Uncomplicating Office 365

A **practical guide** to customizing Microsoft Office 365 for your digital employee experience.

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Content

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Finding business value

Trying to get the most business value out of Office 365, and fast? Easier said than done, right? Many Office 365 customers say that they're not quite sure how to do it. But it doesn't need to be difficult. This guide provides steps and advice on how to tailor Office 365 to best suit your business, so you can get the most from your workforce.

Office 365 doesn't need to be complicated

Customers tell us that Office 365 can feel complex. We get it. When you consider everything that Office 365 can do, it can feel overwhelming. With all its features, the temptation is to stick with what you know best. However, with the right vision, roadmap, change management and support, Office 365 not only helps you improve creation and collaboration, it can truly transform your employee experience.

It's not simply about better tools, but a true digital transformation that puts employees at the heart of their workplace experience.

What can that mean for your business? Faster decisions, better productivity and a more engaged workforce.

70% of US workers are not engaged at work, according to Gallup's 2017 State of the American Workplace report. This rises to a staggering 87% of employees worldwide. Many companies are experiencing a crisis of engagement and aren't aware of it. It's time for change.

"With the digital workplace that Office 365 facilitates, we will reinvent productivity, enhance the customer experience, speed innovation and build competitive advantage."

Markus Petrak, Corporate Director, Integrated Business Solutions,
Henkel – an Avanade client

Working with a large national bank to implement a modern, mobile, personalized and collaborative employee experience, we reduced:

• facilities costs by $13 million

• training costs by $11 million

• travel costs by $7 million

• IT costs by $800,000

A helping hand

So everyone in your organization uses Microsoft Office Outlook. Great! But is that all you're getting out of Office 365? Is it doing enough to make work easier for your people, and providing the best ROI? Does it foster the type of environment that attracts the best talent? If you answered no to any of these questions, then this guide is for you.

Sure, no two workplaces are the same. Let's be clear: **there is no one-size-fits-all approach.** But there are steps you can take to create a much more effective workforce, and we'll explore each of them in this guide.

We've helped hundreds of companies with similar challenges. We've seen the pain points, and best practises for success first hand. This guide is just the tip of the iceberg. Avanade is ready to help.

85% of Fortune 500 companies count on the Microsoft Cloud and Office 365 to provide the collaboration, mobile productivity, intelligence and trust they need to run their businesses.
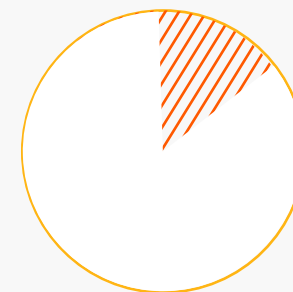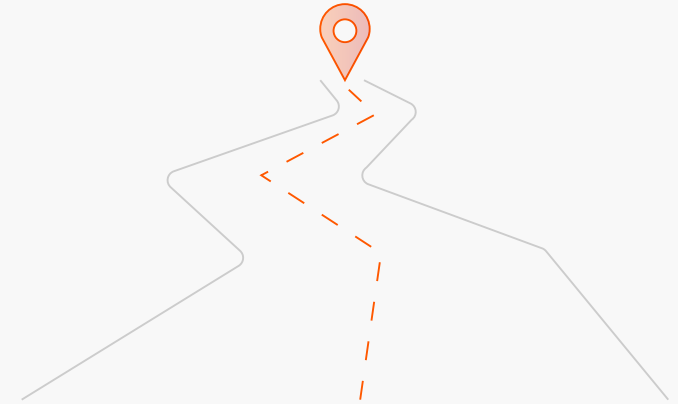
Microsoft

Read our blog to find out the four essential ingredients for digital employee experience success. Authored by Paul Miller, CEO and Founder of the Digital Workplace Group.

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Walk before you run

Vision → Roadmap → Guaranteed success

Vision

First you need a digital employee experience vision. What type of organization do you want to be? More importantly, what kind of environment do you want to offer employees and customers? Showcase this vision internally to get input from a broad range of people, and then have selected leaders sign it off.

This will help you to understand your organization's needs, and define the requirements. It will also help align the IT strategy to the board's mandate on outcomes like employee engagement, employee retention and revenue.

Roadmap

Now think about Office 365: what are you trying to get out of it? Assessing this helps you match business goals with Office 365's capabilities to ultimately create a roadmap. This should be a strong plan that points to what your workplace needs now, and what can come later – meaning you avoid overload. Using workshops with stakeholders form across the business – focusing on use-case scenarios – we can help you create this plan.

Suddenly, the project will feel manageable. You'll see a clear end goal, what's possible for your people and which incremental steps will get you there.

Measure success along the way

Digital Workplace Insights (DWI) is a tool that can help inform your roadmap and business case. This Avanade-developed analytics asset can easily assess the progress and success of your Office 365 environment adoption. It can show which departments are using which Office 365 features, and how they're using them.

The tool identifies adoption gaps and displays where people are using tools intensively and correctly. You can then pull best practices from that department or area, and apply to others. Having this tool available, as you roll out more and more of Office 365, means you can monitor usage in real-time and react immediately with targeted change enablement.

> "Avanade's combination of experience in design and Microsoft expertise will help ensure our organization provides a great user experience that will ultimately improve the level of care we provide to our patients."

Greg Harrison, Chief Communications Officer at *University Hospitals – an Avanade client*

Read our blog on devising a roadmap for the digital workplace.

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Step 1
Get the basics right

Without a foundation that organizes workforce activities, you'll struggle to take your digital employee experience to the next level. Make sure the basics are aligned, and your people are comfortable using them, before looking at further Office 365 capabilities

Security and authentication

Determine how your people access tools. Implement an active directory, on-premise and/or in the cloud, to authenticate people, and provide their profile. You can save people time by ensuring their login details work across all your business applications, as well as personalizing the experience for them. So, when people go to the intranet homepage they're presented with information that's tailored to their profile.

Outlook

This is the personal organizer for your people, helping them stay on top of their day-to-day business: email, task management, calendar, and contacts manager. All features are automatically synced, leaving your people free to do the work they need to do.

Skype for Business

Email is great, but sometimes you just need to speak. Your people can jump on a Skype call with someone on the other side of the world to chat through a project, or deliver a presentation, and will feel aligned much quicker – meaning they hit the deadline.
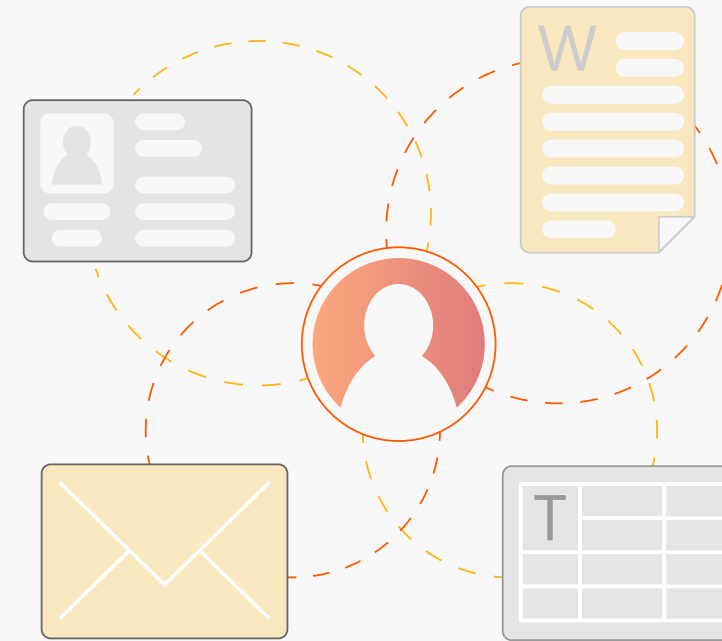
"Mainstream plans for Office 365 have an increasingly rich set of workloads that often go unused, such as Planner, Groups, Yammer, Delve, Sway, OneDrive and MyAnalytics – all of which can contribute to employee engagement and agility."

Maximizing the Value of Office 365 or G Suite by Making It Part of a Digital Workplace Program (Gartner 2017)

Step 2
Get collaborative

With the basic features providing value and security to your people, you'll want to create an environment designed for real-time collaboration. Quicker and simpler sharing of notes and files means more transparency and better knowledge sharing. Everyone can easily include their thoughts and expertise, adding value to the work and speeding up decision-making.

SharePoint

Think about how frustrating it is to email a document to various people, each asking them to add their thoughts. Then think about how many versions of that document you'll get back. SharePoint lets your people work on documents and presentations at the same time, helping deliver work quicker, and providing visibility on the approach others are taking. You can also use SharePoint to create customized portals and intranets, and the function 'Flow' consists of automated actions that you can set up to be triggered whenever someone uploads or edits a document. For example, a workflow can automatically send an email notification to people in other departments if a document needs their approval.

OneDrive

Your people can securely save all kinds of files and documents in the cloud and they'll sync automatically to their tablets, smartphones, or any other device. They can easily upload a document in OneDrive and give other people access to it, make it read-only or allow them to edit it. It also ensures that employees don't use other unapproved, potentially insecure, tools that compromise business security. Consider this your personal file sorting and sharing system in the cloud.
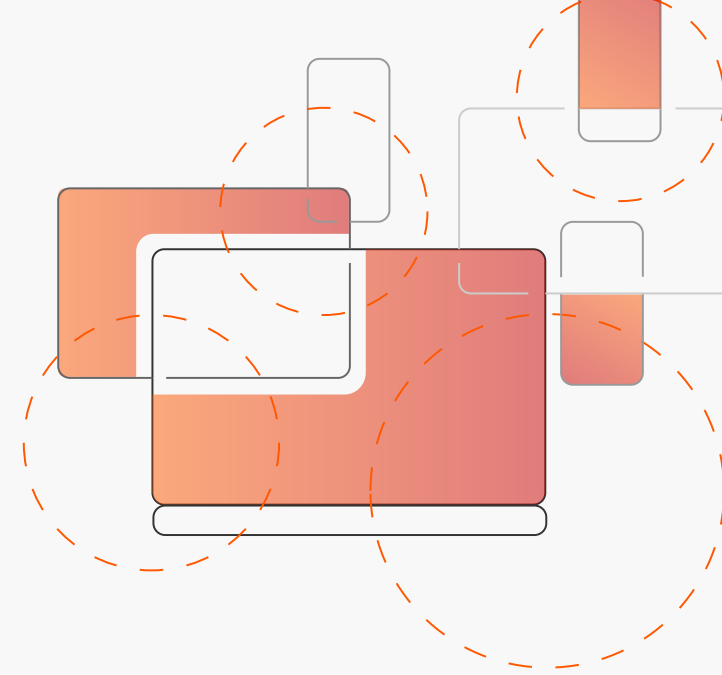
"Reimagining the employee experience is a critical element of the digital transformation companies must undergo to compete and thrive in today's marketplace. By enabling a more connected workplace, employees can be more engaged and productive than ever before."

Bryan Goode, General Manager - Office 365
Microsoft

Step 3
Get social

Collaborating on work is one thing, but connecting with your team while you do it is what elevates it. Social tools structure the way your teams interact, keep everything moving and people in the know, fueling motivation and accelerating work.

Yammer

Want to shout about a great project your team has just completed? Need to open a question to the whole business to solve a problem? Yammer is a social networking service that works through a group-based messenger.

Teams

Microsoft Teams is a chat-based workspace that brings together all the people, content, and tools your team needs to be more engaged and effective. A Team typically consists of those working on a specific project, able to chat whenever they need to, and tag each other for updates or actions. People can be part of any number of Teams. Fewer emails, quicker collaboration, better work.

Delve

Discover the information that's likely to be most interesting to you right now. You don't have to remember the title of a document or where it's stored. Delve shows you relevant documents no matter where they're stored in OneDrive or SharePoint. What's great about Delve is that it learns over time. The more your people use it, the more precise it becomes for them.

Sway

Make it easy to create and share interactive reports, personal stories, presentations, and more. With Sway, there's no need to spend lots of time on formatting. Its built-in design engine takes care of making your creations look their best. Just start by adding text and pictures, search for and import relevant content from other sources, and watch Sway do the rest.
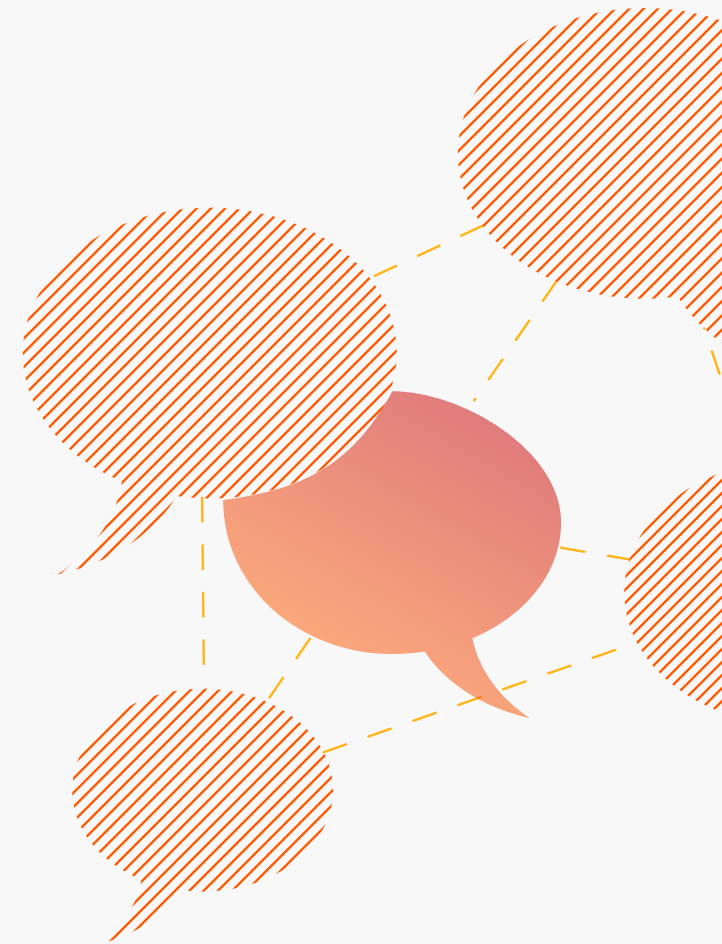
"We look forward to realizing the rewards of a cohesive digital workplace based upon Microsoft Office 365, enabling a more productive and collaborative workforce. We chose Avanade because of its excellent team, global scale of technology expertise and Microsoft cloud leadership."

Ravi Malick, SVP and CIO
Vistra Energy – an Avanade client

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Step 4
Get ready for the future

We're seeing more and more automation in the workplace, so your people need to be ready to embrace this and use it to their advantage.

Power BI

Office 365 can deliver both personal and organizational insights. With Power BI, you can monitor and analyze a broad range of live data through dashboards, interactive reports, and compelling data visualizations. It lets you easily discover new stories in your data, allowing you to spot trends and make valuable forecasts. This helps you save time by focusing on the highest value activities.

Artificial Intelligence and bots

There is better use of Artificial Intelligence or AI, and bots to empower self-service. For example, employees might go online to chat with service agents, with their first three questions answered by a bot to help identify which department needs to provide further support. This level of automation reduces costs.

Workplaces will move beyond people doing administrative tasks, such as invoice approval. Already, organizations are automating routine tasks with Flow, and trends suggest this will expand.

PowerApps

Allows non-developers to build apps, turning business expertise into solutions with ease. Have an idea that you think will benefit a project? PowerApps has the potential to give people what they need to drive results.

Read our blog on how Office 365 is the perfect platform for workplace innovation.

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How to avoid overlap

If you're confused about Office 365 features, you're not alone. Something we're hearing from customers is that some of these features overlap, but there are clear differences that make them individually valuable. Here are two of the most common overlap concerns.

Yammer vs Teams

Many organizations are trying to understand why they should choose Yammer over Teams. But they have distinct uses.

For instance, Teams usually only involve six to eight people who jointly work on a specific project. Yammer on the other hand, is the place where people can ask public questions to wider audiences, including the whole organization.

In both Yammer and Teams you can have private or public groups or teams. Private teams can only be joined if the team owner adds you to them. Public teams however, can be joined without getting approval from the team owner. Once joined, you're ready to contribute.

SharePoint vs OneDrive

OneDrive is a cloud storage service for files and documents. The main idea is that you can easily access all your saved documents from multiple devices. You save them once but can securely access them from everywhere. On the other hand, SharePoint is a collaboration platform where people come together to jointly edit documents at the same time. This includes people from outside your organization, something that isn't possible with OneDrive. SharePoint also allows more extensive development and personalization than OneDrive, and organizations can use SharePoint to create entire portals and intranets.

Many businesses are making the decision to pick one feature over another to avoid confusing people. The roadmap is key to avoiding this confusion because you can introduce one feature before the other – giving enough time and resources for people to adopt and adapt. This is where change enablement comes in.
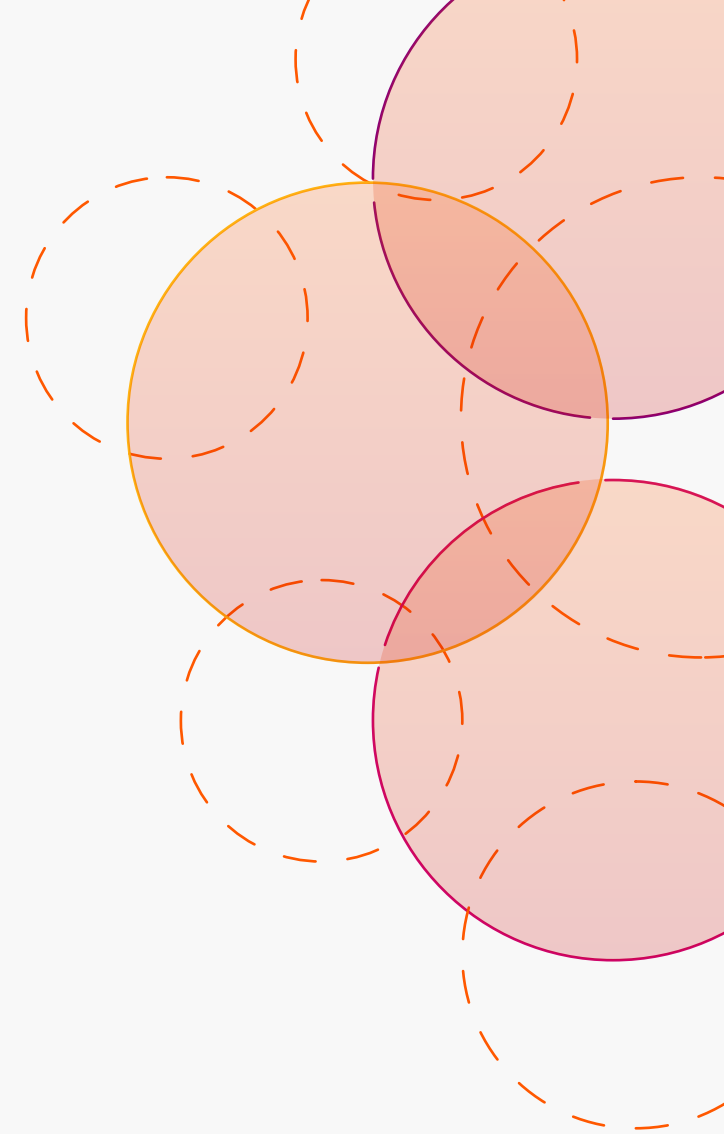
The big questions

Cloud or on-premise? While the cloud is faster and more flexible, an on-premise solution may at first feel like it's more robust, and more likely to adhere to compliance and regulation.

It's the reason many organizations don't feel ready to fully migrate to the cloud. If that sounds like you, the hybrid model might be the perfect start.

The method is to begin by moving less sensitive data into the cloud. Once you feel confident with this migration, you can start to look at moving more sensitive data to the cloud – while keeping certain things on-premise to respect local laws or even internal compliance policies.

Show me the money

The million-dollar question. How long will it take to realize your digital employee experience vision using Office 365, and how much will it cost? Well, it depends.

It depends on your organization: your workforce size, number of regions, languages, and how far along the journey you already are to an optimized digital employee experience (your digital maturity and change readiness).

While an established pharmaceutical company consisting of 70,000 employees worldwide is a big ship to turn, a younger, more agile company could be looking at much less time to realize their digital employee experience vision through Office 365 optimization. No two clients are ever the same.
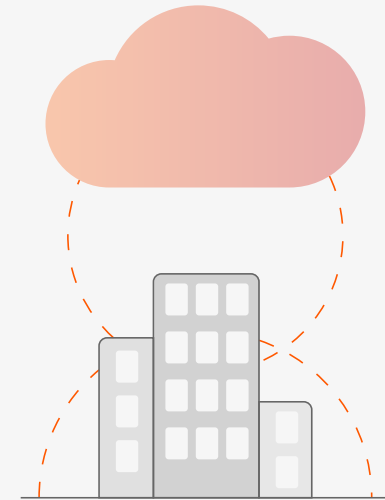
"We're in the business of helping members get and stay physically fit – not to grow our IT infrastructure. Avanade showed us how to use Office 365 to support business growth without IT growth."

Arvid Johansson, CIO
SATS ELIXIA – an Avanade client

Get started

It's time to start your digital employee experience journey. Our Innovation Days help you identify what you can do now – and further down the line – to transform your digital workplace. It's all about the art of the possible. We can show you innovative ways other companies have used Office 365 to transform their employee experience – and solve key business challenges.

These half-day or full-day sessions will spark ideas that could help transform your business through a more personalized use of Office365. It's about energizing you and your business stakeholders to think more clearly about how to map business value to Office 365 usage – to get to the ultimate digital employee experience.

Contact us today to organize your Innovation Day.

www.avanade.com/DigitalWorkplace

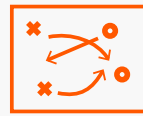🐦 #DigitalMeetsWork

Why Avanade?

We don't mean to brag, but we've done this before for all types of organizations across different industries. We have the depth of experience, the breadth of services and the speed-to-value to deliver your digital employee experience:

1,800+ digital workplace projects delivered

3,500 analytics professionals

Digital strategy and change enablement practices with extensive domain experience

Cross-client digital workplace forum, benchmarks and best practices

Full-service digital studio and experience design practice

5 million+ Office 365 seats deployed, 10 million+ Windows upgrades

Avanade Mobility Center of Excellence, with hundreds of dedicated developers

More certified professionals for deploying and administering Office 365 than any other partner

Microsoft Partner of the Year for nine years running

Ability to extend standard Office 365 service offerings with a holistic set of managed services

About Avanade

Avanade leads in providing innovative digital services, business solutions and design-led experiences for its clients, delivered through the power of people and the Microsoft ecosystem. Our professionals combine technology, business and industry expertise to build and deploy solutions to realize results for clients and their customers. Avanade has 28,000 digitally connected people across 23 countries, bringing clients the best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation.

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