bits

BUSINESS I.T. SOLUTIONS

Enhancing the Digital Workplace with Microsoft 365

How to tackle modern working challenges with Microsoft's productivity suite

The Rise of the Digital Workforce

The world of work has undergone an undeniable transformation in recent years. While businesses across the globe were forced to accommodate remote working during the COVID-19 pandemic, many saw undisputable and ongoing benefits. With greater working flexibility came greater employee autonomy, flexibility and productivity. As a result, many organisations are continuing to advocate for a digital workforce even as the pandemic eases.

The statistics are clear: employees are ready to embrace the digital workplace. Therefore, in order to ensure staff retention, employers must be able to adapt to the needs of the digital workplace. To do this, they require the right tools.

This guide will reveal how Microsoft 365 can help you to overcome the challenges of the digital workforce, increase employee productivity and make embracing a hybrid working model simple and seamless.

52% of employees are considering going hybrid or remote in the year ahead.

80% of employees say they are just as or more productive since going remote or hybrid.

38% of hybrid employees would change jobs in order to work remotely.

78% of those who worked from home in some capacity said that being able to do so gave them an improved work-life balance.

Overcoming the Challenges of the Digital Workplace

While the hybrid working model has productivity and flexibility benefits, without the correct management, the shift is not always frictionless.

How can you ensure that meetings can continue unhindered? How can you organise globally dispersed employees effectively? How can you ensure premium security when staff might be using their own devices and connecting from their own networks? Questions like these have dominated the digital workplace over the past few years.

Fortunately, with the highly capable features of Microsoft 365, your business can tackle these challenges head-on.

Microsoft 365 is the ultimate productivity powerhouse, combining innovative Office applications, best-in-class security features and an intelligent Cloud infrastructure. Microsoft 365 helps your business to improve your protective posture, reduce costs and empower your employees to work from anywhere. While many businesses are already taking advantage of key applications such as Word, Outlook, SharePoint and Teams, in order to truly enable your digital workforce, you need to go further. With a Microsoft 365 Business subscription, there are many more features, applications and abilities to benefit from – many of which we will unpack throughout this guide.

Keep the Conversation Going:
Tackling Communication Challenges

Clear, transparent communication is the cornerstone of any successful business. However, when your employees are physically separated, keeping communication consistent can be challenging. As a result, communication is one of the greatest challenges facing the digital workforce – particularly within meeting settings.

43% of remote workers say that they do not feel included in meetings...

However, only **27%** of companies have created new hybrid meeting etiquette.

Of course, with more than 270 million monthly active users, most businesses are already aware of the day-to-day communication benefits of Microsoft Teams: an advanced collaboration platform with chat, video and audio call capabilities. Teams offers a fast and flexible way to talk to colleagues or clients every day and share vital resources.

However, while Teams is ideal for one-on-one communications and smaller group conversations, Microsoft have developed a solution to accommodate larger meetings attended by a hybrid audience. By leveraging Microsoft Teams software and physical AV hardware, Teams Room provides an optimised conferencing experience, complete with HD video, audio and content sharing.

Tune in from anywhere

With Teams Rooms, any participant can join a meeting from any location and still be fully seen and heard thanks to high-quality audio and video functionality and inclusive video layouts.

Superior collaboration capabilities

Collaborate with colleagues seamlessly with features such as collaborative whiteboarding, intelligent content capture and wireless content sharing. Say goodbye to cables cluttering up your meeting rooms!

Ease of use

Join meetings more easily than ever before, with one-touch join, and stay up to date and organised with Teams and Microsoft calendar integration.

Full flexibility

Manage your meeting in the way that suits you. Scale meetings to any room size, connect from multiple device types and connect easily with other Teams devices.

Secure and managed

Enable out-of-the-box security with Microsoft-certified Teams devices and automatic updates that keep systems secure by default. Plus, manage Teams devices and settings in one place from the admin centre.

Just a Phone Call Away:
Transforming Telephony

For the digital workforce, work is no longer a location, it's an activity. With flexibility becoming fashionable and offices increasingly obsolete, you need a voice solution that will free you from your desk completely.

Microsoft Teams Phone integrates voice and video calling directly into your Teams solution, giving you the flexibility to work from anywhere – at home, in the office or on the go. Teams Phone offers a truly modernised telephony system, packed inside a platform your business is already using.

Flexible call types

With VoIP or PSTN options available, you can call from within Teams via the internet or using your existing telecoms provider.

Call from anywhere

Teams Phone is compatible with any smart device your team may need to work on. Your office landlines are now just as moveable as your team need to be!

Simplified calling experience

Experience a full range of calling functionality from within Teams. Easily make and answer calls, forward calls, transfer calls between users and devices and access your voicemail as needed.

Modern calling capabilities

Modernise your telephony experience with advanced functionality. Establish auto attendants and call queues to route calls to relevant parties, connect your existing contact centre solution, implement call park and retrieve and much, much more.

Teamwork Makes the Dreamwork: Streamlining Collaboration

No man is an island – and that's exactly why collaborating with colleagues is an essential part of any business, whether operating remotely, in-person or a combination of the two. It's easy enough to brainstorm with a co-worker when they are sitting at the next desk, but when the digital workforce is scattered across different locations (and potentially time zones), how can you ensure the same levels of productivity?

The answer lies in the Cloud. Thanks to its Cloud foundation, Microsoft 365 is optimised to help you adapt to modern means of collaboration. With key applications such as Teams, OneDrive and SharePoint, working together has never been easier, even when remote.

Cloud-enabled

With OneDrive and Teams, you have a perfect foundation for collaboration, no matter where you are based.

- Save files to OneDrive and access them anywhere from the browser or office app.

- Share a file from your OneDrive to specific people or groups.

- Stay in sync and never worry about out-of-date files or multiple versions.

Real-time updates

With Microsoft 365 co-authoring, you and your peers can work on the same file at the same time – be it a document or a presentation.

- Use @mentions in comments to get someone's attention.

- Edit across different devices and see who's in your file.

- See changes made by others and see what's happened while you were away.

- Share ideas in a real-time, chat-based workflow.

Simple sharing

Maintain full control over who can view, edit and access your OneDrive files. Stop sharing at any time, upload to Microsoft Teams for a wider opinion or share a link with a select few.

- Manage who your files are shared with.

- Share a OneDrive file to your team so everyone can access it.

- Use Microsoft Teams to meet online, then screen share and present your work.

Addressing Insights:
Overcoming Organisational Issues

For years, Microsoft 365 has been helping businesses to stay up to date. Complete integration between Teams and Outlook makes it easy for your business to stay organised; you have the ability to share calendars with colleagues and a comprehensive activity feed to keep everyone informed. However, in order to implement long-lasting, effective changes, your business needs insight into its working practices and productivity patterns. As a result, Microsoft have introduced Microsoft Viva, an employee experience platform that brings together communications, knowledge, learning, resources and insights.

Powered by Microsoft 365 and experienced through Microsoft Teams, Viva is designed to help employers and employees alike. It provides insight into:

- Employee job satisfaction
- How engaged employees are with work
- The organisation's corporate culture
- Employee access to necessary information

Accessibility

Microsoft Viva is powered by Microsoft 365 and fully integrated with Microsoft Teams and SharePoint, meaning that it fits seamlessly into your business' existing IT environment.

Insights

With Viva, employees gain data-driven insights into their working patterns, helping to improve productivity and time management. Plus, managers are empowered with insights that identify opportunities to improve employee wellbeing, engagement and effectiveness.

Knowledge

Viva's Topics module uses AI to automatically identify, process and organise content across your business' data. You can also help employees discover knowledge in the context of their work by automatically displaying topic cards across Microsoft 365 apps.

Culture

The Connections module brings together internal communications, news and resources. It also allows employees to participate in internal communities such as employee resource groups, fostering meaningful interactions and improving company culture.

Development

The Learning module supports employee training and professional development opportunities, providing personalised recommendations, bookmarks, assignments and prompts.

Perfecting Your Protections:
Streamlining Security

Cyber threats are always evolving, and your business needs to be prepared to protect your IT environment and valuable data. Microsoft 365 Business Premium gives you access to enterprise-grade technology that helps to strengthen your security posture across your entire estate.

With a Microsoft 365 Business Premium subscription, you will receive access to two advanced protective solutions: Microsoft Defender for Office 365 and Microsoft Defender for Business. This allows you to establish a multi-layered approach to your security, defending your Cloud environment and your vulnerable endpoints.

Microsoft Defender for Office 365

Microsoft Defender for Business is an endpoint protection solution, managing threats across Windows, iOS, macOS and Android operating systems, helping SMBs get closer to Zero-Day threat protection. With next-generation antivirus and endpoint detection and response capabilities, your business will be protected against sophisticated ransomware attacks across devices and platforms.

- Automated investigation and response

- Tamper protection

- Block at first sight

- Threat analytics

- Enhanced ASR

- Threat and vulnerability management

- Web content filtering

Microsoft Defender for Business

Microsoft Defender for Office 365, detects and prevents threats in your Office 365 environment in real time. Advanced features scan emails for malicious attachments or links, protect crucial Office applications including SharePoint, OneDrive and Teams, and defend against advanced phishing attacks.

- Safe attachments

- Safe links

- Safe attachments for SharePoint, OneDrive & Teams

- Anti-phishing

- Real-time detection

Empower Your Digital Workforce with BITS

Microsoft 365 is the ultimate enabler for the digital workforce, helping you to overcome a host of communication, collaboration, organisation and security issues. The combined power of the Microsoft 365 suite offers you the resources you need to successfully operate in the digital age.

To discover how to get the best out your Microsoft 365 investment, get in contact with the experts at BITS. Together, we'll unlock the key to a truly productive, effective and efficient digital workplace.

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