

6 Reasons

Your Business Should Be Using **MICROSOFT TEAMS**



As business models shift to account for an increasingly remote and dispersed workforce, improving the effectiveness of team collaboration and strengthening communications are shaping the success of modern organizations.

One of the most exceptional applications at helping to achieve these goals is Microsoft Teams. A chat-based, collaborative workspace platform from cloud-based Microsoft Office 365, Microsoft Teams facilitates the modern way of working. It features an array of helpful, team-friendly tools, including document sharing, online meetings, team chats, screen sharing, and more. Since its launch in March of 2017, it's also become the fastest-growing app in Microsoft's history, with more than 500,000 organizations using it worldwide – including 91 of the Fortune 100.

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The goal of Teams is to help make it easier for organizational personnel to work smarter, faster, and better together. Some of those organizations are doing just that, and finding new and improved ways to use Teams on a day-to-day basis. Others are using it, but may not be taking full advantage of its impressive capabilities. Organizations that aren't using it at all, however, risk falling behind the pace of modern business.

By using Teams organizations can:

- ✓ **Improve the ability to collaborate**
- ✓ **Reduce costs**
- ✓ **Empower employees to play a role in business outcomes**
- ✓ **Increase productivity**
- ✓ **Encourage employee flexibility**
- ✓ **Raise the level of employee engagement**
- ✓ **Enable innovation that drives business growth**



SMARTER, FASTER, AND BETTER TOGETHER

With a user-friendly and intuitive interface, the learning curve is typically small – helping users stay focused on performing essential tasks, rather than on learning how to use an unfamiliar app.

Here are six reasons your business should be using Microsoft Teams:

1. More Effective Communication

The Teams chat window features real-time threaded conversations in a one-on-one or group setting. Users can organize communications however they see fit, and also store brainstorming sessions, conference calls, shared files, and more, in one centralized place. Every conversation within Teams becomes saved data that can be searched and accessed as necessary across the Office 365 cloud platform.

**The Online Meetings
function can host up to
10,000 USERS**

The virtual meeting capabilities help remote teams communicate together in real time - streamlining problem resolution, task assignments, and information distribution. The Online Meetings function can host up to 10,000 users to help make mass communications easier through company-wide meetings, training sessions, and more.

**A streamlined communication interface,
Teams also gives users the ability to:**

- ✔ **Make group conversations visible to the entire team to view, share, and add to**
- ✔ **Invite other members to different conversations via the @ function**
- ✔ **Share files and documents in real time**
- ✔ **Integrate video chats**
- ✔ **Integrate audio chats**
- ✔ **Get newly added members up to speed quickly through archived conversations**
- ✔ **Share screens simply and quickly**
- ✔ **Instant message**

With Teams, slow-paced traditional communication methods are minimized. Instead of traveling and waiting for face-to-face meetings, sending and receiving multiple emails with attachments, and having phone conversations, Teams users can effortlessly float in and out of multiple modern ways of communication from a single window.

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Improved Collaboration

Today's workforce is now more mobile and remote than ever before, and that trend is going to continue for the foreseeable future. While on the move, organizations need their employees to be reachable and to have access to all the same resources they would have available to them at the office.

Teams makes it easy to collaborate with colleagues, partners, and customers by providing immediate access to all cloud-based Office 365 apps, files, and documents from any device, anywhere with an internet connection – without the risk of missing or misplacing critical information.

As a chat-based platform, everyone involved in a Teams discussion gets the same message at the same time. This helps push collaborative momentum forward, keeping the discussion rolling and allowing solutions to be reached at a quicker pace through more effectively developed action plans. When users join conversations at a later date, they have access to archived conversations and files – helping make sure they can gain a full and complete understanding of a project as soon as they enter into it.

With real-time co-authoring abilities, the same document can be worked by multiple users at once. This functional combination of chat, notes, and attachments allows users to interact with each other as if they were in the same room, no matter where they all actually are in the world. Calendars, emails and files can also be shared to help push collaborative energy to the next level.

Whether in the office, working from a distance, or on the road, Teams helps facilitate some of the most effective and unified collaboration possible in the modern work environment.





Advantageous Customization

Teams also provides the ability to integrate various third-party apps, processes, and devices into its interface. Altering the workspace to allow feeds and updates from these tools can help organizations streamline activities and save time by not having to toggle between systems, while also staying on top of any applicable business-critical tasks and information found within those third-party tools. And all of this occurs within the Teams platform.

Teams offers a robust catalog of apps that can be downloaded and added to the interface. Apps such as Trello, YouTube, Microsoft Flow, Wikipedia, and many more, can help broaden user resources so they get what they need when they need it.

Users or admins are able to manage the depth of their notifications as well. With notification controls over messages, highlights, mentions, and more, customizing can help tidy up activity areas.

Users can also:

- ✔ **Create notifications for a specific person**
- ✔ **Follow a person's "Available" or "Offline" status**
- ✔ **Configure read receipts**
- ✔ **Utilize customized status messages**
- ✔ **Edit their theme**

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Superior Productivity

While email is critically important to the success of any organization, at times it can also be incredibly overwhelming and cumbersome. With a mountain of emails stacked in an inbox, it can be easy to miss a task assignment, document, or other critical data needed to complete work.

- ✔ **With Teams, however, threaded conversations are easily searchable and structured for convenience, and files can be posted in the Chat tab – making hard-to-follow “Reply All” email strings virtually unnecessary.**

Where once there was challenging, time-consuming administrative tasks before, during and after a meeting, there is now Microsoft Teams:

- ✔ **Upon creation of a Teams meeting, users can chat with other invitees about the agenda, take and keep track of notes, share files, and more.**
- ✔ **Recordings are immediately available for review upon a meeting’s end.**
- ✔ **Meetings are also synced with calendar appointments, pulling in all existing engagements and advising users on the availability of other invitees.**

With the ability to work in the entire Office productivity suite through one interface, common tasks such as file sharing, document revisions, presentations, project management, organizational tasks, and more, are all completed more quickly and easily. Everything that’s needed resides in one place – and that place is Microsoft Teams.

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Superior Productivity

Thanks to the integration with Office’s other cloud-based productivity apps, users are not limited to chat or communications functions. Within Teams, users have the ability to:

- ✔ **Create a document in Word, Excel, PowerPoint, OneNote, and more**
- ✔ **Share documents with colleagues immediately for co-authoring, review, and discussion**
- ✔ **Make document and content changes in real time**
- ✔ **Relate logged chats for context**
- ✔ **Save and share documents in SharePoint, OneDrive for Business, and more**

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Return on Investment

Improving team communication and collaboration can certainly lower costs and increase bottom line performance, but defining potential Return on Investment (ROI) by using Microsoft Teams has never been easy for organizations to do.

Forrester interviewed and surveyed more than
260 TEAMS
customers in a variety of industries

Recently, however, Forrester Consulting conducted a study, “The Total Economic Impact of Microsoft Teams”, to show the ROI organizations could realize if they were to adopt Teams. In the study, Forrester interviewed and surveyed more than 260 Teams customers in a variety of industries.

The study identified many benefits that organizations should consider when exploring the use of Teams. A few of them found in the study are:

➡ **Reduction in the total number of meetings and their duration:**

Teams meetings are reliable and of very high quality, which results in less time tackling setup and quality issues. Meetings are more useful and fewer are needed. Total time savings over three years is \$6.9 million.

➡ **Decision-makers improve time-to-decision by 17.7%:**

With readily available data and resources through the Teams shared workspace, discussions and advisement are made easier, helping executives make decisions faster – resulting in a \$451,273 savings over three years.

➡ **Online resource availability in Teams reduces downtime by 14.6 percent:**

Resource availability from one centralized, cloud-based location leads to a reduction in downtime and complexity. Security and compliance become easier, and when compared to on-premises, time savings is valued at \$258,000 across the workforce.

➡ **Reduced attrition rates:**

Improved worker satisfaction, integration, and empowerment resulted in fewer employees leaving, and a reduction in training and onboarding time. As a result, the cost of hiring and onboarding new employees was reduced by \$1.4 million over three years.

- **Information workers save four hours per week from improved collaboration:**

Teams features like co-authoring and integrated file storage allow information workers to effectively collaborate in real time. Potential savings from this improved collaboration is more than \$14.3 million.

- **Information workers save more than one hour per week through a reduction in application switches:**

Access to third-party and line-of-business apps inside Teams benefits both the remote and on-premises workforce. This leads to improved employee togetherness across the enterprise, and the total savings are nearly \$4.8 million.

Forrester's interviews and surveys, integrated data points from other Total Economic Impact studies, and ensuing financial analysis found that an organization based on these customers experienced present value (PV) benefits of \$30.3 million over three years versus PV costs of \$3.2 million, totaling:

- **Net present value (NPV) of \$27.1 million**
- **ROI of 832%**
- **Payback in less than 6 months**

An all-in-one solution

In the modern work environment, a flexible and intelligent collaboration and communication process is critical for all organizations - regardless of size or industry. One of the best ways to make certain that your organization can collaborate effectively is by utilizing a platform that allows for a plethora of communication methods.

When it comes to an all-in-one solution, Microsoft Teams sits at the summit of the mountain. It provides the best tools and solutions for creating a flexible work environment where your employees can collaborate and communicate whenever and wherever they are.