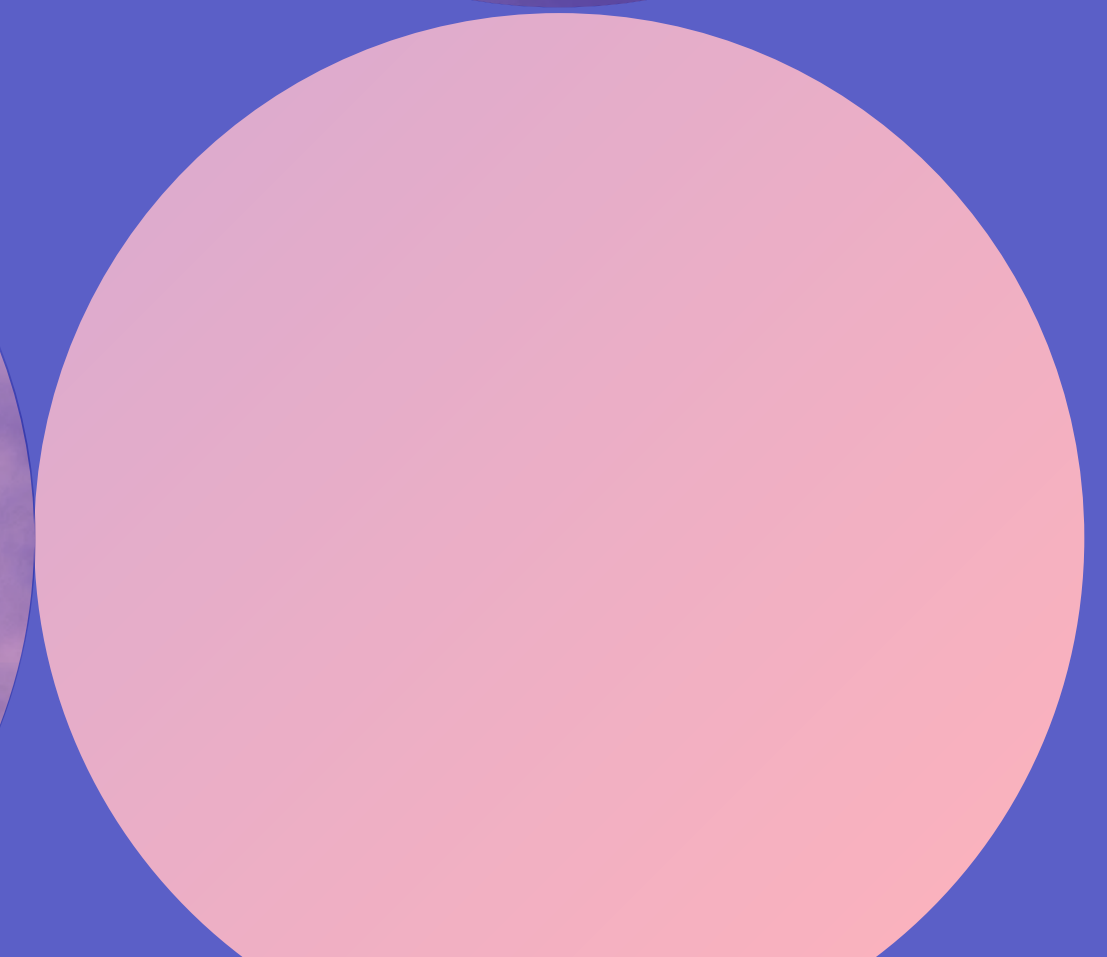Microsoft Teams

Getting the Most from Microsoft Teams

The smart place to work – at home, in the office and on-the-go

Who this is for

IT and business decision-makers who want to improve productivity and organisational efficiency through better collaboration and communications.

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The inclusive, interactive meeting place

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The better way to meet

*Some Microsoft 365 and Office 365 suites in the European Economic Area and Switzerland do not include Microsoft Teams. Learn more on our licensing page.

Optimise for seamless collaboration

High-performing teams thrive when easy and natural ways to connect are available, even in hybrid and remote environments. Microsoft Teams is the smart place to work, bringing together Teams Phone, Teams Rooms and Teams Premium into a single, reliable and secure place.

Having the tools your employees use every day in one place unlocks intelligent productivity, fosters rich engagements and cultivates flexible workspaces to save your organisation time and money. When Microsoft commissioned Forrester Consulting to study the economic effects of using Microsoft Teams as a unified platform for communication and collaboration, the results showed that the composite organisation saved time and money while empowering its employees to build deeper connections to colleagues, partners and customers.[1]

However, many organisations are not realising the productivity and cost-saving benefits from Teams that they could. For instance, organisations may not be using the latest features that offer more choices for meeting room configurations, phone communications and richer, more secure engagements.

These features address the new ways of working that have emerged as companies shifted to hybrid work environments. They enable your organisation to work more smoothly as groups of various sizes connect and reconnect in changing combinations of on-site and remote workers.

The speed of work is outpacing our ability to keep up with an ever-increasing volume of meetings, calls, chats and collaboration. We see new challenges brought by information overload and new opportunities created by flexible workspaces. Organisations are able to grow to levels previously unthinkable, but employees can sometimes feel isolated and disconnected. With the proliferation of apps and devices, and increased exposure to security threats, keeping your data and information secure is critical.

For employees, communication through Teams is simple and natural, eliminating confusion and downtime as they shift from one device or physical space to the next. For IT managers, management is streamlined, and costs can be optimised and, at times, consolidated.

This eBook shows you how Teams helps you empower your organisation to do its best work together. Specifically, it focuses on how innovations in Teams Rooms, Teams Phone and Teams Premium simplify communication and collaboration for your organisation, embracing the era of hybrid work.

Microsoft Teams:
The smart place to work

Whether you're at home, in the office or on the go, the world of work is fluid. Together, Teams Rooms, Teams Phone and Teams Premium deliver an end-to-end integrated solution designed to help you adjust to the new way of working and collaborate fluidly and naturally.

- Boost productivity and improve the speed of business with intelligent features built for efficiency.

- Build and nurture deep connections with colleagues, partners and customers through people-centred experiences.

- Empower a hybrid workforce with the flexibility to work securely anywhere.

Let's take a closer look at some of the ways Teams helps your employees stay in the flow of work.

Communicate and collaborate from anywhere

No matter where your team members are, with Teams they can easily chat, call and share video and files – all from one place. Plus, everyone can communicate one-on-one, with part of a team, a full team or groups from different organisations in the company.

Teams empowers your employees to work together simultaneously or at different times, so they can collaborate from anywhere without missing something important. With shared documents and files available anytime, it's easier to keep projects and tasks moving forward.

Keep workers in the flow

We do our best work when we don't have to switch between apps to get things done. With tools available through Teams, it's easier for everyone to stay focused and organised.

Record, transcribe and translate

Using Teams, it's easy to record meetings and calls to capture audio, video and shared screens. There's also an option to create automatic transcriptions, so team members can play back meeting recordings with closed captions or search the transcript to find something specific.

Recordings are saved in Teams or OneDrive for easy and secure sharing, and attendees can also have transcriptions translated to the language of their choice.

Easy to manage

Teams comes with enterprise-grade management capabilities so you can configure and set policies for teams or individuals, dependent on business needs. Plus, you control the features and settings within the app, from meetings, messaging and calling to live events and guests, using one Teams admin centre.

Built-in security and compliance

Microsoft has decades of experience building secure, reliable and innovative software, spending USD 1 billion a year since 2015 on security research and development. In 2021, the company announced a commitment to invest an additional USD 20 billion over the next five years to develop advanced security tools.

Like other Microsoft products, Teams Rooms, Teams Phone and Teams Premium come with built-in capabilities to help you meet your security and compliance requirements. Teams works beyond the corporate office with security capabilities that safeguard people and sensitive data. For example, you can help deter data leaks with automated meeting controls and information protection capabilities in Teams Premium.

Teams Rooms:
The inclusive, interactive
meeting place

Many organisations are making tremendous progress using Teams to expand remote working capabilities.

According to a forecast by Gartner, "45% of the workforce will be working from home two to three days per week".[2]

Rooms that work for everyone

Meeting space solutions play a vital role in facilitating collaboration. Many of today's room systems offer basic capabilities designed primarily for people who are physically present. Too often, remote attendees feel like they're on the outside looking in.

We've all experienced what this can look like: Ten people scattered across a 20-seat conference room waiting for someone to find the right cable to plug in a laptop, then craning their necks to see a laptop at the centre of the table, recognising colleagues amid rows of tiny icons. Audio is often spotty, and remote coworkers can't see who is writing on the whiteboard when it's out of the camera frame.

Teams Rooms helps remove the barriers between spaces, places and people. It's designed to turn any space into a smart meeting space for inclusive collaboration, where everyone can fully participate. Anyone can intuitively schedule, start and join meetings quickly, experiencing a world-class meeting with devices certified for Microsoft Teams. Whether workers are remote, on-site or travelling between destinations, they feel more empowered to make meaningful contributions.

Choose the right devices for your business

These inclusive meeting experiences come from an ecosystem of devices certified for Teams. Standardising features across devices enables you to ensure that everyone is connected and has clear audio and sharp video without requiring them to adjust controls.

Instead of spending the first few minutes of every meeting just making sure everyone had successfully connected, meeting participants can get down to business right away.
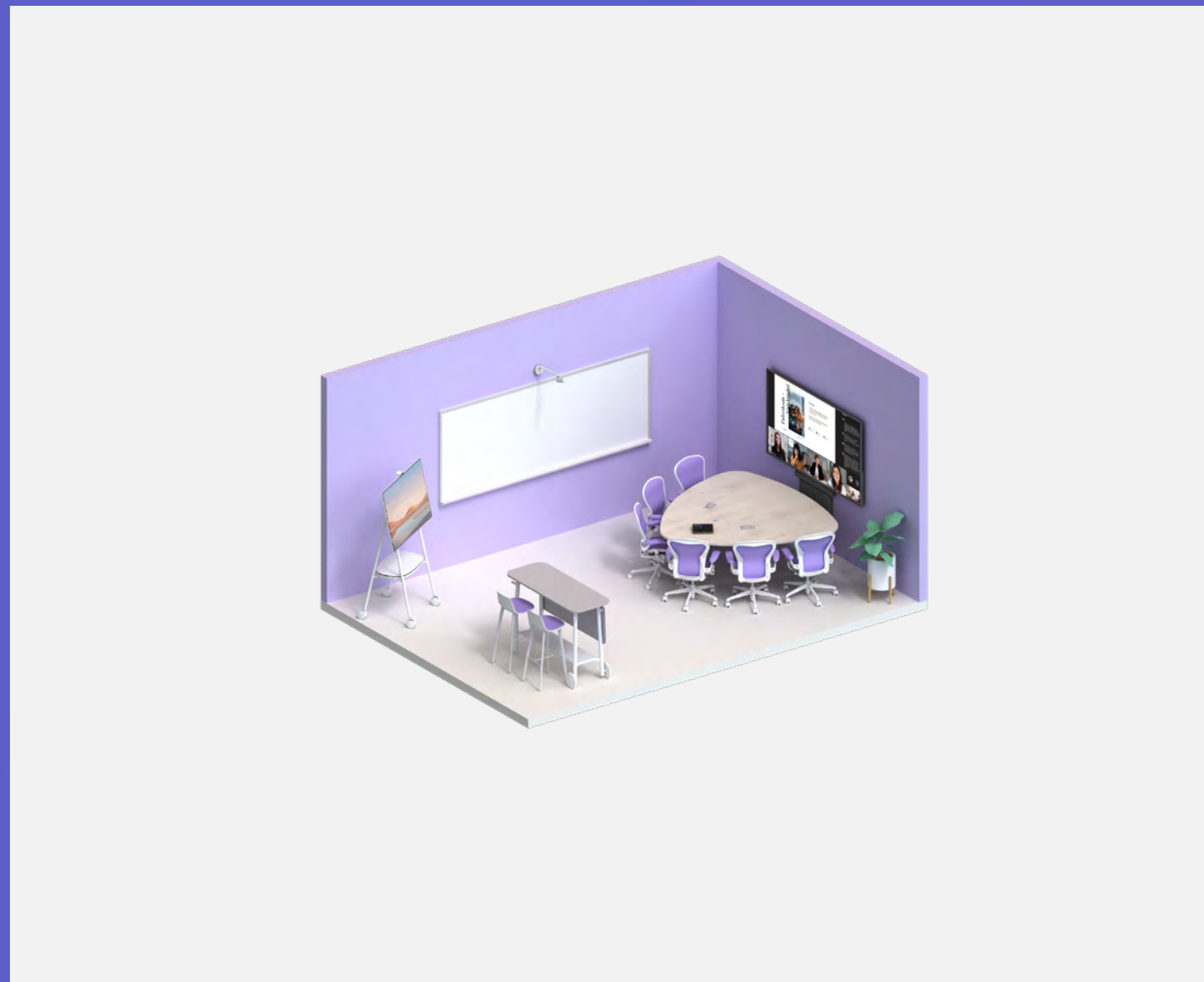
In Teams Rooms, everyone can see remote colleagues and view displayed content at the same time. And, with AI-based security controls and auto-enrolment options, Teams Rooms also saves IT administrators time.

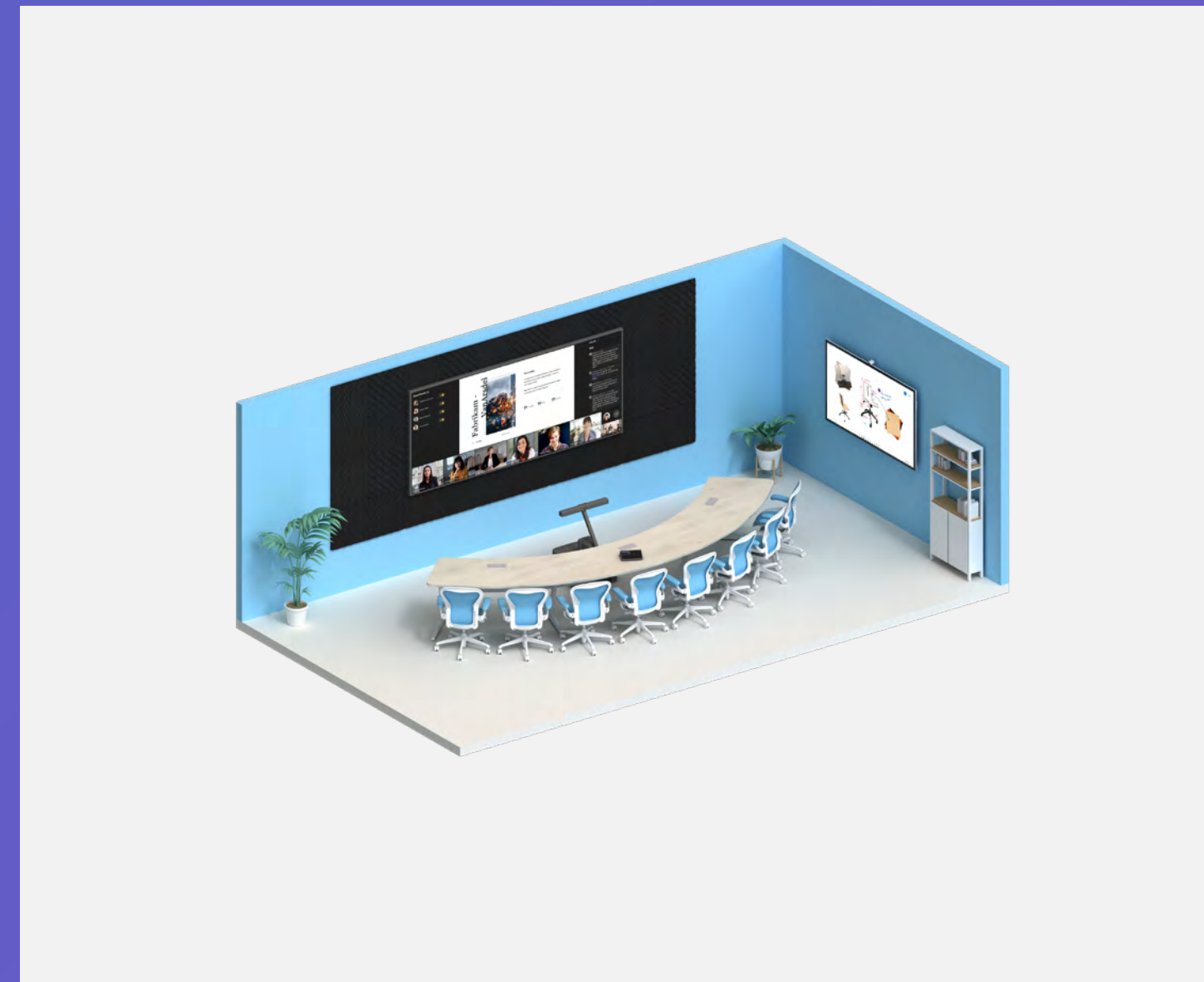## Right-size your meeting spaces with greater flexibility

One of the most difficult aspects of arranging hybrid meetings is trying to make sure everyone can see, hear and distinguish their colleagues, no matter the size of the group or the location of the participants. Broadcasting a company-wide webinar is vastly different from holding a brainstorming session or a meet-and-greet for new hires. Setting visual and audio controls to optimise for one type of meeting can confound users when they switch to a different format.

From small focus rooms to large conference rooms, Teams Rooms is scalable and flexible to meet the various needs of all your organisation's meeting spaces. As a comprehensive, shared-space solution, meetings are easy for IT to deploy, manage and keep data secure. Artificial intelligence is integrated into meeting experiences, devices and management capabilities, bringing people closer together and saving your organisation – from business productivity to IT – time and money. Teams Rooms devices are available to suit a wide variety of business needs form factors, from highly modular kits that can be scaled to meet any room size to integrated solutions that combine the computer, microphone, speaker and camera into a single device that's compact and easy to deploy.
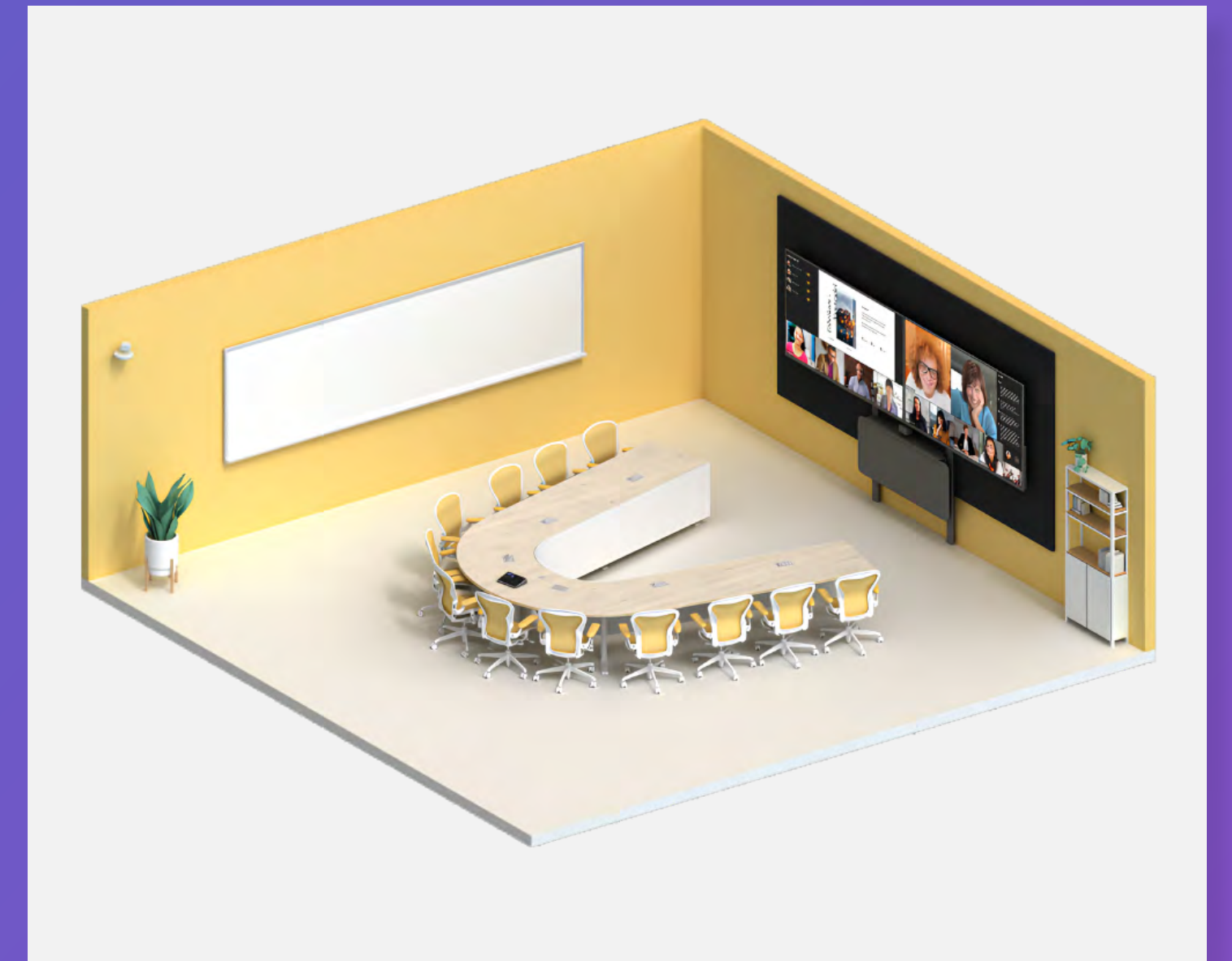
Small rooms are an ideal way for three to five people to share spontaneous ideas on whiteboards, either within Teams or through integrated whiteboarding devices like Surface Hub 2S.

Medium-size rooms can connect as many as 11 people on-site, with many more attending online.

Large rooms, designed for 18 or more people, enable you to add a second screen to make sure everyone can see participants and content. You can also use a smart camera to automatically bring speakers into view.

Joining and sharing are easy

Participants can reserve a Teams Room in Outlook, Teams or from a Teams panel and can join with a single touch on a computer, phone or tablet. Once in the room, anyone can share content from their personal device, with no cables, wires or controller needed. They can even use a shared digital canvas to sketch out ideas for all to see.

With a content camera and AI processing, attendees can also display physical objects, such as whiteboards or books, which will appear clear and vibrant on any screen. Microsoft speaker recognition technology lets everyone know who is speaking and lists their name in the transcript, so team members can focus on the meeting, not on taking notes.
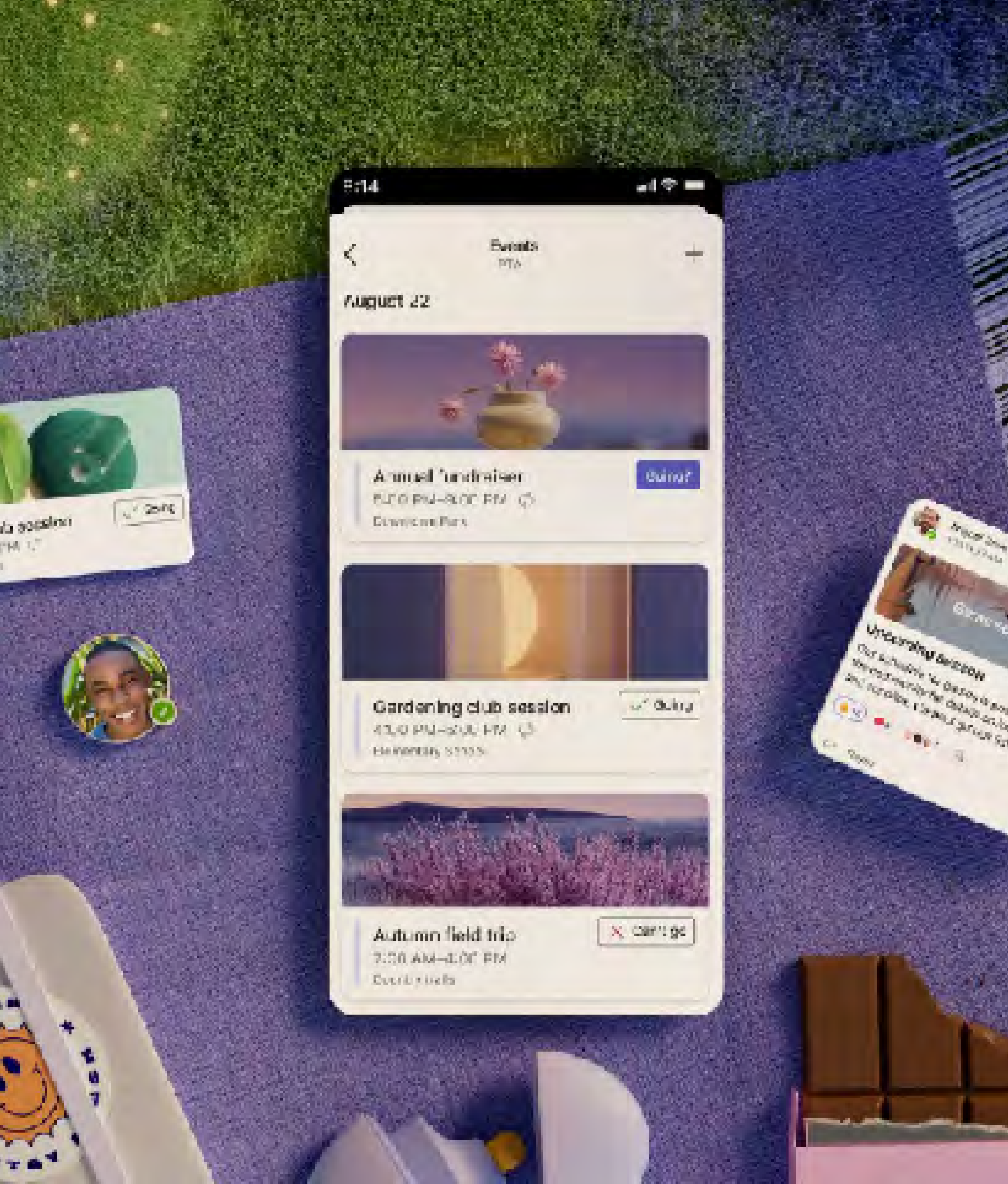
Everyone gets a front row seat

Along with other options, Teams Rooms includes the front row meeting layout, which displays all participants at eye level – just as you would see them in person – rather than stacking headshots. Team members can simultaneously display content as well.

Enjoy high-res video, people recognition, active tracking and room view for enhanced inclusivity with MultiStream and Cloud IntelliFrame. Remote attendees get a clearer view of in-room participants, making conversations more engaging to elevate your hybrid meetings.

Chat comments are displayed on the side and can be sized for any screen, including a large conference room screen, ensuring everyone can read them. A convenient hand-raise button encourages participation.

Flexible and scalable for everyone

Empower anyone to easily schedule, start and participate in meetings with intuitive one-touch join and a familiar app experience. Employees don't have to worry about learning unfamiliar tools since they can continue using Teams for audio and video controls. A feature called Coordinated Meetings, which works with Teams devices, configures cameras, speakers and microphones to give participants the best experience in any room, avoiding common problems like echo and other noises. Teams Rooms doesn't just work within Teams. With Direct Guest Join, participants can also attend meetings hosted outside of Microsoft.

Easy to deploy, secure and manage

Reduce complexity with AI-enhanced management and get insightful analytics and reports for smarter planning and decision-making. Administrators can conveniently manage Teams Rooms devices and settings in one place, the Teams admin centre, which contains tools for meeting set-up, inventory management, monitoring and secured delegated administration.

Save time with easy deployment, and secure devices with Microsoft's endpoint security. Microsoft-certified Teams devices and automated updates ensure that systems stay secure so administrators can focus on other tasks. Administrators can also receive security guidance, including advice about device configuration.

Teams Phone: Experience smart communication and seamless collaboration

A phone call can make all the difference. The human voice is a powerful tool to create meaningful connections. A call can help get answers and action quickly, bring valuable clarity to complex conversations, build rapport and create relationships, and spark creativity and innovation.

Teams Phone supports voice over internet protocol (VoIP) and public switched telephone network (PSTN) connectivity so you can make voice and video calls to internal and external contacts from a single application. Stay in the flow of work with calling that's seamlessly integrated with Microsoft 365, while intelligent capabilities connect your business, increase productivity and save time. Teams Phone helps streamline deployment, configuration and management with the security and reliability your organisation requires.
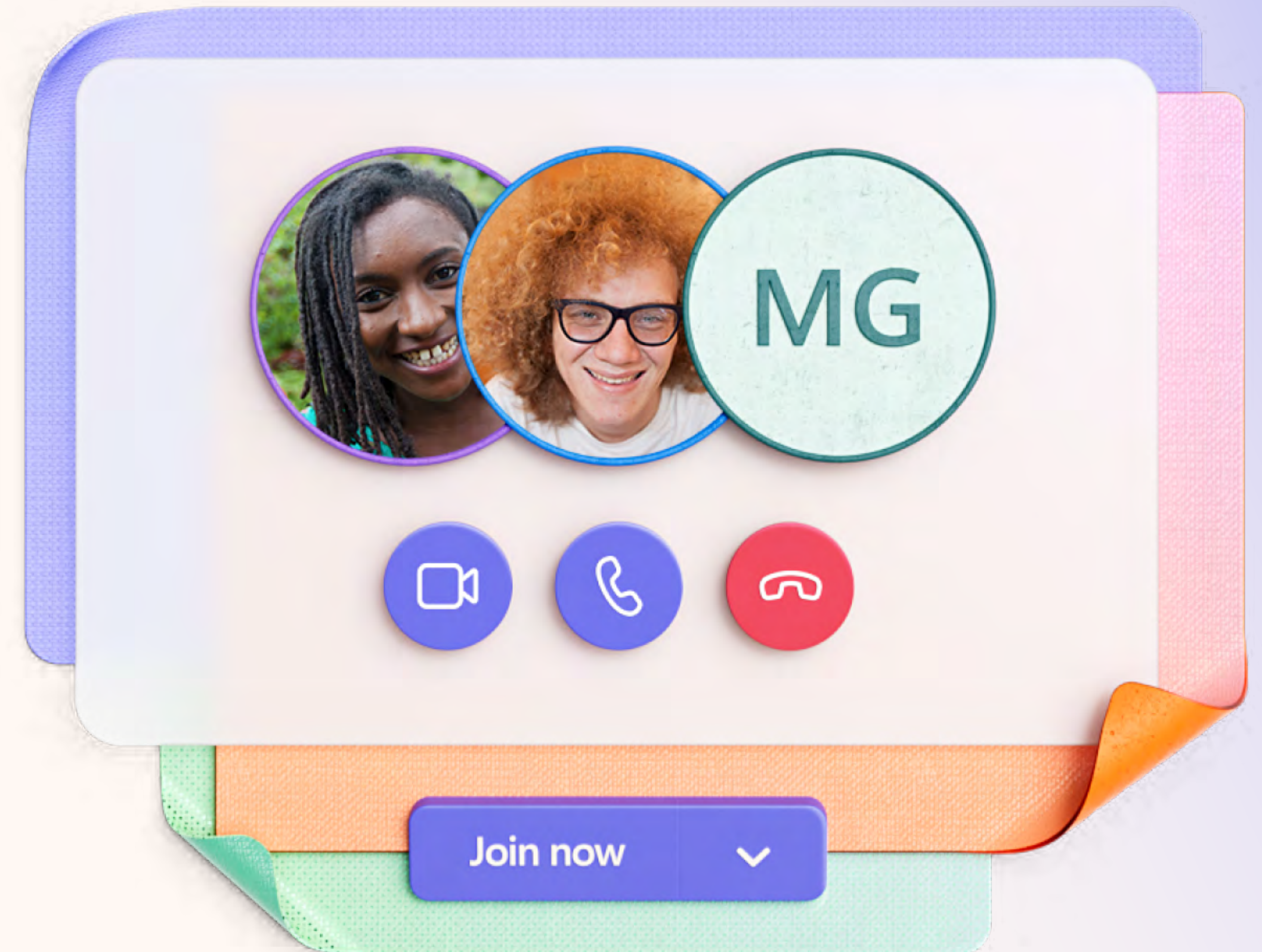
Embracing modern communication

By combining voice and video calls, chat, messaging and information sharing in the same app accessible anywhere, Teams keeps communication flowing and brings organisations together in ways that were unimaginable just a few years ago.

Teams Phone ushers in the next generation of telephony:

• Flexible and easy to use: Communicate and collaborate effortlessly from anywhere with intuitive, seamless calling that keeps you in the flow of work.

• Intelligent and connected: Create meaningful engagements using intelligent capabilities that connect your business, increase productivity and save employees' time.

• Secure, reliable and simple to manage: Save time and enjoy peace of mind with a reliable and secure communications solution that's easy to manage.

Flexible calling, fewer distractions

Even if they have a desk with a traditional phone, today's employees get work done in more places than ever. By replacing a legacy phone system with Teams Phone, you can make voice calls available in more places while potentially reducing costs.

Teams Phone gives you the flexibility to make and receive calls in the office, at home or on the go, across the devices that keep you connected and productive. Regardless of whether you're using a computer, desk phone, shared phone or mobile device, Teams Phone makes it easy to start a voice or video call from the Calls tab, Teams directory, phone number or Microsoft 365 contact card. You can even start a call from a chat with a single click.

Capabilities such as call history, voicemail, recording and transcription, and transfers are familiar and intuitive, while advanced controls such as auto attendants, call queues and voice-enabled channels help ensure calls are routed with efficiency.

Teams Phone uses AI to make calling smarter. For example, voice isolation and background noise suppression use AI to reduce distractions and improve focus, while AI helps identify and decline potential spam calls, improving workplace security and productivity. Copilot in Teams Phone uses AI to work more flexibly and intelligently, automating important administrative tasks of a call, such as capturing key points, task owners and next steps, so you can stay focused on the content.

Teams Phone integrates with Teams-certified contact centre solutions, enables telephony in custom applications and powers click-to-call functionality on websites to enable omni-channel customer engagement. Additionally, IT can manage everything in one centralised dashboard.

A Forrester Consulting study estimated that using Teams Phone saved highly mobile workers 1.6 hours a week, freeing time for more productive work. This resulted in a three-year present value of USD 8M benefit for enterprise customers.[3]

More than a cloud phone system

Teams Phone gives you the flexibility to meet the calling needs of your whole organisation. From frontline to back office. It's calling that meets your varied needs of today and built to scale with your needs of tomorrow. Teams Phone makes it easy to deploy, configure and manage secure and reliable calling across teams and geographies, all from a single admin centre.

In addition to VoIP calling, Teams Phone gives you a range of options for connecting to the PSTN. Choose from first-party Teams Calling Plans, where Microsoft is your operator, to Operator Connect and Teams Phone Mobile, which enable you to bring your own operator to Teams, to highly customisable hosted scenarios via Direct Routing that allow you to maintain existing service provider agreements. Teams Phone gives you the ability to choose the connectivity option, or options, that meet your needs.

Experience clearer calling and enhanced reliability with proactive monitoring, automated system optimisation and fault tolerance redundancy. Teams Phone empowers you with bandwidth controls, call and network analytics, and a financially-backed 99.99% uptime service level agreement.

Teams Premium:
The better way to meet

Teams Premium is built for the new way of working, bringing advanced collaboration capabilities that help relieve the weight of time-consuming tasks so employees can focus on higher-value work. Teams Premium makes it easy to enable intelligent, protected and engaging meeting experiences for everyone – while reducing costs with a single meeting solution.

50–90%

time saved using AI-powered intelligent recap for missed meetings in Teams Premium[4]

Collaborate efficiently

Teams Premium, powered by AI, helps users quickly discover the takeaways and action items resulting from collaboration opportunities so they can focus on what matters most.

Automatically generate meeting notes and tasks from live meeting transcriptions – which can be translated into over 30 languages – so key points and action items are never missed. Chapters and topics divide the meeting recordings into sections so it's easy to review content if you miss the meeting. Personalised timeline and speaker markers help you navigate to the parts of a meeting recording most relevant to you.

Teams Premium features, like meeting templates and virtual appointments, improved security through advanced protection capabilities and avoided costs of software licences contributed to a projected 108–360% over three years.[4]

Enable advanced protection

Collaborate more securely with advanced protection and customised Teams management that meets your organisation's unique needs.

Enable meeting watermarks for both content shared on screen and attendee video to help protect sensitive information and intellectual property from leaks. End-to-end encryption (E2EE) adds an additional layer of privacy in meetings so that only the participants can hear or see the communication.

Empower IT admins with advanced controls to safeguard sensitive content. Teams Premium helps IT admins adhere to compliance requirements, configure meetings correctly with reduced effort and create standardised meeting templates for consistent experiences throughout your organisation.

Deliver richer engagements

Create deeper engagements for customers and employees to help grow your business with personalised, branded experiences and advanced capabilities for virtual appointments, webinars and town halls all in the app where your teams already work.

Infuse your logo, colours and other brand elements into the Teams meeting experience. Showcase your brand and bring people together with custom backgrounds and Together Mode scenes. Ensure connection quality in real time by monitoring and addressing audio, video and app-sharing issues while the meeting is in progress.

Improve engagement and efficacy, even after the meeting ends. Organisers can view detailed engagement analytics – including individual live reactions and raised hands – to help understand attendee interaction and improve outcomes for future events. Teams Premium can also generate a summarised view of overall engagement analytics to drive better future experiences and enable productive follow-ups with attendees.

Empower your teams to work better together.

→ **Learn more at microsoft.com/teams**

Sources:

[1]'The Total Economic Impact™ of Microsoft Teams,' a commissioned study conducted by Forrester Consulting on behalf of Microsoft. April 2023.
https://tools.totaleconomicimpact.com/go/microsoft/teams/index.html

[2]'Making Hybrid Work More Permanent? Set Some Ground Rules,' Gartner, May 2021.
https://www.gartner.com/smarterwithgartner/making-hybrid-work-more-permanent-set-some-ground-rules

[3]'The Total Economic Impact™ of Microsoft Teams Phone,' a commissioned study conducted by Forrester Consulting on behalf of Microsoft, December 2022.
https://tools.totaleconomicimpact.com/go/microsoft/TeamsPhone/

[4]'New Technology: The Projected Total Economic Impact™ Of Microsoft Teams Premium,' a commissioned study conducted by Forrester Consulting on behalf of Microsoft. July 2023.
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The Forrester Total Economic Impact™ studies calculated results based on composite organisations and interviews with participants.