



# The Microsoft Teams Journey

7 STEPS TOWARDS YOUR NEW  
WAY OF WORKING

**By Thomas McDowall**

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## EXECUTIVE SUMMARY

In recent years we have seen a proliferation of new business technologies which offer greater power and speed than ever before. However, upgrading tools in order to access new technological features will only have a minimal impact on how your business works.

The true value of new technology is found when it is used to facilitate a new way of working which is more productive, efficient and enjoyable. This eBook describes seven key steps on the journey to a new way of working with Microsoft Teams, the leader in this market.



## HOW WOULD YOUR ORGANISATION BENEFIT FROM A NEW WAY OF WORKING?

Meet Tina, the Head of HR at a 400-employee business. In the past, recruitment used to be a painful process. When creating shortlists, Tina would have to navigate to the company's shared drive to view CVs. Meetings with colleagues to discuss candidates required finding a meeting room. The interview process would go on for weeks. Whenever she had a question for department managers, she would have to email them.

But things have changed. Today, all the information Tina needs can be accessed and processed from one window in the Microsoft Teams platform. She reviews CVs, sends instant message questions to colleagues and even conducts preliminary video call interviews from the same interface.

## THE POTENTIAL FOR A NEW WAY OF WORKING

In the past decade, many new applications have come to market which have promised to enhance business productivity. Video calling services, cloud document storage, messenger software and more - the range of tools is extensive.

On the surface, many of these products look like the technology that came before – and they can be used in much the same way. For instance, cloud servers can be used to store business documents in exactly the same way as they were stored on servers in the company basement. Video call meetings are not fundamentally different to phone calls.

However, what these new technologies offer is the *potential* for a new way of working that was not previously possible. For instance, when used in the right way, cloud storage facilitates a highly collaborative style of working – people can edit files in the cloud at the same time - a step change compared to the traditional method where staff had to individually 'check out' files from on-premises servers.

Microsoft Teams is a business platform which is intentionally designed to use modern tools in a way that encourages a more collaborative, communicative and efficient way of working. But how can you reach that end goal?

Whether you are using Microsoft 365 but have made little use of Teams so far, or do not use Microsoft products at all, this eBook introduces some of the key steps your business can take towards this new way of working.



## INTRODUCING MICROSOFT TEAMS

Teams is a shared workspace that brings many of the communication and collaboration tools of the Microsoft 365 stack into one interface. This 'single pane of glass' approach allows employees to benefit from many cutting-edge technologies in one place and saves them opening multiple windows to do the same task. According to a [Forrester](#) Total Economic Impact assessment, Teams saves individual workers up to 8 hours per week.

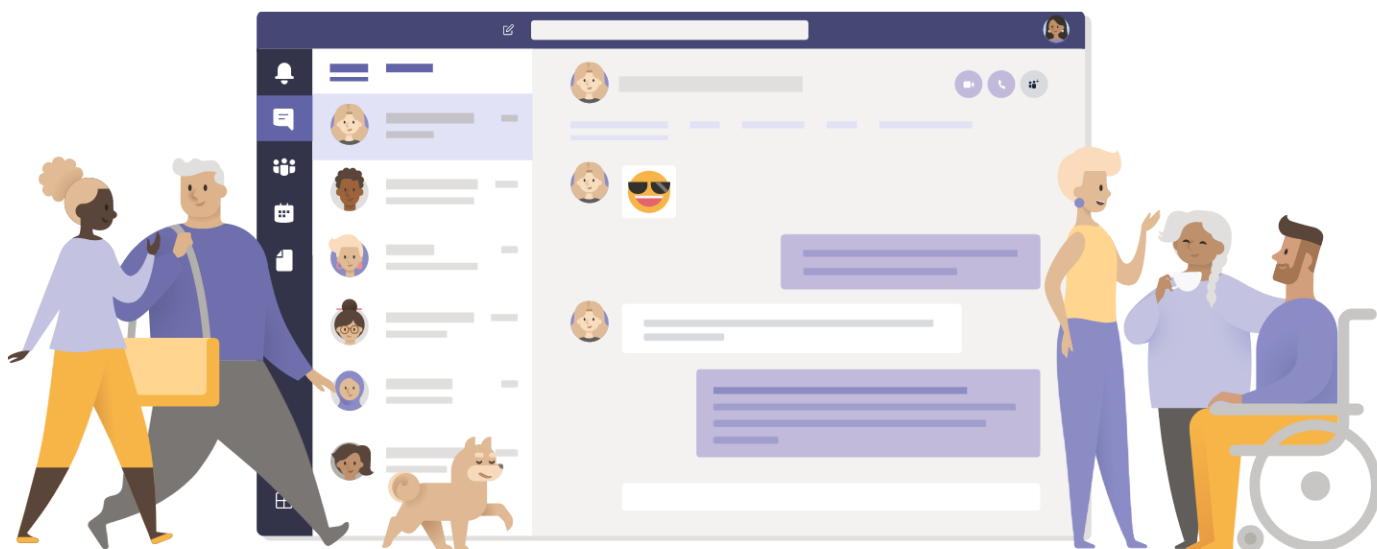
By way of analogy, we can imagine the traditional office where a clerk would have to walk to the filing cabinet to view files or visit a separate room to make a phone call. In the Teams way of working, that employee would have files brought directly to their in-trays by an assistant and be able to make calls from a telephone on their desk. By bringing everything into one place, the time and productivity savings for any organisation can be enormous.

FITTS has been a proponent of Teams since its launch in 2017. Indeed, some of our colleagues are involved in the ongoing development forum of Teams at Microsoft and we firmly believe in its ability to change how organisations work for the better.

## TEAMS IS ABOUT NEW WAYS OF WORKING, *NOT* NEW TECHNOLOGY

Microsoft Teams is not a 'new' technology. In fact, it incorporates tools and functions that have been part of the Microsoft 365 stack for several years - including OneDrive, video conferencing, chat and various productivity apps. What it aims to do, however, is present these technologies in one interface to enhance communication, collaboration and productivity.

For all our client engagements with Teams, our focus is on ensuring that the technology is able to empower employees from the get-go. We don't believe in deploying technology and leaving people to work out how to use it. Rather, the aim is to help them reach that new way of working by deploying the tech in the most appropriate way. We reach that end goal using the following seven-step process.



# 7 STEPS TO A NEW WAY OF WORKING WITH MICROSOFT TEAMS

If your business aims to introduce a new way of working with Microsoft Teams, the following steps will support you on your journey.

## 1 Synchronise Identity

The aim of Teams is to provide users with a single workspace where they can do almost all their tasks. They should not need to continually sign into different tools whenever trying to use them. Therefore, the first stage of any Teams implementation is to synchronise identity across the tools that your employees use and allowing them to benefit from seamless single sign on.

## 2 Access and Enhance Your Network

To make the most of the new way of working, employees benefit from speedy and reliable connectivity. FITTS therefore conducts point in time checks which zero-in on areas for improvement that will directly correlate with improved user experience.

## 3 Secure Your Data

After establishing user identity, we then recommend implementing a security structure which ring-fences organisational data. We map your company's data and ensure that access is structured in a way that complies with GDPR and the highest industry compliance standards. Configuring Azure Rights Management allows granular control over the documents that are produced in, and pass through, your Teams environment.

[Our Secure Score e-book](#) dives into more detail around how to empirically measure and improve your overall security posture.

## 4 Migrate Email

The key to success with Teams is the use of cloud services – Teams depends on email being accessible in the cloud. The next stage on the Teams journey is therefore a migration or synchronisation of email from your organisational servers to Outlook online. This will also enable the synchronisation of calendars in Teams and the availability status indicator.

## 5 Migrate Content

The beauty of Teams is that it allows employees to collaborate on documents, spreadsheets and presentations online regardless of location. We therefore recommend migrating content to Microsoft's OneDrive cloud service. This allows employees to access all their content from within the Teams interface and communicate with colleagues about reports, business data or presentations. The file migration is also a valuable opportunity to 'clean up' file structure, naming conventions and permanently deleting files which are no longer needed.

## 6 Establish Governance

Every organisation has different governance requirements. In some organisations, employees work best when they are allowed to create additional Teams channels as and when they need. In other contexts, this could quickly lead to sprawl and ultimately confusion. It is therefore important to understand how employees work and set governance limits which balance the desire for freedom and the latent impact of Teams sprawl.

## 7 Configure Teams Add-ons

One of Teams' most powerful features is that it integrates with enhancements to the platform which fit around how your employees work. This might involve incorporating telephony with Teams, or it may involve configuring third-party apps (including products made by companies other than Microsoft) that integrate with Teams. Bringing more for productivity.

If you are looking for inspiration on Add-ons; have a quick read of our [blog](#).  
[Top Microsoft Teams Add-ons](#).

# CASE STUDY:

## HOW TEAMS HELPED ONE GLOBAL BUSINESS WORK IN NEW WAYS.

One of the greatest strengths of Teams is that it can be adapted to different employee's working styles.

With 16,000 seats in 30 countries; one of FITTS recent clients had some of the most diverse employee demographics we had ever worked with. The organisation was multi-geographical, multi-generational, multi-linguistic... it just about ticked every multi-box you can plan for. Because of this, there was no one-size fits all match between the employees and Teams. However, because the tool combines such a range of productivity products, it can be consumed by anyone.

- For workers who find instant messaging natural, Teams' chat function was a perfect fit – helping Generation-Z employees, front line workers and employees who are on the road keep in touch.
- For employees who prefer using email to communicate, Teams did not force them to immediately leave their comfort zone. They were able send emails to and from Teams Channels, the adoption of Teams took place more gradually without people feeling cut out.
- For groups working across regions; the in-line translation tool helped keep informal chat informal. Without the need to copy and paste into translation webpages; the conversation between global project teams was able to flow at pace, and colleagues who had previously only exchanged awkwardly translated emails were able to properly connect.

The capability of Teams provided a powerful draw to those who were actively seeking a great workplace hub; but its flexibility meant that those who have previously resisted technology changes could be brought along on the journey as well.

To achieve this, we built employee profiles and tailored the journey to map how different people worked. This enabled us to identify common problems and opportunities within the profile groups and, importantly, gave us the information to address them effectively.

As a result of implementing new ways of working with Teams this customer saw upticks in productivity, satisfaction, and collaboration; we noted that they achieved:

- Annual operational cost reduction of more than \$640,000
- ROI in less than 18 months
- Saved 1.5m hours of zero-value activity per year



## **BEGINNING YOUR MICROSOFT TEAMS JOURNEY**

At [FITTS](#), we have seen so many businesses transform and improve their way of working when they use Microsoft Teams. However, to achieve the end goal of a more productive and enjoyable way of working, businesses must take a strategic and comprehensive approach to deploying and using the platform.

**FITTS can help your business on its journey to Microsoft Teams. We offer a free Teams assessment which will help you formulate your journey to a new way of working.**

**To request your free Teams assessment, contact us today.**

## THE AUTHOR

Tom McDowall

Tom has 8 years of experience working with global teams to deliver strategic digital transformations - helping clients improve collaboration, ways of working, business processes, operations and mobility.

In 2018, Tom opened the East Africa office for FITTS in Nairobi. He is passionate about the impact modern workplace technology is going to have on the way Sub-saharan Africa competes in the global marketplace and the role FITTS can play in supporting that journey.



During the past 8 years of digital transformation, Tom has worked in London, Saudi Arabia and Nairobi for clients such as Barclays Bank, UK Department of Work And Pensions, Unilever, Saudi Telecom Company, MS Amlin Insurance and a nuclear energy generator. However, regardless of the geography or the industry the ultimate objective has been the same – drive change that re-imagines the way people work every day.

## ABOUT FITTS

We're more than just a run-of-the-mill IT consultancy or digital transformer. We combine powerful technology with tailor-made service to deliver game-changing results.

For each and every client, we'll rigorously assess and analyse entire operational

systems to deliver the best possible solution, with cross-sector knowledge and niche expertise. It's why we've been recognized as a Microsoft Gold partner.

To learn more about FITTS visit: [fitts.io](https://fitts.io)



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