

With employees today accessing unsanctioned SaaS applications, dozens of ways to share files, and multiple communication channels, the modern workplace presents many challenges for teamwork.

The good news is that there's a solution for you to help manage this. Microsoft Teams - the hub for teamwork in Office 365.

Just over two years ago Microsoft introduced Microsoft 365. This integrated set of apps and services is designed to help users transform workplace collaboration, streamline business processes, and protect critical information. At the center of Microsoft 365 is Microsoft Teams. With more than 13 million daily users and 19 million weekly users - Teams is powering teamwork for users around the globe.

With Teams, you can give your team built-in access to everything they need right in Office 365. Manage all your conversations, files, and tools in one workspace. Enjoy instant access to SharePoint, OneNote, Planner and Power BI. Create and edit documents right in Microsoft Teams. Speed employee onboarding with persistent conversations and instant access to files. Search across people, files, and chats within one hub for teamwork.

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**Download Oakwood's Departmental use case for Teams as well as customer testimonials from; Trek Bicycle, J. Walter Thompson, Hendrick Motorsports and more!**

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## **Chat, Calls & Meetings for Today's Teams**

Team members can engage in private 1:1: chats or in group conversations that are visible to the entire team. This modern conversations experience supports persistent, threaded chats to keep everyone engaged. Team conversations are open by default, and of course there is the ability for private discussions, too. People can include emojis, memes and other fun

graphics in their messages, which allows team culture to shine through.

Microsoft Teams also offers a complete meeting solution supporting sharing, video and audio conferencing. This enables an organization to transform an ordinary meeting into modern meeting in the following ways:

- Before a meeting – team members can share and review information and conversation history on the subject matter, without having to leave Microsoft Teams.
- During a meeting: team members can share their desktop, meeting attachments or a PowerPoint deck. The meeting can take place in either audio conferencing or video and can be recorded.
- After a meeting: team members can review recorded meetings and view previous meeting details in conversation history, giving them complete context.

Users of Teams also have a dedicated phone number and advanced calling features and support such as blind and consultative transfer, delegation and support for emergency calls.

Finally, Teams is available across mobile, desktop and browser and integrated with communications and meeting room devices.

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## **Integrated Office 365 Apps**

Microsoft Teams also means more time for productivity as a team members do not have to toggle between different apps. Instead, they can access and act on information right within the Microsoft Teams experience.

The Office apps and services that people use every day – Word, Excel, PowerPoint, OneNote, SharePoint, even Power BI – are all built-in, so people have the information and tools they need right within the context of Microsoft Teams.

Users can co-author and edit with Office and other files right in the app.

Microsoft Teams is also integrated with SharePoint, OneNote, PowerBI and planner, so teams can work in a central place with all the necessary tools in order to pursue team objectives.

Microsoft Teams leverages the intelligence capabilities of the Microsoft Graph. A team member can access information on organization reports and do searches for contacts within an organization.

Microsoft also built integration with email so users can forward an email message into a Team's channel for further discussion and sharing.

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## **Customizable & Extensible**

The development team at Microsoft realizes that every group is unique, so they made it easy for teams to tailor their workspace to include apps and services which are relevant to their team or organization.

For example, you can pin important files for quick reference so the whole team can access them in just one click.

You can set up your channels so that conversations on certain topics happen in designated spaces.

You can add intelligent bots to interact with Microsoft Teams. Bots can answer natural-language questions and perform lightweight tasks such as FAQs.

You can bring in cloud services to explore data and get updated from the apps a team uses daily. Where 3<sup>rd</sup> party services are included, notifications can be customized so the team never misses a beat.

They've also created an extensible platform, to enable building apps with a rich set of capabilities to enable higher-performing teams. The Microsoft Teams developer platform enables integrations to existing business process. IT can also manage trusted apps for the employees and the organization.

## **Enterprise Security, Compliance & Manageability**

Finally, Microsoft Teams benefits from the Office 365 hyper-scale, enterprise-grade cloud, delivering the advanced security and compliance capabilities customers expect.

- Data encryption at all times, at-rest and in-transit.
- Ability to have local data residency for core customer data at rest, plus failover and disaster recovery (see public Office 365 Roadmap for locations).
- Human back-up via on-call support engineers standing by 24×7.
- Multi-factor authentication for enhanced identity protection.

It supports key standards including SOC 1, SOC 2, EU Model Clauses, HIPPA, and more. Since the initial preview, they've added mobile management with Microsoft Intune and new features for compliance and litigation support, including audit log search, eDiscovery and legal hold for channels, chats and files.

PSTN connectivity in Office 365 with option for connecting existing on-premises investments in the future.

- Advanced call management including call routing, auto attendant, call queues, and reporting.
- Easily manage users, usage, and settings in the Office 365 Admin Portal.
- IT controls to manage trusted apps for employees/the organization.

While security and compliance capabilities are critical for enterprise customers, Microsoft feels their responsibility goes beyond this. Their mission talks about empowering every person to achieve more. With that in mind, they're focused on building an inclusive experience for the entire group, including support for those who use screen readers, high contrast, and keyboard-only navigation, to enable the collective brainpower and potential of everyone.

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If you're looking to increase flexibility in how your team members communicate while maintaining a secure environment - we'd like to talk to you. The Microsoft experts at

Oakwood Systems Group are well-versed in Microsoft Teams implementations and would love to help your organization!

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