

# The Transformation of Teamwork

A guide to making people central  
to your technology strategy





# People are central to a successful strategy

**P**eople are central to your organisation's success – leading organisations thrive when their employees and stakeholders are engaged, and produce better business outcomes. No matter what your strategic goals are – bottom line business growth, increased productivity, or product innovation – your people are central to this.

As the way we work changes from one person to the next, collaboration works best when the solution adapts to these different working styles. So your solution for teamwork needs to be ready for any working style to help empower your employees.

**Most of us work in multiple teams, which is why every interaction counts towards better results.**

**37%** of employee time  
is spent in meetings

*Cisco and National Statistics Council*







# Teams in the age of Digital Transformation

**D**igital transformation (DX) is a top priority for business leaders, regardless of the industry, helping you achieve your strategic goals.

- Empower your employees
- Engage your customers
- Increase company growth
- Transform products and services

Whatever strategic goals you are trying to achieve, DX ensures real business value for normal operations as well as new transformation programmes. With so many places to start to address your strategy, a sure-fire route to delivering value sooner is your people; and teamwork plays a vital role.

Enabling modern and innovative teamwork demands the latest technology, whilst maintaining and integrating your existing legacy systems. As technology advances, the successful organisations will be the ones that digitally transform their systems and services because the digital capability of your organisation is what determines success.

**93%** of CIOs at top-performing organisations lead adaptable and open-to-change IT organisations, by enabling ongoing transformation to digital business.

*Gartner CIO Agenda Survey 2018*



# The Digital Workspace

The transformation of your organisation could hugely benefit from UCC solutions prepared for teamwork now and for the future. Work is no longer just done in one place, at the office, but happens from home or on the move, and using multiple devices and applications. So the future of work needs to be flexible for different modes of communication and faster collaboration.

Modern teamwork has led to the emergence of the **Digital Workspace** to enable better communication, collaboration and mobility by leveraging cloud-based UC as a Service (UCaaS) technology.

Using UCaaS and team collaboration solutions will create a more intuitive workspace, helping you to work more efficiently by simplifying communication, whilst integrating various business applications to facilitate teamwork. The result is a continuous collaboration workflow before, during and after meetings.

**Digital Workspace provides strategic benefits to your organisation:**



Increased **productivity** and performance through returns on investment and reduced costs



**Flexibility**, intuitively include different technologies and customisable systems



**Agility**, the ability to think, take action and change direction quickly.



**Future-proof services** to evolve and adapt technology to your future requirements



# Challenges of Unified Communications & Collaboration

**UCC** is far more than just integrated calling and chat tools. It enables people to work in sync by providing a place to collaborate and access files, helping your teams to make the most from every interaction.

Transforming your teamwork requires a digital services technology stack that supports modern working.

**So what are the challenges facing your UCC strategy?**



## **Flexibility**

Solutions need to support different working styles and technology requirements.



## **Integration**

Using different systems and tools causes confusion so automation is needed to simplify where work takes place.



## **Adoption**

Engaging people to be more productive requires a leading and intuitive user experience



## **Service Quality**

Modern communication solutions leverage connections to multiple networks and clouds - keep it simple!

To harness the power of next-generation collaboration tools without overburdening your IT team - or overshooting your IT spend - Unified Communications as a Service (UCaaS) delivers a manageable service model and combines technology from all angles whether on-premise, Hybrid, or Cloud-based.



# Why Teams?

**Teams** is the one place to bring together all of your business productivity tools. Employees are faced with information from too many channels and work is now project-orientated rather than email-based. Team collaboration software, such as global leaders Cisco Webex Teams and Microsoft Teams, provides a secure and unified platform to enable fully-integrated communication, better teamwork and increased efficiency for successful strategic results.

**35%**

**of global professionals make decisions much quicker when on video than via email, IM or phone!**

*Polycom global survey, 2017*

**Teams is a powerful collaborative suite of features:**



Instant  
Messenger



Calling



Video  
Conferencing



Screen  
Sharing



Team  
Workspace



File Sharing



Calendar



Application  
Integration



# Why Exponential-e?


Exponential-e will answer when and how to deploy Teams, advising on all your technology needs and requirements. Exponential-e is a British technology service provider trusted by over 3000 customers, with eight ISO accreditations to our name and recognised by the BSI as a resilient and “world-class” organisation. We have successfully managed more than 60 major digital transformation programmes for leading organisations across all sectors, underpinned by our world-first Software Defined Digital Platform (SD-DP).

We partner with market-leading technology manufacturers to deliver all-in-one solutions – designed, deployed and managed by our in-house experts from a 24/7 x 365 customer support centre – offering you the flexibility to run your business how you choose to. We are a certified Microsoft Gold Partner and Cisco Premier Partner, and have longstanding relationships with leaders in UCC such as Broadsoft Cloud PBX and Poly.

To get started and see team collaboration software in action visit [exponential-e.com/teams](https://www.exponential-e.com/teams)



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