



# Making teamwork work

Transform your business with Microsoft Teams



# The importance of working together

These are exciting times for businesses. Technological advances are creating new opportunities every day, but you've got to be on your toes.

Disruption is everywhere. The likes of Deliveroo and Airbnb demonstrate how easy it is for digital businesses to have a huge impact on established industries. Surviving and thriving in today's competitive landscape means developing increased flexibility and faster go-to-market strategies. If you don't get your next innovative idea out there fast, someone else will get there first.

You must also consider your employees' and customers' expectations. As the digital world turns, people are increasingly accustomed to instant access, self-service and a myriad of communications options. And with internationally dispersed teams becoming the norm you must think globally, not just digitally.

## Why teamwork is critical

Teamwork is a synergistic way of working where the sum is greater than the parts. When your people work together effectively, it brings out the best in individual team members and boosts morale. In hive minded organisations, people naturally innovate by sharing ideas and pooling knowledge, which also bridges skills gaps.

The right teamwork tools, the right spaces and access to the right information will help your people to solve problems faster and be more creative. You'll also be able to minimise the amount of time people spend away from the office, remove organisational divides, bring people together from around the world and, ultimately, reduce time to market for products and services.

What's more, your employees will be delighted they're using the latest teamwork technology.



# What's working against teamwork?



Today, employees work in twice as many teams as they did five years ago.<sup>1</sup> Moreover, people spend 50% more time on team working activities than two decades ago.<sup>2</sup> But despite the growing popularity of teamwork, there are four key challenges facing organisations when it comes to helping people to work together effectively.

## → Changing workers

You've got more generations in the workplace than ever before, with ages ranging from 18 to 80. You'll find everyone from digital-first teenagers to company-loyal veterans. And getting all these people collaborating isn't always easy.

## → Changing workstyles

A standard work day is now a mix of conference calls, face to face meetings, informal chats and solo work. But do your people have the right devices and spaces to cope with this? Without these, you could impede, rather than encourage, teamwork.

## → Dispersed teams

Organisational structures are more complicated than ever. People work in many different teams. But getting them to work together when they have different priorities can be a challenge.

## → Complex hierarchies

As companies grow, it gets tougher to work as teams. The more complex your company structure is, the harder it becomes to share information and make smart decisions.

Over the next few pages, you'll find more on these challenges...

<sup>1</sup>Microsoft: US Information Worker Survey, 2009 and 2014

<sup>2</sup>Harvard Business Review, January-February Issue 2016, 'Collaborative Overload'



Unite everyone from the  
**BOOMERS**

to the  
**MILLENNIALS**



# Changing workers

Veterans. Baby boomers.  
Generation X. Millennials.  
Generation Z.

**Today's workforce is incredibly diverse. Empowering these different generations to work together isn't easy.**

By 2020, millennials will make up 50% of the UK workforce.<sup>3</sup> They've grown up with technology, and have more experience with tools like instant messaging than baby boomers. But it's not just about technology. Attitudes to working together can vary by generation. For instance, 78% of baby boomers prefer face-to-face communication. It's only 58% for millennials.<sup>4</sup> Boomers are more used to formal organisational hierarchies. Whereas you're more likely to catch millennials talking with each other via text, Skype and other channels. Then there's Generation X in the middle. They're the next generation of leaders. But they're harder to engage than younger generations.<sup>5</sup>

Employees naturally prefer interacting with colleagues of a similar age.<sup>6</sup> But, if you can get everyone working together, you'll have stronger, more flexible teams.

<sup>3</sup><https://www.gov.uk/government/publications/jobs-and-skills-in-2030>

<sup>4</sup>[http://nicoh-tl-content.cdnsrv.com/cms/dl/654/EU\\_4G%20Workplace%20infographic%20copy%20-%20FINAL.pdf](http://nicoh-tl-content.cdnsrv.com/cms/dl/654/EU_4G%20Workplace%20infographic%20copy%20-%20FINAL.pdf)

<sup>5</sup>Great Place to Work®, 2015/2016 Programme

<sup>6</sup><http://scholarworks.waldenu.edu/cgi/viewcontent.cgi?article=3190&context=dissertations>



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**ON-THE-PAGERS**

to the  
**OUTLOUDERS**



# Changing workstyles

Today's working spaces must accommodate diverse working styles. People need options.

**Especially digital nomads who want to set their device down anywhere, whether it's in a private work pod or on a bench in the park.**

The recent trend has been to create open spaces. But teamwork can't be forced by knocking down walls. You still need meeting rooms and private spaces where people can retreat, think and recharge.

Open spaces get noisy, which kills productivity. Other people talking is the most distracting sound for those trying to concentrate.<sup>7</sup> The UK has the most open office layouts in the world.<sup>8</sup> But only 50% of UK workers feel they can work in teams without being interrupted.<sup>9</sup> And it falls below the global average for offering enough meeting rooms in the workplace.<sup>10</sup>

The upshot is you need to design your workspace carefully with a variety of spaces to create a collaborative environment to suit all employees.

<sup>7</sup>[http://www.nytimes.com/2012/05/20/science/when-buzz-at-your-cubicle-is-too-loud-for-work.html?\\_r=2](http://www.nytimes.com/2012/05/20/science/when-buzz-at-your-cubicle-is-too-loud-for-work.html?_r=2)

<sup>8</sup>Steelcase Global Report: Engagement and the Global Workplace, p205 <https://info.steelcase.com/global-employee-engagement-workplace-report#engagement>

<sup>9</sup>Steelcase Global Report: Engagement and the Global Workplace, p208

<sup>10</sup>Steelcase Global Report: Engagement and the Global Workplace, p202



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**FACE-TO-FACERS**

to the  
*video callers*



# Dispersed teams

With the rise of globalisation and mobile working, staff are in twice as many teams as they were five years ago.<sup>11</sup>

**And they're often spread out across several different regions, countries and time zones.**

But if you can't bring the right people together at the right time, teamwork suffers.

80% of employees spend at least some time working outside the office,<sup>12</sup> but 32% of EMEA employees say that working remotely reduces their access to company information and involvement in team activities.<sup>13</sup>

Recently, virtual teams have become popular. Some organisations have successfully made them part of their culture, but many haven't changed their leadership and management practices along with it. For dispersed teams to work well together and feel closer, you need the right digital tools in place across your organisation. Above all, choice is key. You must give your people options, so they can work together how they want.

<sup>11</sup>[http://www.ukauthority.com/NewsImages/2016/Secure\\_foundation\\_for\\_rapid\\_change\\_and\\_joined\\_up\\_service\\_delivery.pdf](http://www.ukauthority.com/NewsImages/2016/Secure_foundation_for_rapid_change_and_joined_up_service_delivery.pdf)

<sup>12</sup>[http://www.huffingtonpost.com/vala-afshar/managing-the-four-challen\\_b\\_6428874.html](http://www.huffingtonpost.com/vala-afshar/managing-the-four-challen_b_6428874.html)

<sup>13</sup><http://web.esna.com/blog/remote-worker-collaboration-infographic-2014>



Focusing on the four key challenges

Unite everyone from the  
**ANSWERERS**

to the

*Questioners*



# Complex decisions

There's a downside to an organisation growing rapidly.

**The bigger a company gets, the more layers of management and hierarchy stand in the way of decision-makers and the key information they need.**

As a recent study highlighted, "in a company's early years, the founding team knows the customers by name and the products in detail. Intimacy and ground-level knowledge are second nature. Yet, as companies grow, this becomes increasingly difficult."<sup>14</sup>

If employees can't access the right information quickly, competitiveness and customer experience can suffer. Without a smooth flow of communications, poor decision-making becomes almost inevitable. And it happens more than you might think. 72% of senior executives that responded to a McKinsey survey said that poor decisions were the norm in their organisation.<sup>15</sup>

To ensure decision-makers can get the information they need quickly, keep management structures flat and communication channels open. The right people should be able to access and share the right information, no matter what department they work in.

<sup>14</sup><http://www.mckinsey.com/business-functions/organization/our-insights/untangling-your-organizations-decision-making>

<sup>15</sup><http://www.mckinsey.com/business-functions/strategy-and-corporate-finance/our-insights/the-case-for-behavioral-strategy>



A complete collaboration solution

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**PROTECTORS**

to the  
**PIONEERS**



# Empower your teams to collaborate more effectively



Microsoft teamwork offerings are specifically designed to help your people work better in teams.

You can bring your people together and achieve great results for your business with our seamlessly integrated hardware, apps and communication tools.

## Microsoft Teams

This powerful communication tool gives you a true digital hub for teamwork. Here, work gets done securely and compliantly. It features seamless and immersive integration, no matter how you work together – from chat and voice, to video, bots, and connectors. And your people benefit from an experience that's customised and personalised.

Now all your employees can communicate in the moment and keep everyone else in the know. They can stay connected with chat, calls, and team meetings or private conversations. Team members can also share their files, apps or desktop in online meetings and review the important moments later with transcriptions of recorded content.

## Microsoft Surface

Surface completely changes how your people work together. It breaks down barriers and goes beyond what you expect from a computer. It helps you discover new ways to write, design, learn, co-operate, problem solve and more. Designed for Windows 10 and the latest version of Office, Surface takes full advantage of every innovation. This includes new 3D experiences, Windows Ink workspace and enterprise grade security features.

## Microsoft Surface Hub

Surface Hub is a first-of-its-kind device that's purpose-built for meetings. It's designed to unlock the power of the group with the best digital tools to brainstorm and create together. And with Windows 10, Surface Hub gives you a platform to build amazing large-screen apps for group productivity, such as the on-board custom Office and Skype for Business apps.

It has all the advanced technology the modern workplace needs. And it's flexible enough to turn any room on-board, whether it's in a large conference room or an informal huddle space. All the tools you need are seamlessly integrated, so you can save on costly video conferencing and digital whiteboard solutions.

## Office 365

With Office 365, you get all the productivity and communications tools you need to work with other people, accessible anywhere and anytime. Office applications allow you to create, edit and share with your team in real time, opening new possibilities for remote collaboration.



# A complete collaboration solution

Microsoft Teams, Surface devices, Surface Hub and Office 365 can all be seamlessly combined. This will provide a powerful integrated collaboration solution, designed to help you overcome the four key teamwork challenges covered earlier in this e-book.

A complete collaboration solution

# Using Microsoft Teams with Office 365



Microsoft Teams is naturally integrated with all the familiar Office applications, and with the Office 365 global, secure cloud. This provides a more fluid and open environment for all team members, allowing people at every level of the organisation to pool their knowledge and resources instantly.

And because today's workforce is so incredibly diverse, Microsoft Teams with Office 365 empowers employees from different generations to work together by providing purpose-built integrated applications including:

- Outlook – for those who prefer collaborating in the familiar environment of email or require a more formal approach to communications.
- SharePoint – so teams can immediately see and share everything needed to make smarter decisions faster.
- Yammer – to keep management structures flat and enable two way conversations between executive employees and the wider employee base. Now everyone can bounce ideas around directors and peers alike.
- Skype for Business – for those who prefer talking and videoconferencing rather than messaging.

When it comes to making complex decisions, and making sure people can access the right information quickly, wherever they are located, Microsoft Teams excels. It is specifically designed to help your teams collaborate in real-time and iterate quickly on projects, while sharing files and working jointly on shared deliverables. Groups in different locations, for instance, can simultaneously work on projects, share ideas and edit content in real-time. This effectively brings people closer, inspires creativity and ultimately enables your organisation to go-to-market faster.

Since everyone is unique and has their own preferred way of working, Microsoft Teams with Office 365 interface can easily be customised and personalised by individuals. For instance, Tabs provides quick access to frequently used documents and cloud services. Microsoft Teams also shares the same Connector model as Exchange, providing notifications and updates from third-party services like Twitter and GitHub. In addition, the Microsoft Bot Framework lets individual team members bring intelligent first-party and third-party services into their personalised workspace.



Microsoft Teams is now being used by over 125,000 organisations across the world, just six months after its launch. Its rapid adoption has proven that teamwork is essential to the way work gets done today.<sup>16</sup>

<sup>16</sup><https://blogs.office.com/en-us/2017/09/25/a-new-vision-for-intelligent-communications-in-office-365/?eu=true>

A complete collaboration solution

# Using Microsoft Teams with Surface devices and Surface Hub



## Surface devices and Surface Hub are the perfect hardware on which to run Microsoft Teams with Office 365.

With Surface devices, team members will no longer be restricted by outdated paper-based processes and workflows. Nor will there be restrictions on when and where employees can work and share ideas. With best-in-class battery life, Surface Pro and Surface Book 2 allow globally dispersed teams to be creative wherever they are – whether that's in the office, at home or on the move. So, it's ideal for digital nomads. Plus, Surface devices have a 4k display to ensure on-screen face-to-face meetings are always crystal clear.

Surface devices are highly versatile. Individuals of all ages can use their device running Microsoft Teams in the way that feels most natural to them. So, every member of the team remains engaged, creative and motivated. Plus, if all your teams are using the same devices running the same digital communications hub, this ensures consistency and reduces training, which is minimal because Surface devices are highly intuitive in the first place. The real beauty is most people can pick up any device and start using it quickly.

Surface Hub running Microsoft Teams is the ultimate device for reimagining meetings and unlocking the power of the group. It should be a definite consideration if you are looking to improve your workspace and collaboration capabilities for dispersed teams.

Conference calls can be set up and underway in a single tap of the screen rather than waiting minutes, allowing any team to collaborate with any other team, anywhere in the world.

As well as running Microsoft Teams with Office 365, the Surface Hub includes a wide range of media and tools to optimise collaboration. For instance, the ink on Microsoft Surface Hub is so fluid and responsive that it feels just like a pen on paper – and it lets two people ink at the same time.



## The future of business meetings

Microsoft Teams combines intelligent communications, collaboration and intelligence to make new things possible across the lifecycle of a call or meeting.

### Before a meeting

Microsoft Teams will surface relevant documents and rich information about the participants to help you prepare.

### During the meeting

The conversation can be captured, transcribed and time-coded, with closed captioning and voice recognition, so remarks can be attributed to specific people.

### After the meeting

The cloud recording and transcript can be automatically added to the relevant channel, so conversations, documents, notes and action items can be reviewed, indexed and searched by the entire team.



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**SMALL PRINTERS**

to the **BIG**  
**PICTURERERS**



Partner with us

# Partner with Chess



If you're serious about uniting your workforce and creating the perfect environment for effective teamwork, Chess can help you on every step of your workplace collaboration journey.

**As a Microsoft Partner, we are experts in Microsoft Teams, Microsoft 365, Office 365, Surface devices and Surface Hub.**

And we specialise in helping organisations like yours to plan, adopt and manage workplace collaboration solutions.

We'll be with you every step of the way. Firstly, we'll gain a deep understanding of your business objectives. Then we'll help you to decide which combination of offerings will most effectively meet your business needs. Following the solution implementation, which will be carried out by our in-house team, we will be on hand to help you manage your solution moving forward.

With our extensive expertise in Microsoft solutions, we can add business value to your solution by suggesting additional services, while offering professional advice, guidance and ongoing support. We'll help you plan for your organisation's future too.

As a Microsoft Partner, we are privy to the very latest information on new products and releases, which we will share with you to ensure you are always up to speed on new Microsoft developments.

# Underpinned by security



There's usually a balance to strike between teamwork and security. You can free your people up to work together wherever they are. But what's the risk?

With Microsoft Teams, Office 365, Surface devices and Surface Hub, you'll never have to compromise on security.

Now you can have an effective teamwork solution. And peace of mind.

## Enterprise-level security and compliance

Microsoft solutions for teamwork provide the enterprise security and compliance features you expect from Office 365, including broad support for compliance standards. For example, Outlook automatically scans attachments and alerts you to risky items.

## Protection from external cyberthreats

User access to Microsoft applications and other pre-integrated cloud apps can be governed via features such as multifactor authentication and access monitoring. Your data is encrypted at rest and in transit with advanced protocols and best-in-class cryptography. You can further encrypt your stored data with built-in tools. Microsoft also conforms to all ISO security standards.

## Compliance is key

Microsoft's investment in meeting global standards is unparalleled. Your data is located within the geographic jurisdictions you specify and Microsoft complies with international data protection laws regarding transfer of customer data across borders.



# Teamwork's already working



We've already made teamwork work for many organisations around the world.

## Boosting teamwork with Surface Hub

Edinburgh Council found that its staff members were spending a lot of time travelling between offices. And it wanted to find a way of making this process more efficient. The Surface Hub was exactly what the organisation needed.

The Surface Hub's Skype functionality and whiteboard screen sharing make it ideal for collaborating quickly and intuitively. This has helped Edinburgh Council reduce travel and conduct meetings from its offices. It has also helped the estates team to share visual information with partners across the city.



## On track for collaboration

London Midland is a UK train franchisee. It wanted to improve the way colleagues communicated and worked in teams to help provide a first-class service to its customers. Microsoft Office 365 and Surface Hub have enabled the business to rapidly transform the way colleagues communicate with each other.

Office 365 supports fluid cross-department participation. That means every team member is more involved and informed during decision-making processes. As a result, problems are dealt with more efficiently, the business runs smoother, and London Midland provides a better service for passengers.





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