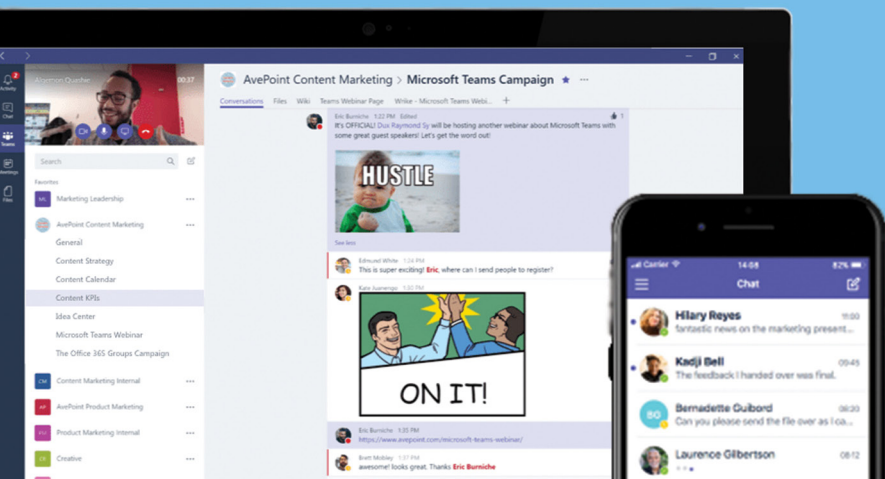


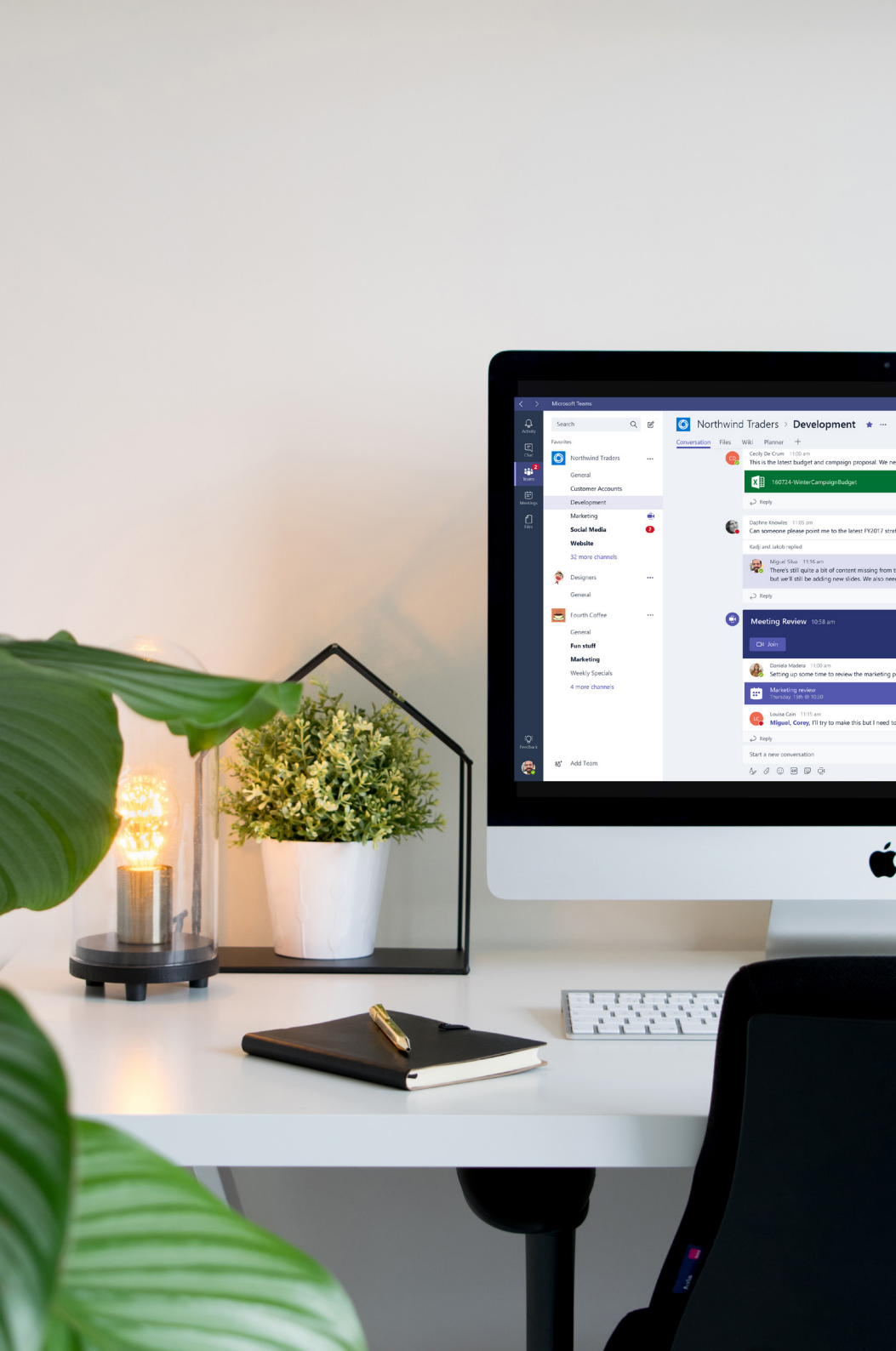


Microsoft Teams

Enhancing Collaboration in Your Organisation



aztech
IT Solutions



Microsoft Teams

Enhancing Collaboration in Your Organisation

Microsoft Teams does what it says on the tin – and more.

If you're looking to create a cohesive, collaborative team and eliminate the pitfalls of miscommunication and invisible data, then this could be the platform for your business.

In this eBook, we'll find out why Microsoft Teams is helping to reduce stress in the workplace and how it could fit into your business.



Microsoft Teams

As a cloud-based piece of software, Microsoft Teams integrates with Microsoft Office 365 and acts as a platform for employees to:

- Chat
- Exchange notes and attachments
- Schedule video and call meetings
- Collaborate on and share documents

Enhanced Communication

Whatever the project, Microsoft Teams helps you to create a positive culture in your business by opening the gates of communication and allowing for an inclusive, proactive workforce.

Compatibility

Microsoft Teams is now being used by more than 200,000 organisations across the globe, and with Office 365 having over 120 million business users, the platform is poised for seamless adoption into the everyday operations of these companies.

Improved Technology

If you're putting off integrating productivity software into your business operations, you may be positioning your company at a considerable disadvantage. Technology has evolved and allowed businesses to thrive by automating certain processes and enabling internal stakeholders to gain control and responsibility for their tasks.

How we can help

As proud Microsoft Gold Certified Partners, we can provide your business with the support and service to make a Microsoft Teams integration harmonious, adding impact from the very beginning.

Helping Modern Teams To Connect

Gone are the days of waiting for faxes and other obsolete forms of communication to get things done. The likelihood is that your employees are already using messenger applications in their personal lives, so adopting a work-based platform should be a straightforward procedure with indisputable benefits.

Microsoft Teams is a one-stop shop for:

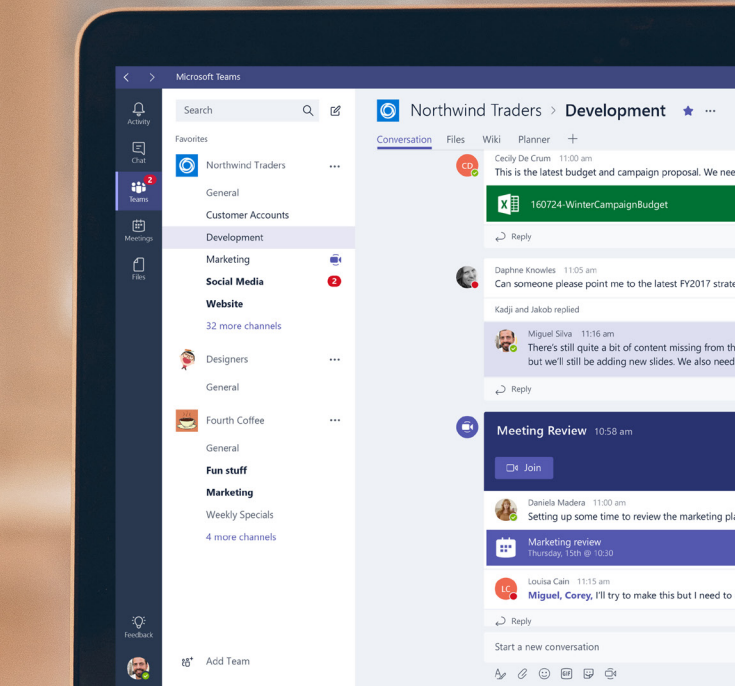
- Instant messaging
- Voice over IP
- Video-conferencing

Your clients don't necessarily need to have MS Teams to participate in conference calls; the software supports public switched telephone network as well.

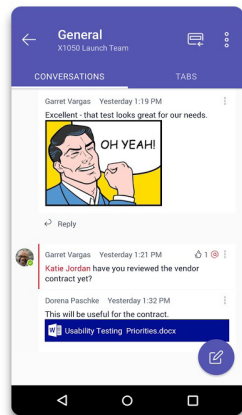
A team administrator can create groups or teams and then invite participants; team members can then set up further subject-specific channels to discuss relevant topics.

Microsoft Teams creates the perfect platform for:

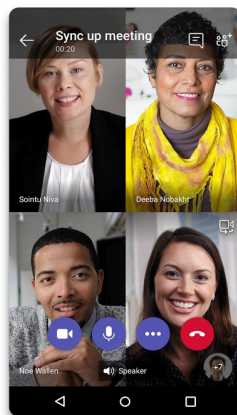
- Messaging
- Calling
- Meetings
- Education



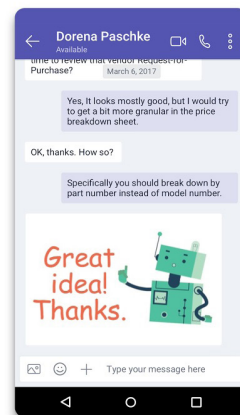
One place for your team's conversations and content



Connect face to face

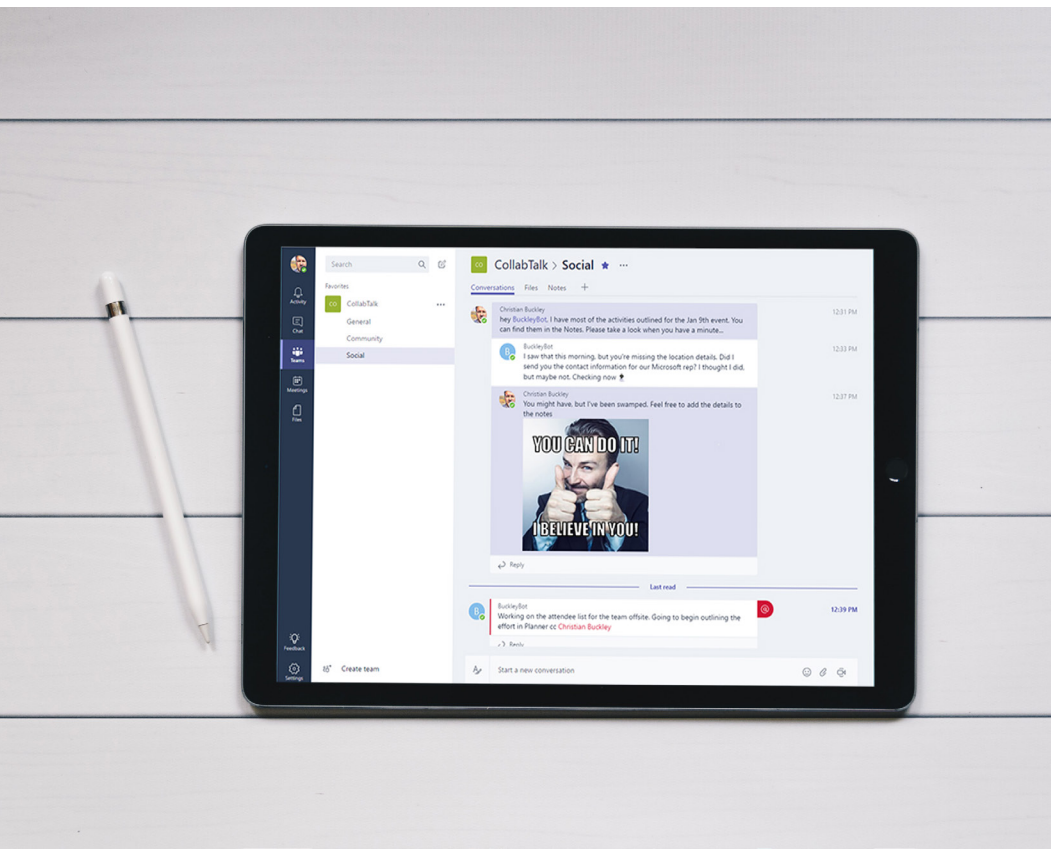


Chat privately with one or more people

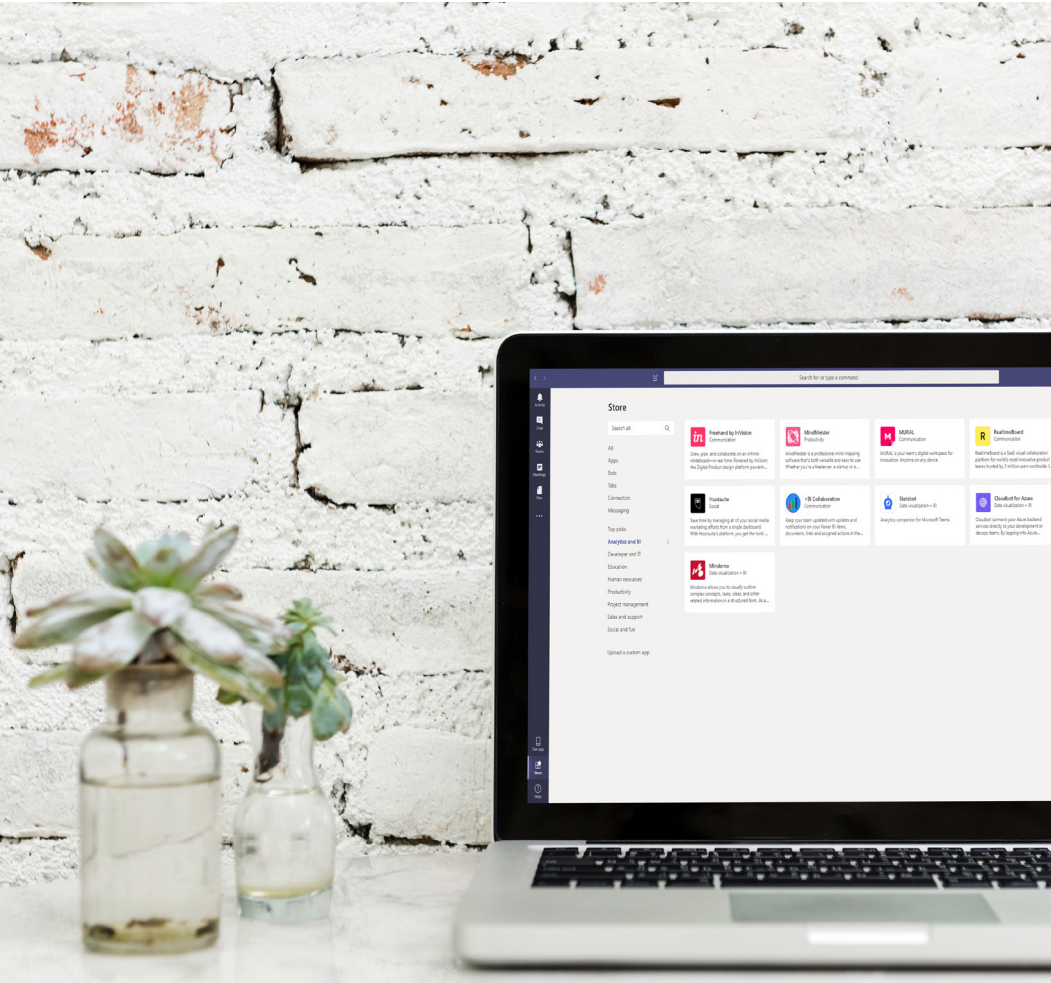


Handy features:

- Draw a colleague's attention by using the "@" sign to mention them in conversations
- Everyone can edit and collaborate on projects, creating a clear timeline of all contributions
- All the files that your team create can be shared
- Add bots to any Team to work and answer your colleague's questions
- Have 1:1 private chats or start a group conversation, ensuring you have a log of all the ideas and suggestions your teams share
- MS Teams is compatible with any device, meaning off-site teams are never excluded
- Big corporations with lots of employees can contact people with the help of intelligent search functionality, enabling you to find colleagues by name, topic or conversations



Customisable, Extensible and Integrates with Microsoft Office 365



Not every business requires the use of a large variety of applications, but it's good to know that as your business needs grow, Microsoft Teams will be able to accommodate all the bells and whistles you require.

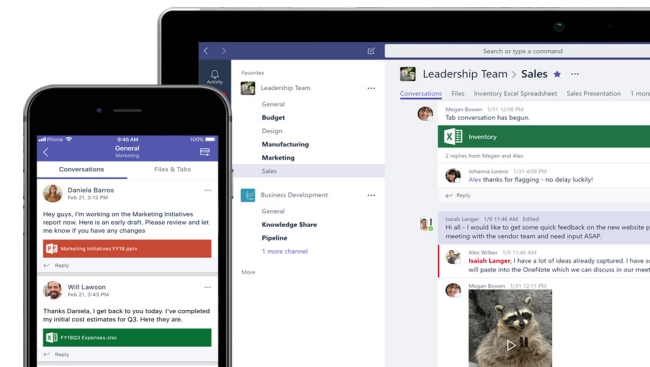
Naturally, MS Teams works with the full Microsoft suite, allowing collaboration on documents in Excel, Word, OneNote and Powerpoint.

Using Connectors, team channels can communicate with internal and external apps such as:

- Zendesk
- MailChimp
- SAP SuccessFactors
- Salesforce
- Evernote
- GitHub
- Trello
- InVision
- SurveyMonkey
- Twitter
- Yammer
- YouTube
- Hootsuite
- Smartsheet

No need to take screenshots to share data, thanks to the smooth integration of apps, users can just include information from the apps directly into their conversations.

You can pick and choose what you want to use and when you want to use it, this makes setup and applications much quicker than trying to configure with other similar platforms.





How you can Utilise Microsoft Teams for Every Department in Your Organisation

At the heart of Microsoft Teams is the mission to create a united workforce by keeping everyone in the loop.

Let's take a look at how each team in your company can utilise Microsoft Teams.

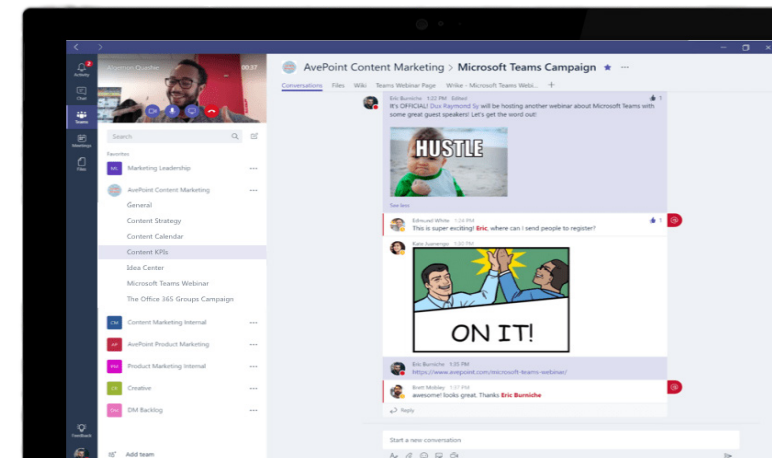


Customer Support

This department relies on quick access to relevant information about customers and internal processes.

Here's how MS Teams can help:

- Knowledge can be shared from any device, inside or outside the office, leaving no dark areas between shift swaps
- Customer facing teams can find solutions to problems by searching in previous conversations and channels to find resolutions to similar issues
- Fast resolutions are key to building brand loyalty; the MS Teams app can be used to achieve accurate and transparent communication
- Hold times can be decreased allowing customer service staff more autonomy when making quick decisions
- Customers understandably get agitated when asked the same questions. With MS Teams, you can ensure that escalations are continuously updated so that no matter who is handling the issue, they always have real-time information





Sales and Marketing Teams

These two departments need to be closely aligned. Communication and transparency between the two are what truly makes a business successful. So here's how MS Teams can get a great partnership going between your Sales and Marketing teams, and within each group exclusively:

MS Teams can help:

- Create channels for each campaign for easy access to information regarding its progress
- Your marketing team can collaborate on content and then share with the sales team for feedback and suggestions
- The Teams app allows your Marketing or Sales team to automate reports from your analytic tools, enabling quick decision making
- With sales teams often working off-site, MS Teams makes it easy to share key account data from their mobile devices, ensuring that everyone stays in the loop
- Both of these teams often juggle many different campaigns and projects at any given time. With MS Teams, users can segment topics into channels and collaborate with colleagues having a constant source of reference
- Through MS Teams, your sales department is instantly notified about new leads, making sure they act fast and close deals quicker

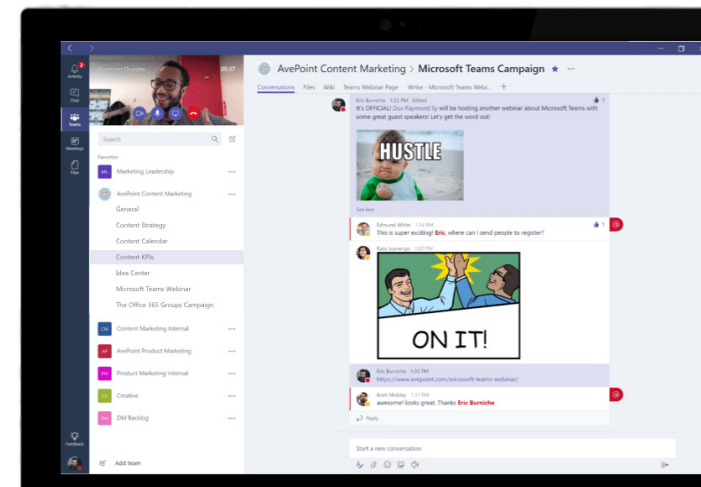


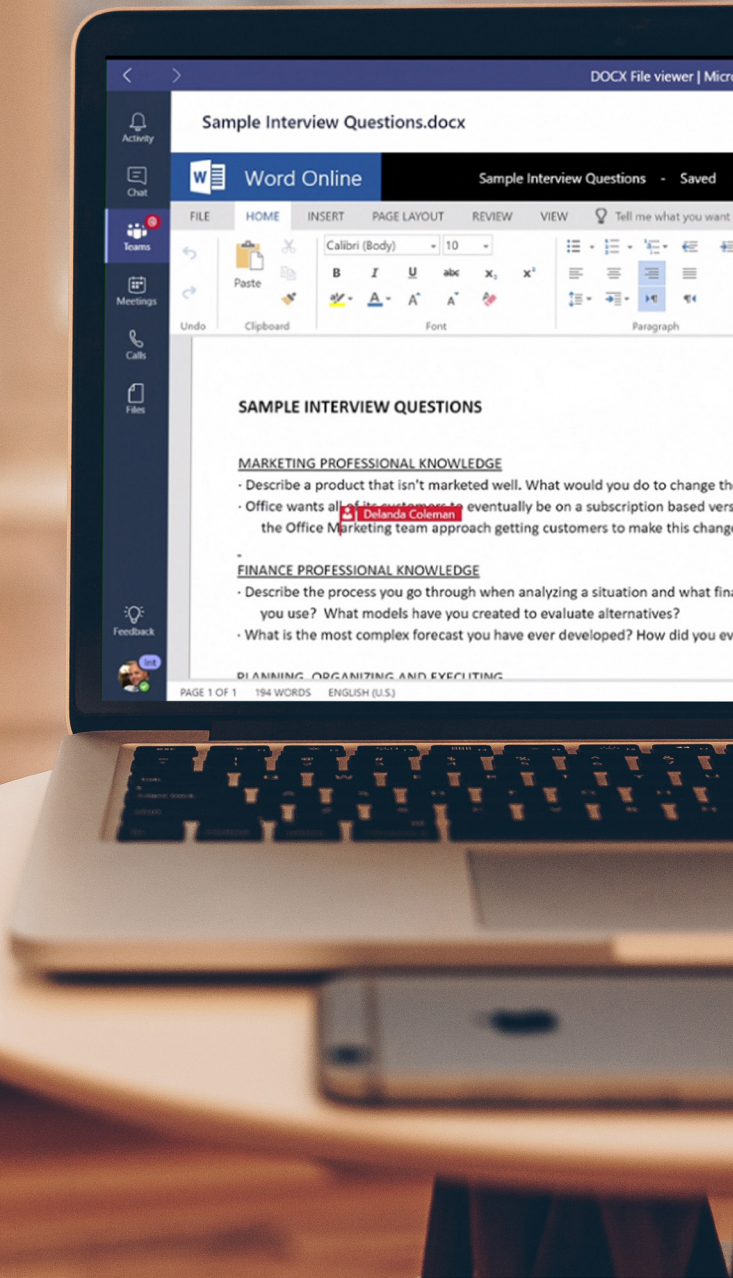
Finance Teams

One of the most painful tasks for finance teams can be how they store, share and collaborate on data. It's crucial for your business to support its Finance Team and encourage open communication and ease of data sharing to avoid mistakes and delays in reporting.

MS Teams can help your Finance Department to:

- Streamline data
- Collaborate in team channels – it's always handy to have a second pair of eyes on a tricky spreadsheet
- Keep informed about the latest financial news through third-party applications



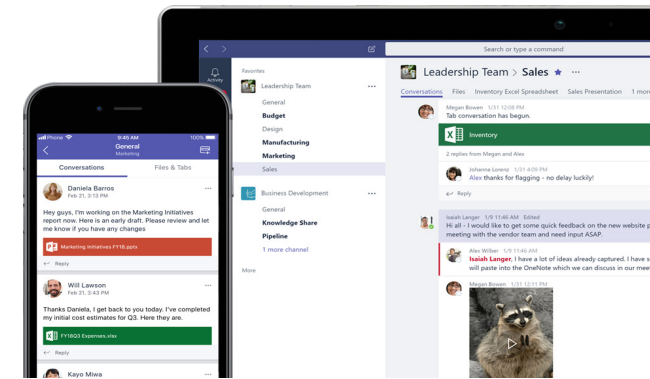


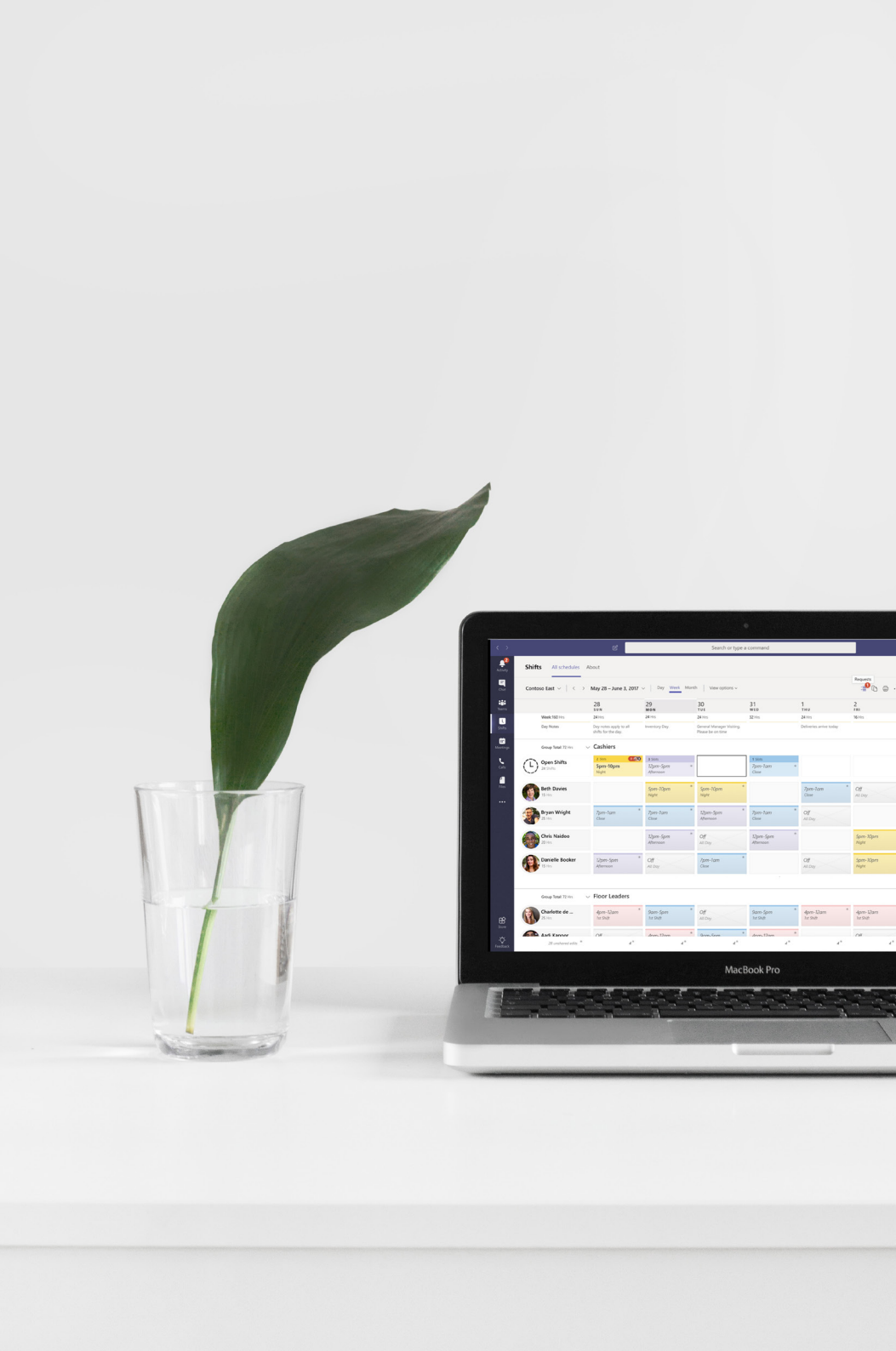
Human Resources

Human resources are all about interaction and building a cohesive corporate culture. What better way to do this than through Microsoft Teams.

Here's how MS Teams can help:

- Carve out job descriptions that are created through the input and participation of members who know the most about the role
- Chat in dedicated channels to paint a picture of the ideal candidate
- Use MS Teams to keep new starters engaged, informed and to help them integrate through instant support and access to key training data
- Keep employees updated with exciting news about your business
- Align with your overall goals and business objectives – MS Teams can help your HR department distribute information quickly and effectively





Operations and Support Teams

Knowing the status of active projects is crucial for Operations and Support Teams that have to get the important stuff done to keep your business ticking and growing.

Use MS Teams to:

- Get feedback from ground staff and meet deadlines
- Share important documents quickly to sign-off on decisions
- Eliminate frustration by keeping everything in one place



How Can We Help?

If you're excited about what MS Teams could do for your business, you'll be wondering how you and your employees can adopt this new technology into your everyday activities with minimal disruption to productivity.

Our highly trained specialists are here to help you get set up and running, offering a friendly support and training service that will help to quickly get everyone in your organisation engaged and using the platform effectively.

We can assist your business with:

- Configuration and implementation
- Adoption
- Deployment
- Support
- Training

To find out more about Microsoft Teams or how we can help you successfully incorporate this fantastic tool into your business, don't hesitate to give us a call.



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