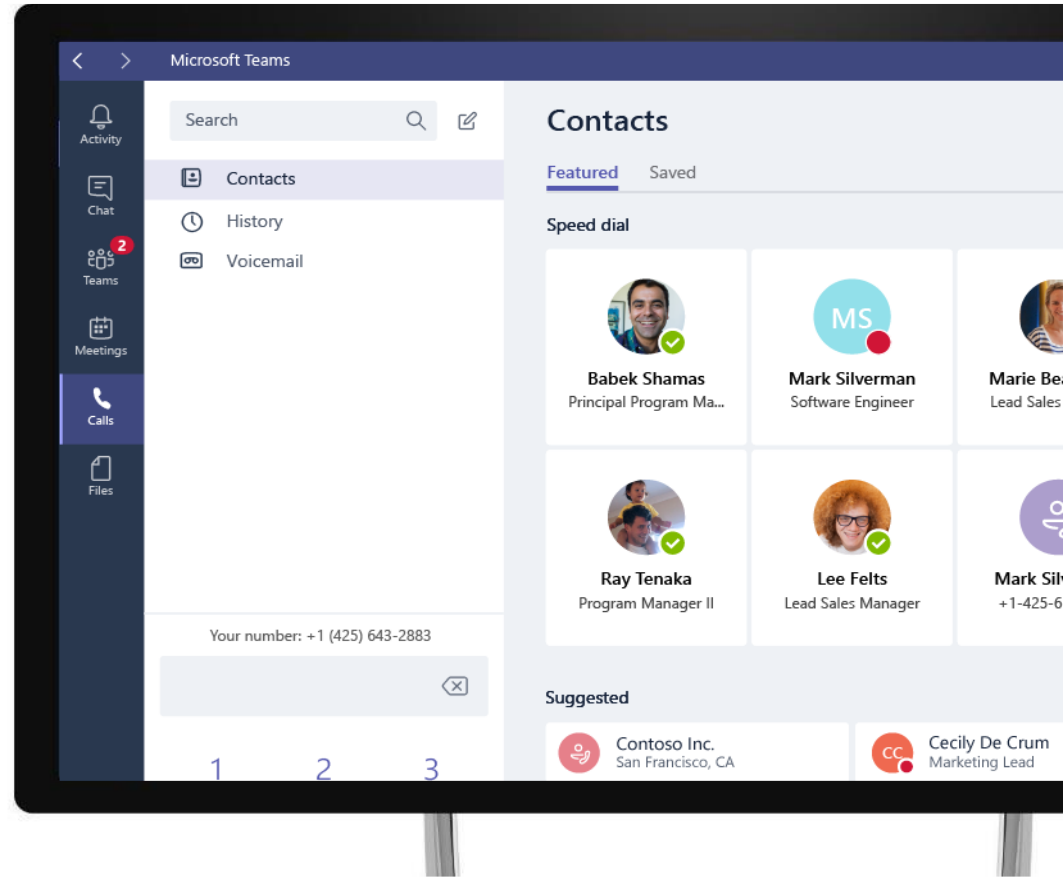
Make and receive business calls in Teams, while at home, or on the road from Android and iOS, and easily add video and sharing

PSTN calling available

With Calling Plans and or Direct Routing, insure every user can make and receive calls – a true enterprise voice solution

Collaboration and voice together

Teams surfaces the ability to call when where your users need – encouraging working together



Phone System

Replace your traditional phone system with Office 365

Unify your global phone systems in Office 365

Provide a complete voice solution in the cloud.* Reduce reliance on traditional PBX systems and on-premises hardware

Simplify IT

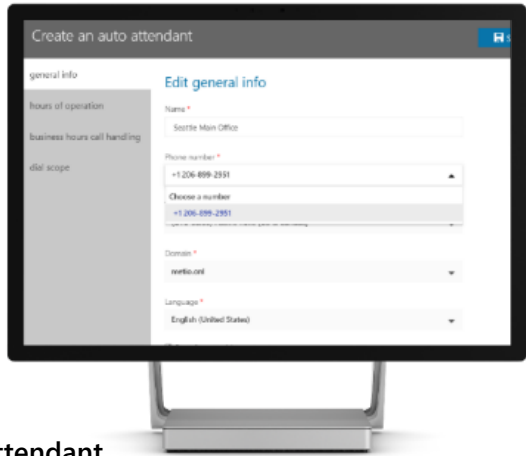
Increase agility and consolidate management with rapid provisioning, reporting, and diagnostics of voice services in Office 365

Scale globally

Connect your phone system to the Microsoft worldwide network, and get the power of the Microsoft cloud wherever your business goes

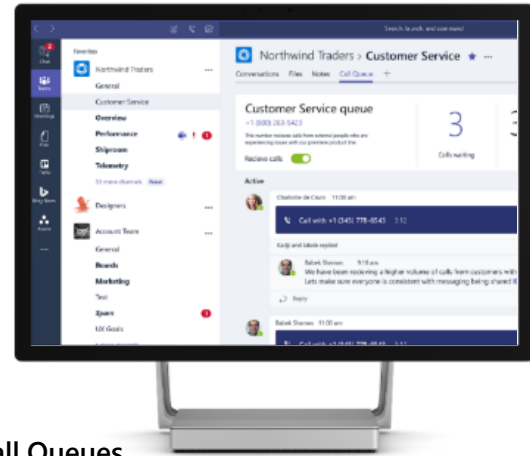


Auto Attendant and Call Queues



Auto Attendant

- Toll-Free and local service numbers
- Dial-by-name directory search
- Custom greetings and menus
- Operator option
- Speech recognition in 14 languages
- Admin portal UI and PowerShell cmdlets



Call Queues

- Coordinate teams of people working together in a channel
- Boost collaboration and efficiency with chat and call queues
- Enjoy role-based for supervisor / agents and agent sign in / out
- Use supervisor listen, whisper and barge with integrated chat for cross-agent support and teaming

Calling Plans

Bring the benefits of the cloud to your phone system

Rapid provisioning

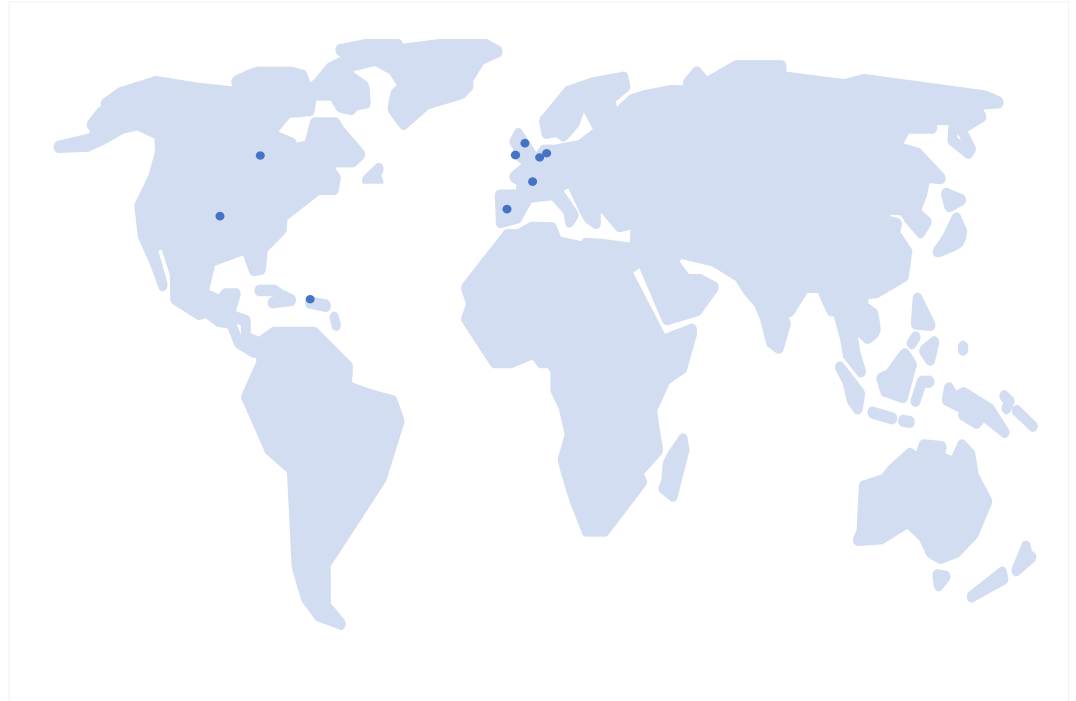
Procure and assign phone numbers in minutes, everywhere Microsoft offers service, with no on-premises equipment

Number porting and enhanced 911

Use your existing phone numbers with Microsoft calling plans, and meet E-911 and other legal obligations

Local, long distance and international calling

Reach the people important to your business, with a choice of calling plans

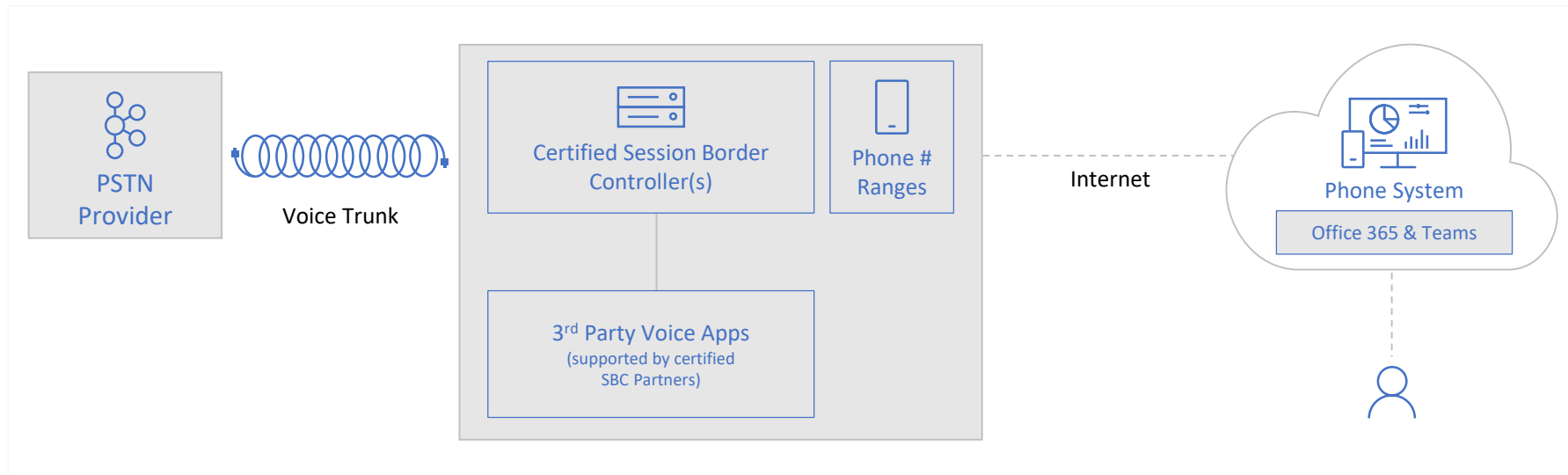


Countries where Calling Plans are available:

Belgium, Canada*, France, Germany, Ireland, Puerto Rico, Netherlands, Spain, UK and the US

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Direct Routing



Directly Route dial tone to Teams Users

Direct Routing in Office 365 allows customers to connect their SIP trunks directly from their network. Customers can work with their local Telecommunications provider to enable Microsoft Teams users to make and receive telephone calls.

Interoperability with 3rd party systems

Direct Routing allows customers with users in the Microsoft cloud to continue using 3rd party systems such as PBXs, Call Center, and Analog Telephony Adaptors (ATA) helping preserve key investments.

Communicate through meetings

Communicate from anywhere with an intelligent cloud meeting solution

Stay connected with an **intelligent meeting solution** using video, content sharing, digital whiteboard, notes and chat

Engage in **all types of meetings**—spontaneous, scheduled, external and large-scale live and on-demand events

Make meetings more effective by having meeting history and **relevant content at your fingertips**

Search through meeting content with cloud recordings and automatic **transcription and translation**

Join from a **range of platforms and devices**, including desktop, browser, mobile, and meeting room devices



Live events

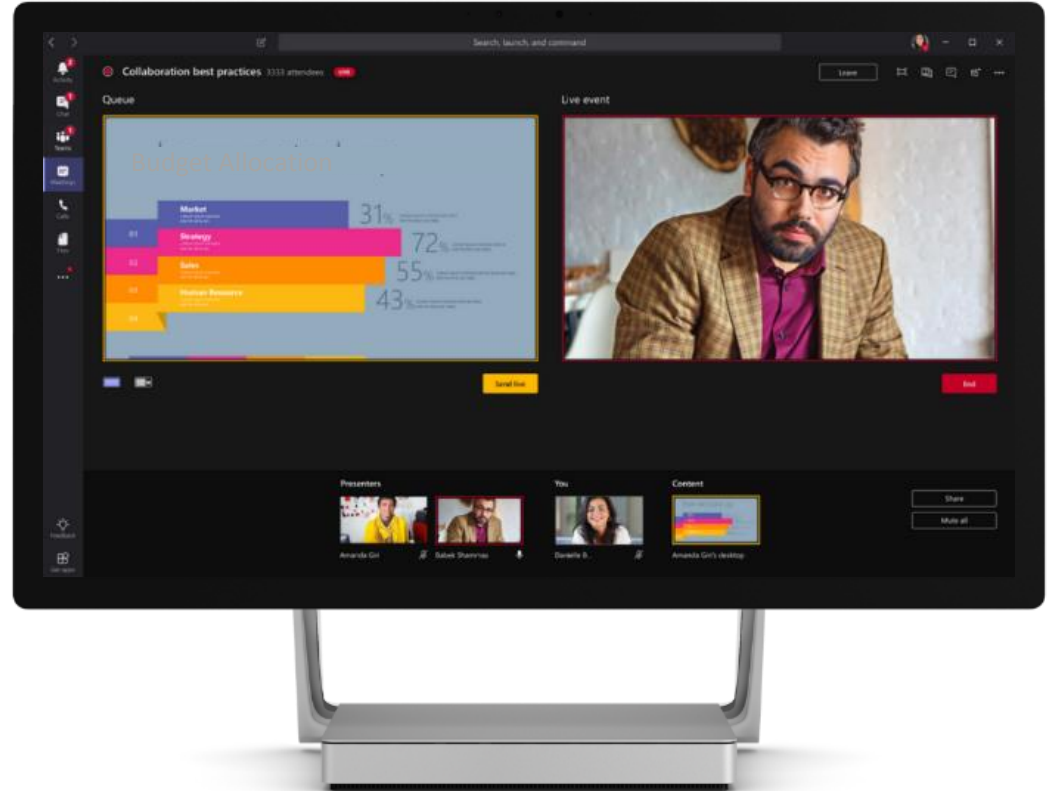
Schedule, produce and **present** in Teams meetings that can be broadcasted to large online audiences

Bring in media from your Teams meeting (Quick Start) or **hardware based encoder**

Watch the event live or **on-demand** in Teams (desktop, web and mobile)

Managed Q&A and reporting in Teams

Teams Quick Start meetings can be streamed to **external users**



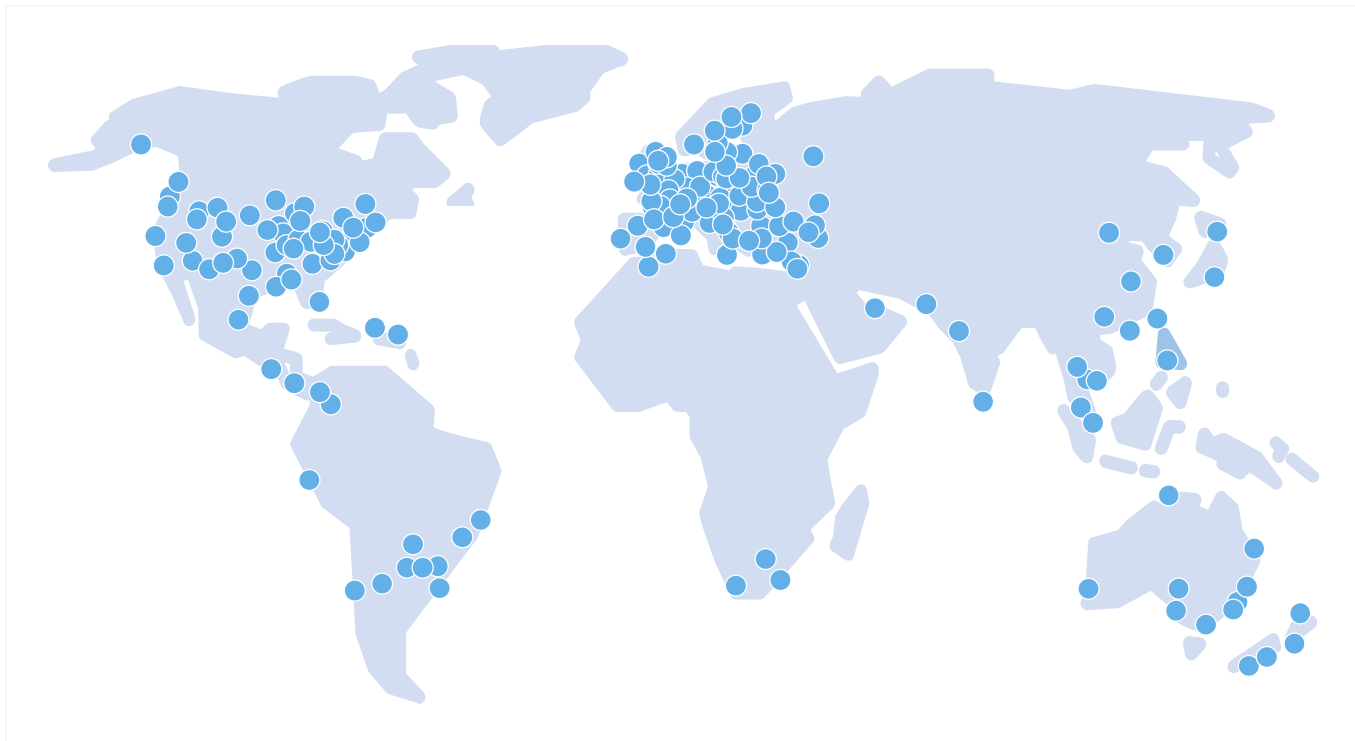
Audio conferencing

Commercially available
in 72 countries

Dial-in numbers for
90 countries and 400 cities

Dial-out support to 190+
countries

Interactive Voice Response
(IVR) in 44 languages and
dialects



Collaborate with integrated Office 365 apps

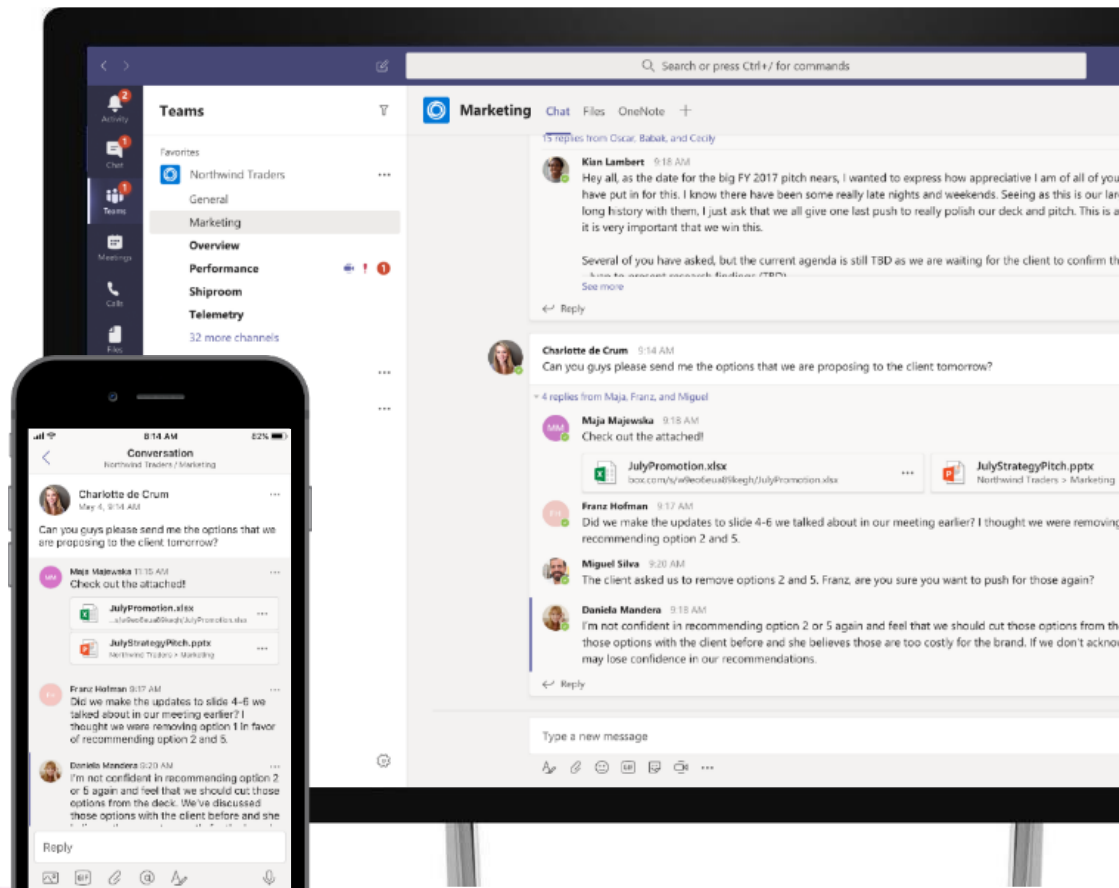
Quick access to the apps you love

Share and co-author Office documents from within Teams app

Reduce context switching with **built in access to Office 365 apps**—SharePoint, OneNote, Power BI, Planner, Flow and PowerApps

Search across people, files and chats to find what you need—**leveraging intelligence from the Microsoft Graph**

Keep the whole team in the loop with **email integration and notifications**



Improve collaboration in shared spaces

Surface Hub 2S with Microsoft Teams enables fluid collaboration without boundaries

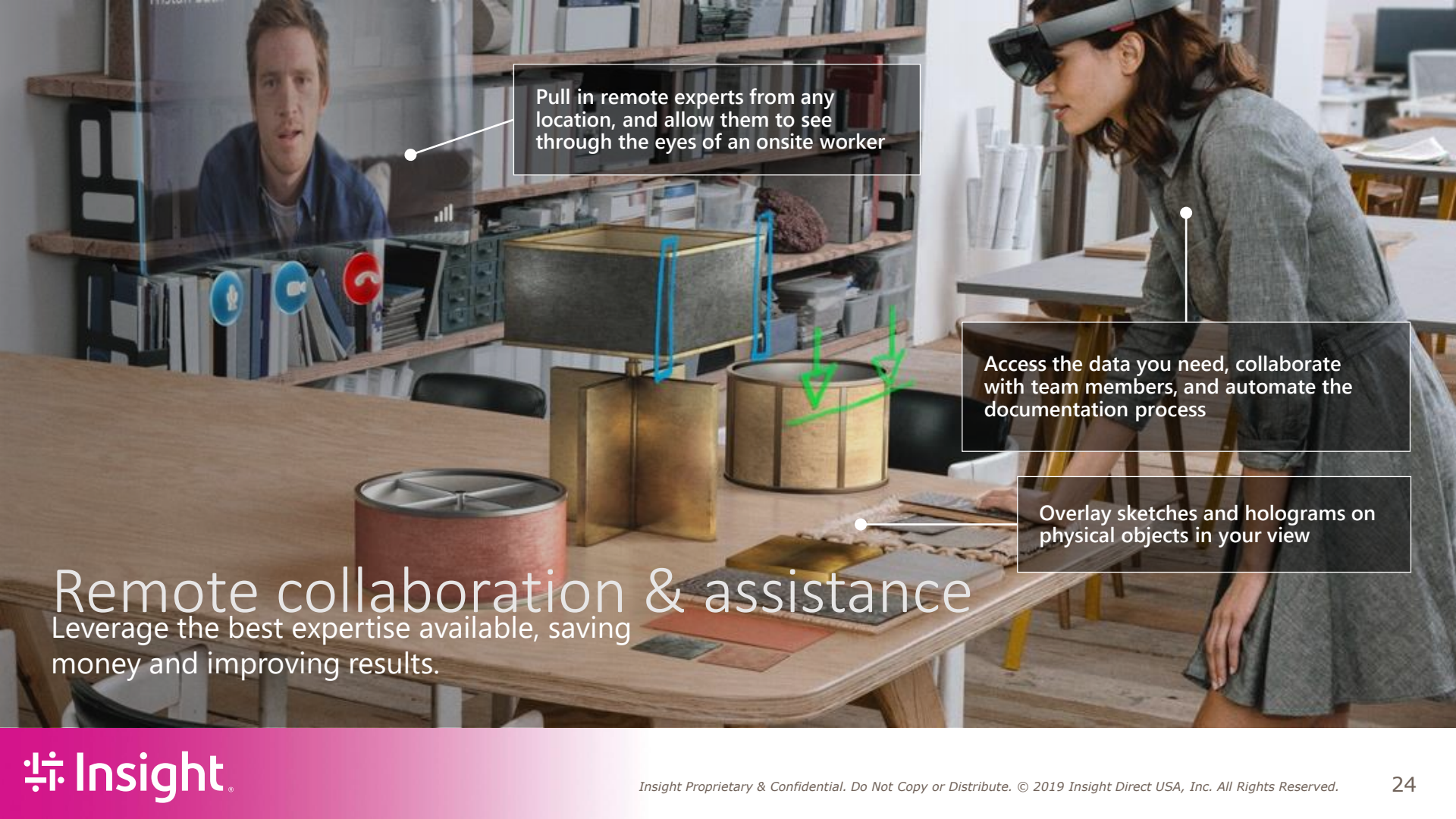
Experience mobile, cordless, uninterrupted team collaboration that moves with you with the Steelcase Roam™ Mobile Stand and APC™ Charge Mobile Battery.

Bring remote teams together with the Surface Hub 2 Camera, far-field mics, and crystal-clear speakers. Run remote meetings and make ad-hoc calls seamlessly with Microsoft Teams in shared collaboration spaces.

Interact naturally with the apps you need using Surface Hub 2 Pen and touch. Integration with Microsoft 365 and leading third party apps give you access to the files and information you need to get work done together.

Take team brainstorming to the next level with Microsoft Whiteboard, a digital canvas that teams can contribute to anytime, anywhere—across devices. Project from other devices wirelessly with Miracast.





Pull in remote experts from any location, and allow them to see through the eyes of an onsite worker

Access the data you need, collaborate with team members, and automate the documentation process

Overlay sketches and holograms on physical objects in your view

Remote collaboration & assistance

Leverage the best expertise available, saving money and improving results.

Customize and extend

Personalize your workspace to include the apps and services you love

Customize your channels by **pinning important files, apps, or dashboard** for easy reference

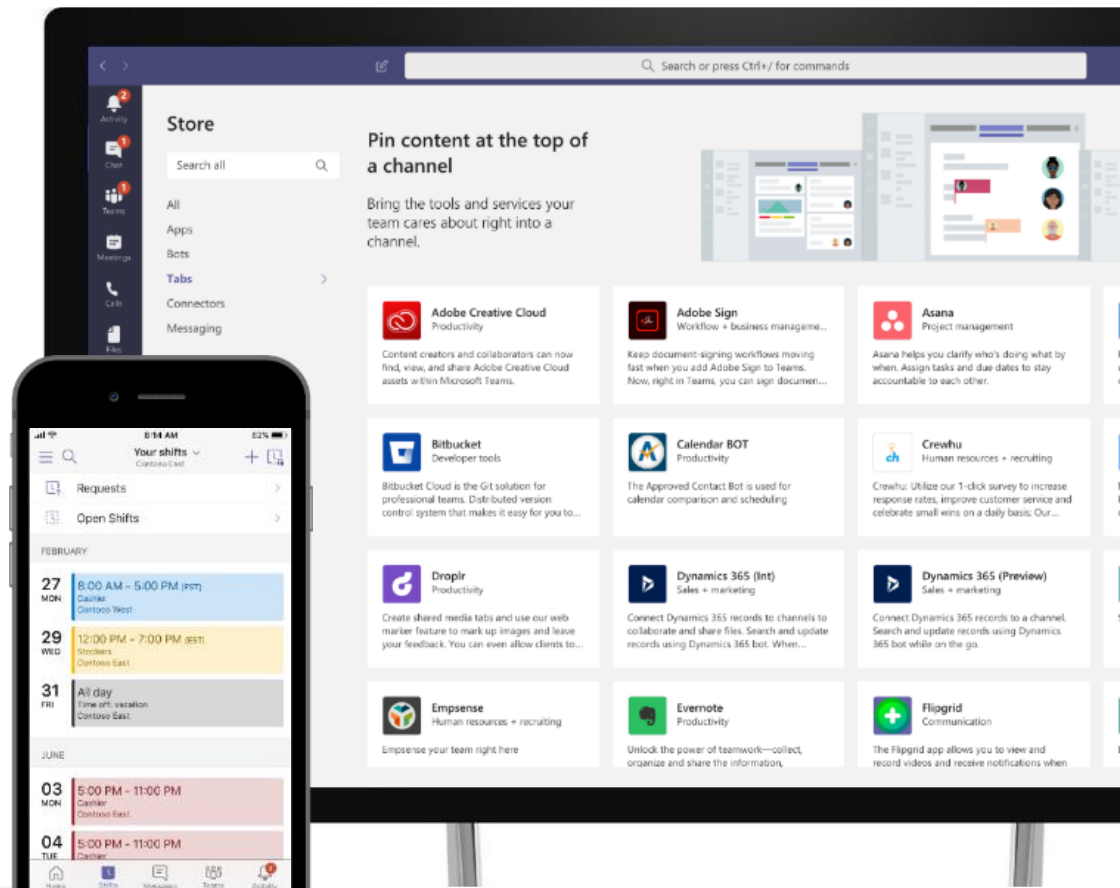
Add **3rd-party solutions** so the team can quickly access information when needed

Integrate workflows to simplify processes and accelerate decision-making

Build integrations to existing business apps with the **Teams developer platform**

Simplify management of these app and services with new App Policies in the Modern Portal

Empower Firstline Workers with tools to succeed every day, including schedule management



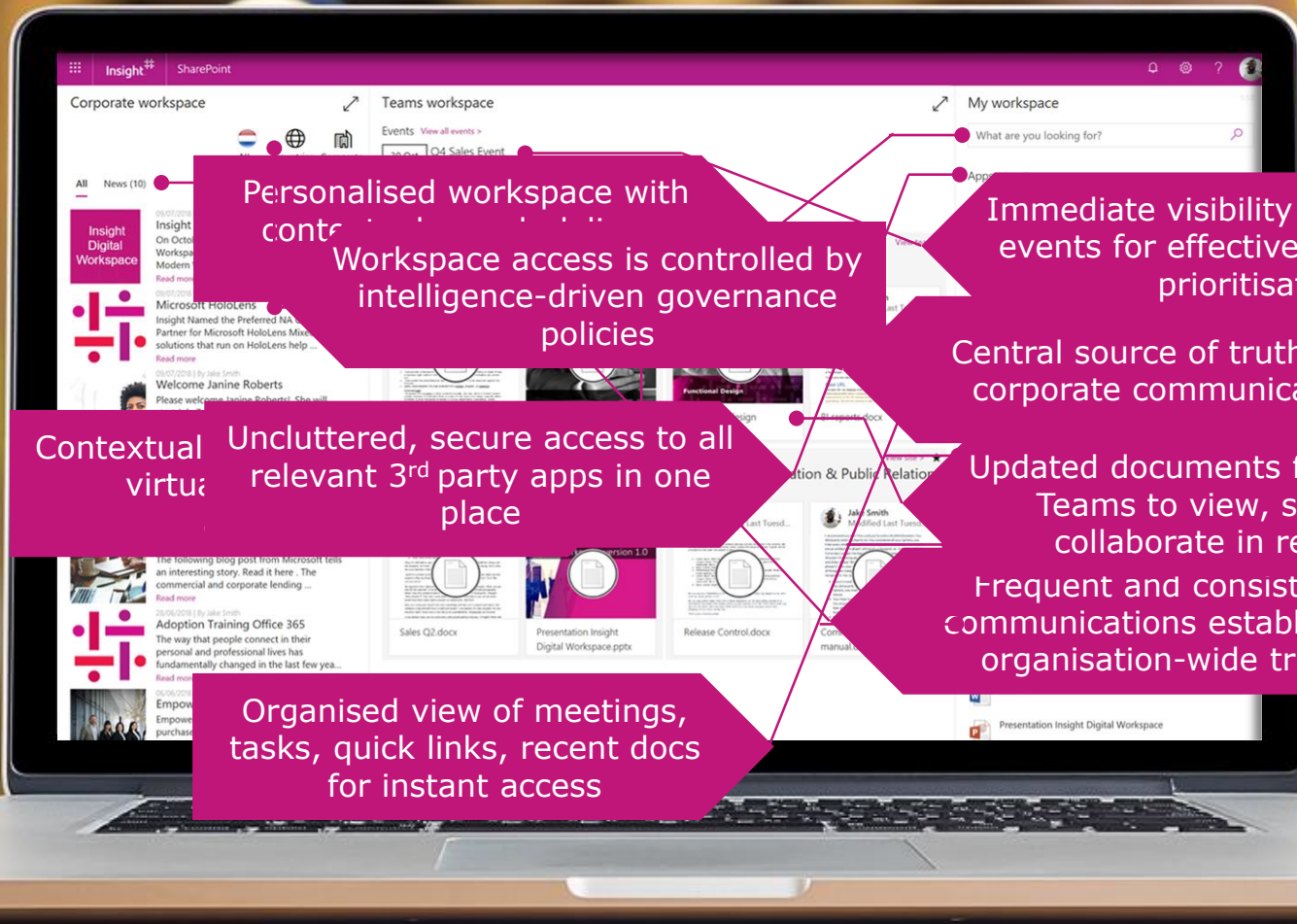
Insight Digital Workspace™

Helping you work smarter

Enabling relevant employee engagement throughout your organisation is essential.

The Insight Digital Workspace™ intelligently streamlines daily interactions with contextual awareness and relevant information to enhance workforce productivity.





Personalised workspace with contextual virtual reality

Workspace access is controlled by intelligence-driven governance policies

Immediate visibility of work-group events for effective planning and prioritisation

Central source of truth for all corporate communications

Contextual virtual reality

Uncluttered, secure access to all relevant 3rd party apps in one place

Updated documents from relevant Teams to view, share and collaborate in real-time

Frequent and consistent communications establishes organisation-wide trust

Organised view of meetings, tasks, quick links, recent docs for instant access

Work with confidence

Get built-in security, compliance and manageability from Office 365

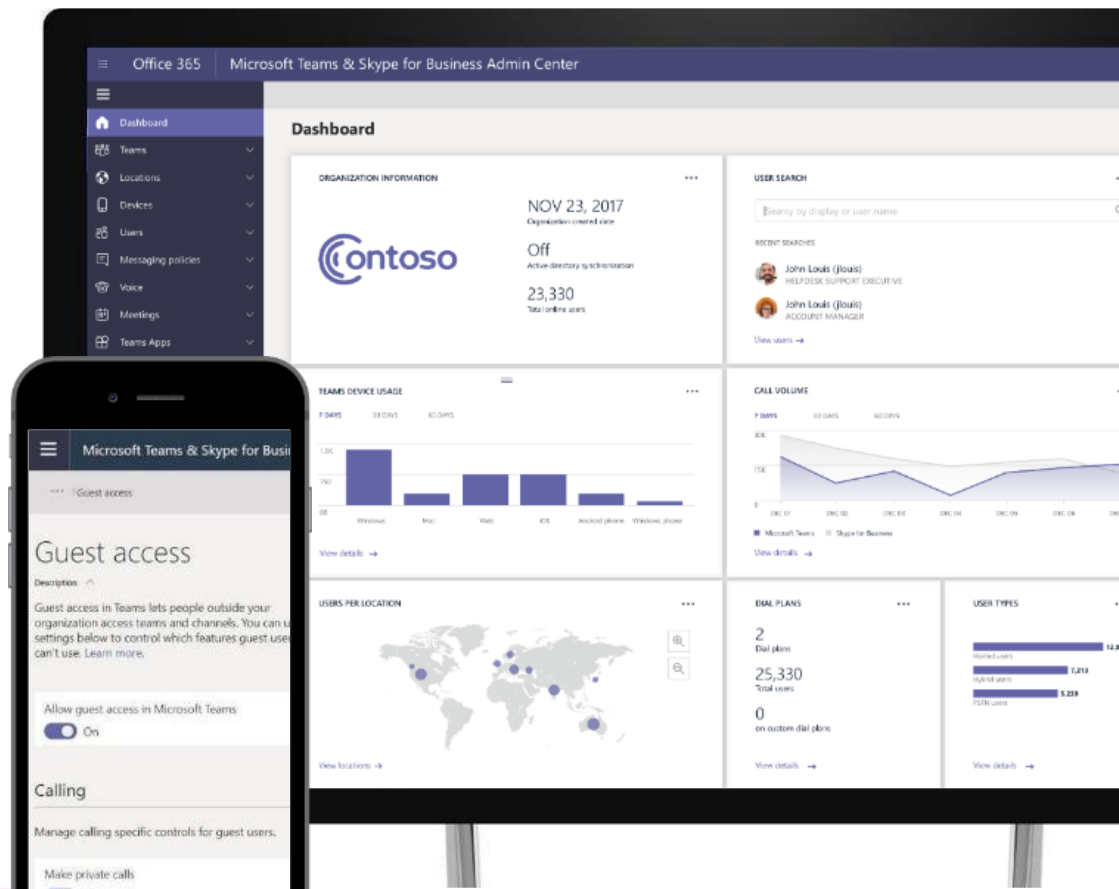
Global hyper-scale cloud, including ability for local data residency and global peering points for meeting join

Compliance leadership with EU Model Clauses, SOC 1 and 2, HIPAA, GDPR, and more

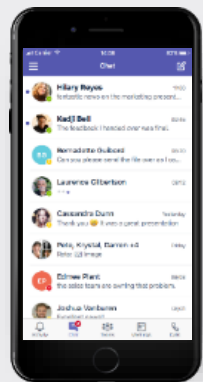
Built-in information protection, including eDiscovery, Data Loss Prevention even in chats and conversations, information barriers, legal hold and audit

Multi-factor authentication for enhanced identity protection and secure guest access

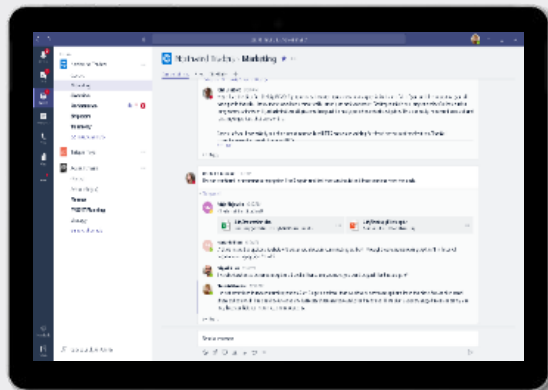
Manage all aspects—users, usage and settings—in a **single admin experience**



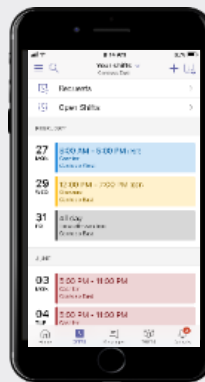
Microsoft Teams the hub for teamwork



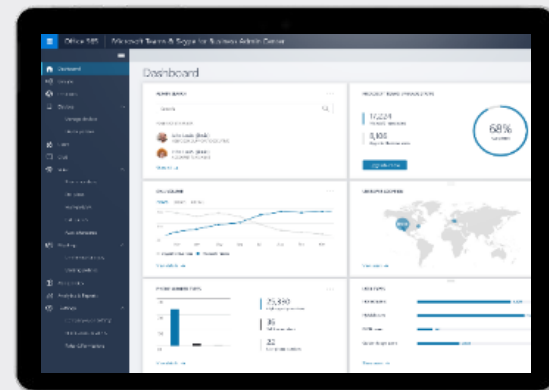
Communicate



Collaborate



Customize & extend



Work with confidence

Powerful, intuitive and familiar

One place for communication, tools and files

Helping everyone save time and work better together

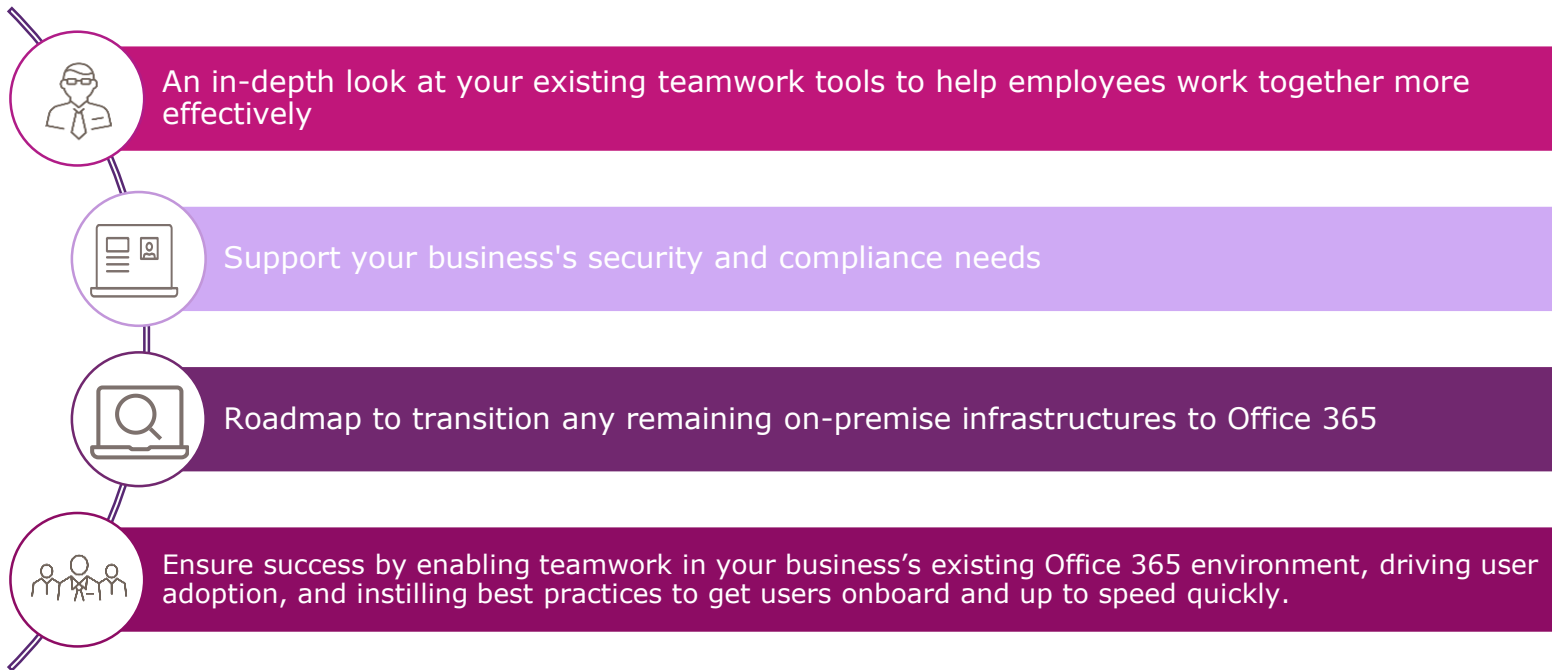
Secure, reliable and compatible

Streamline work with integrated tools

Improving productivity, efficiency and the bottom line

Insight Smart Start for Microsoft Teams

Insight's Smart Start for Teams helps you deploy your Teams solutions, which are crucial for your business success.



A man with a beard and short brown hair, wearing a dark brown blazer over a dark shirt, is sitting and looking down at a tablet he is holding. The background is a large window with a view of a city skyline, partially obscured by a purple overlay.

How can we help you **manage today** and **transform tomorrow?**

Contact information

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Access our thought leadership
to learn more about how we
manage and transform
businesses.