

Microsoft Teams eBook:

Modernizing communication is the key to hybrid work

How to foster inclusive collaboration through modern work solutions



Who this is for:

Business decision makers across industries looking to support employees through the world of hybrid work scenarios.



Estimated reading time: 8 minutes

Contents

- 3** Hybrid work is already the present
- 4** Make team collaboration simple, inclusive, and secure
- 5** The complete modernized communications solution
- 6** Microsoft Teams Rooms
- 7** Microsoft Teams Phone
- 8** A little help from your friends

Hybrid work is already the present

Here's a statement that many organizations have come to terms with: hybrid work is here to stay. Microsoft's 2022 Work Trend Index found that 38% of the workforce is relocating because they can now work remotely.¹ Hybrid work has become the norm across industries, and although many organizations and employees are excited about the change, there remain plenty of challenges to overcome.

38%
of the workforce is
considering relocating
because they can work
remotely¹



Remote employees need to communicate from any worksite and from any device. Organizations require flexible phone and meeting capabilities while keeping classic features to support evolving scenarios. Plus, with pressure on IT budgets and resources, modern solutions must be cost effective and easy to manage.

At its core, achieving successful hybrid work is about effective communication. People want the ability to work remotely whenever and wherever they want, and they need the ability to collaborate effectively in real time.

Empowering employees to communicate and collaborate from anywhere at any time is essential in the new world of work, and hybrid work can only be fully implemented if companies can provide a communications solution that is easy to use, simple to manage, and fully secure.

Modernizing communication and implementing the right technology is the key to connection and efficiency in the world of hybrid work.

¹ [Microsoft Work Trend Index](#)



Make team collaboration simple, inclusive, and secure

It's crucial for all organizations to empower every contributor to be seen and heard from wherever they are. Fostering inclusive collaboration is paramount, and modern communication solutions must deliver innovative audio and video experiences to allow everyone to come together at the same virtual table.

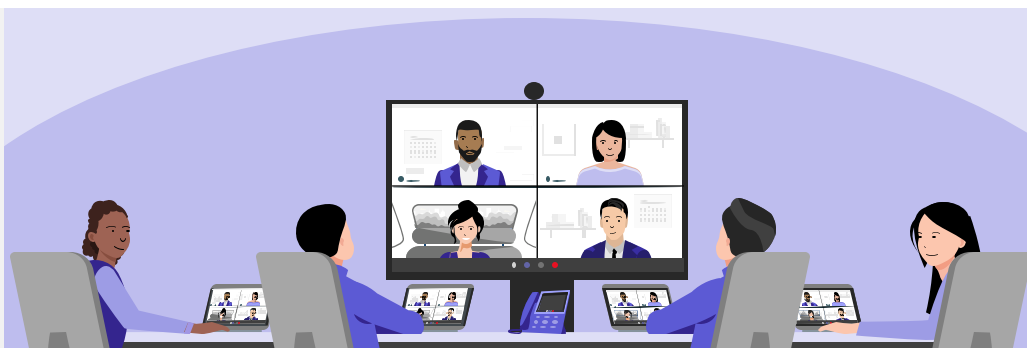
Hybrid work solutions don't just affect employees who want the flexibility to work from anywhere; they also affect managers, who oversee and maintain healthy work environments; leaders, who prioritize business performance; and IT teams, who ensure that security isn't compromised by flexibility. Organizations require platforms that help each member of the team thrive – and these solutions must be intuitive and easy to use.

All too often, platforms designed to resolve business challenges are clunky and inscrutable. No workforce will adopt new technology solutions, no matter how advanced they are, if the user interface is too complex and the system too difficult to adopt.

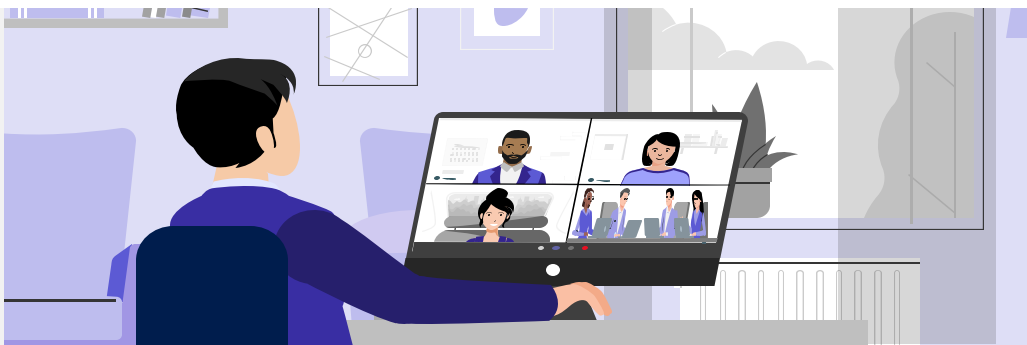
Enabling organizations to solve these challenges is where Microsoft Teams Meeting Rooms and Microsoft Teams Phone come in. By modernizing communications to support different hybrid work scenarios, organizations empower their employees to collaborate through both in-person and remote work while also delivering a secure, easy-to-manage cloud solution.

The complete modernized communications solution

Turn any space into a Teams Room and enable people to join the same meeting from any Teams-enabled device



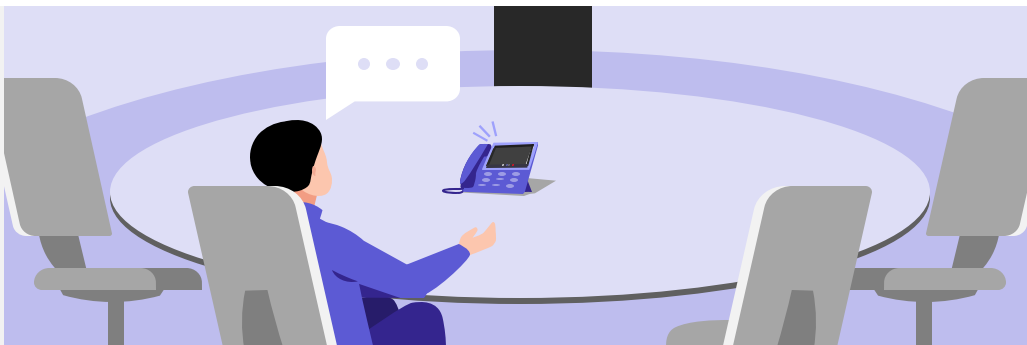
With Teams Meetings, people can communicate from wherever they are, like a home office



Through the Teams app, advanced audio and video help everyone feel as if they're in the same space



And with Teams Phone, benefit from a wide portfolio of devices for any business need, from conference phones to speaker phones



Microsoft Teams Rooms

With Microsoft Teams Rooms, organizations can bridge the gap between people working remotely and those in the office with a meeting room solution that allows everyone to be seen, heard, and fully participate from anywhere. Transform meeting spaces ranging from small areas to large conference rooms with a rich, collaborative Teams experience that's simple to use, deploy, and manage.

Inclusive

- Help everyone be seen and heard with high-quality audio and video
- Increase engagement with features: automatic live captions, raise hand and more
- Cultivate real-time collaboration with Microsoft Whiteboard and intelligent content capture
- Know who's talking when with attributed transcription via intelligent speakers

Flexible

- Devices to meet the needs of any size or type of room
- Connect Teams Rooms devices unlock more capabilities
- Flexibility to join meetings from other services

Easy to use for all

- Maintain consistent experiences with a familiar, intuitive app built by Microsoft for Teams
- Quickly schedule, join and participate in Teams meetings
- Safety features to support new workplace health standards

Secured and managed

- Devices, software and cloud secured by design
- Comprehensive self-management with Teams Admin Center
- AI-driven Managed Services with proactive management and threat analytics



The Teams Rooms systems are great value for the price and provide us with a flexible suite of hardware while enabling a consistent, highly secure employee experience as people move from place to place."

Thomas Bruss
Director, Global IT, Digital Worker
Technology, Accenture



Microsoft Teams Phone

Microsoft Teams Phone, a cloud-based, secure phone system, enables teams to make, receive, and transfer calls. Phone calls integrate smoothly into the flow of work, allowing users to quickly and efficiently check in with each other, driving connection and efficiency even during hybrid work.

Integrate calls seamlessly into the flow of work

- Give employees a single primary phone number across their computer, mobile device, and desk phone
- Enable consistent calling, meeting, and chat experiences across devices
- Help everyone be seen and heard with high-quality audio and video

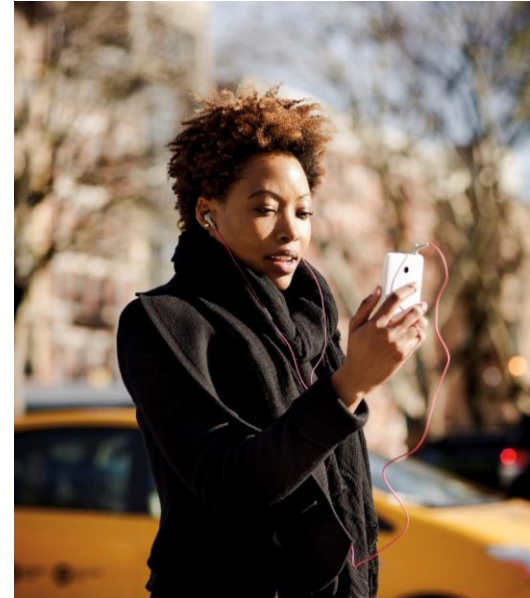
Meet business needs with unified classic and modern calling features

- Optimize the customer experience with cloud calling features—including consultative transfers, music on hold, call park, and voicemail transcription
- Streamline operations with built-in auto attendants and call queues, or easily connect to your favorite contact center software
- Adopt the right devices to meet your business needs, from basic phones to premium Teams displays

Optimize IT resources with streamlined setup and management

- Easily add phone numbers and manage your entire phone system through the Teams Admin Center
- Monitor and resolve issues with Call Analytics and the Call Quality Dashboard
- Enhance reliability for critical calls with capabilities like Survivable Branch Appliance

*Currently available in US (additional markets planned in FY22)



We rolled out Teams Phone capabilities to the entire company. Having everyone on a single voice interaction has been a big unlock for the whole company and supports employee productivity wherever they choose to work.”

Joey Northcott

**Divisional Vice President
of Enterprise Technology
Services, REI Co-op**

A little help from your friends

For many businesses, forging the right path to enable hybrid work can feel impossible, but it doesn't have to be that way. Microsoft Teams Meeting Rooms and Teams Phone provide the necessary tools that organizations need to thrive through modern work solutions.

Visit the [Hybrid Work Center](#) to access the latest resources on Microsoft Phone and Meeting Rooms, or contact your Account Team today to learn more about our Modern Communications and Hybrid Meetings Workshops.

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