

# Scalable

## Realize the full transformative value of Microsoft Teams



Many businesses are turning to Microsoft Teams as an aid to achieving digital agility in the face of accelerating change.

Microsoft Teams offers a shared workspace with the power to transform workplace collaboration, however, realization of the benefits depends heavily on how the product rolled out.





## The right implementation approach is essential

Teams' very sophistication and richness of features necessitates a structured, systematic approach to implementation – an approach that keeps you focused on business impact rather than on technology for its own sake. ROI depends on successful adoption by the workforce, and adoption of appropriate behavior. Monitoring of progress has to take place against KPIs that reflect your business's strategic goals and business objectives – not just basic metrics about the use of Microsoft Teams, useful as those are.

For example, if you're aiming to enhance meeting efficiency, it's good to know how long people are spending in Microsoft Teams meetings, but much better to compare that figure with the time spent in physical meetings or virtual meetings using alternative products and see the two measurements alter over time.

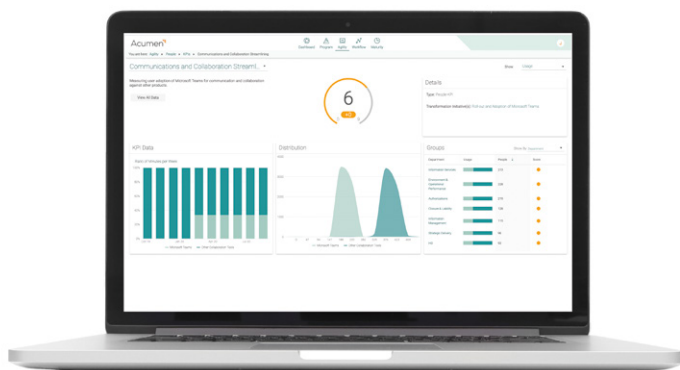
## Preparing for transformation

### Baseline assessment

Before any transformation, it's important to understand your starting point, reviewing your current capabilities, in terms of both technology and employees. This includes the technology already in place and the workforce's ability to absorb change and utilize IT – and your resources in terms of applications, devices and infrastructure. You can evaluate technology users to identify suitable early adopters who can act as champions and lead pilot groups to try out new functionality before you commit to a full migration.

Once you have all this information, you can create the best possible deployment strategy, prioritizing and staging deployments based on employee capabilities and readiness to change.

You can also establish a baseline against which to measure improvement efforts and ROI as you implement Teams, to ensure your desired outcomes are achieved. As you progress are able to view a dashboard comparing the baseline and current outcomes with your strategic goals and business objectives.



### KPIs tailored to Microsoft Teams – and to your business

As well as a baseline, measurement requires suitable KPIs. Acumen provides a group of Teams KPIs that can be configured / weighted to truly reflect the needs of your organization.

In addition to these Teams-specific KPIs, you'll need a number of generic ones. For example, a "category sprawl" KPI will help you to identify when other applications are being used to do the same thing as Teams, as a first step to standardizing on Teams.

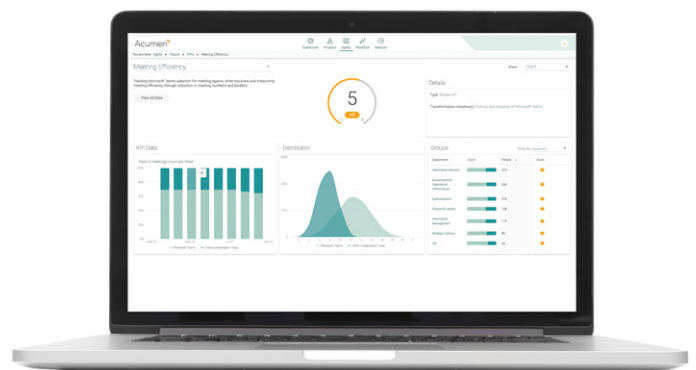
With sufficiently sophisticated algorithms underlying the KPIs, using them to measure progress is effortless.

## Managing rollout

### Monitoring effort and progress against KPIs

As you roll out a collaboration platform like Microsoft Teams, it's important to maintain control over, and visibility of, the deployment process and measure performance efficiency, service adoption, and employee satisfaction.

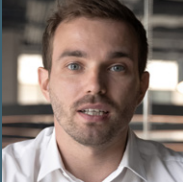
The KPIs provide a basis for this, enabling you to evaluate technical data and end-user behavior. You can get visibility of any other tools in use across the organization so that you can standardize on Teams, thereby maximizing ROI.



### Supplementing basic information to generate sophisticated insights

The Office 365 Admin Center provides valuable information on Microsoft Teams usage, but to see the full picture you need more. Using the business KPIs you identified up front, plus algorithms that help you understand technology usage and user behavior, you can obtain detailed metrics with minimal effort.

These metrics will enable you to really understand the current outcomes of your transformation initiative, and see how well they match your strategic goals and business objectives.



## Monitoring and phasing out other collaborative platforms

It's important to have visibility of all collaborative platforms, not just Microsoft Teams. Typically, departments and projects have established their own ways of collaborating, which, while beneficial, can lead to inefficiencies and silos if they continue to be used in parallel. If you know what is happening, you can encourage everyone to move onto Teams in a timely and effective manner without disrupting the useful collaborations that are already happening. Acumen gives you a comprehensive, vendor-independent picture of all forms of collaboration, online and offline, by using both technology and employee behavior data.

## Monitoring realization of desired outcomes

### Giving executives a 360-degree view

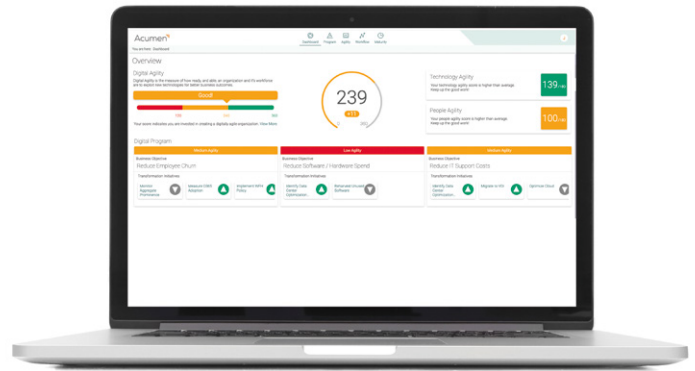
Acumen provides management and project leaders with easy access to the data analytics, insights and recommendations that they need to optimize performance, de-risk digital transformation initiatives, and enhance the employee digital experience.

Each organization is able to configure KPIs that embody the elements that are critical to their organization. With visibility of current progress against targets, project leaders can steer the transformation initiative towards full achievement of your strategic goals and business objectives. Underperforming areas will be highlighted so that you can, where necessary, take corrective action to get back on track. This de-risks the whole undertaking.

### Keeping track of the human aspects

Transformation initiatives such as Teams rollouts are as much about human behavior as they are about technology. It follows that tracking adoption by users is a vital part of measuring success and keeping the transformation initiative on track to achieve strategic goals and business objectives. Make sure you have the tools to:

- > See where the champions for Teams are
- > See who is struggling with adoption and give them the help they need – perhaps even turning them into champions
- > Measure agility against role-specific business outcomes
- > Provide signposting to help users improve their agility
- > Phase deployment to take account of different groups' agility levels
- > Measure how workforce agility is aiding or inhibiting progress
- > Show individuals how they are contributing to organizational goals – this increases job satisfaction and motivation



### Champion your champions

Find those individuals who have the ability and attitude to drive adoption of Microsoft Teams and help others use it the way you need them to. Give them the training, motivation and authority to do this. Microsoft has Champion programs to help you.

### Identify where help is needed

Make sure you have the ability to identify those who are reluctant or unable to adapt to new technology, so that they quickly get the support they need to regain motivation. Otherwise frustration can grow and spread, undermining productivity and leading to staff attrition.



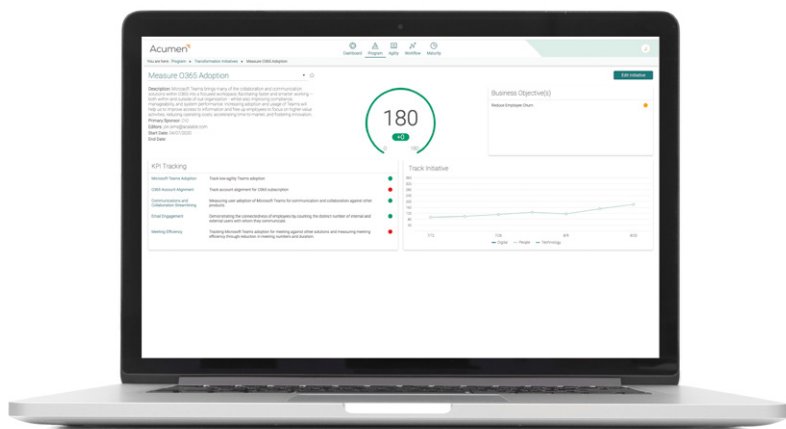
# Acumen<sup>™</sup> – Tailored KPIs and actionable insights

Scalable's next generation platform, Acumen, measures the digital KPIs that allow organizations to evaluate the agility of their workforce and their technology, reducing the risk of failed transformation initiatives, and helping assure success in achieving strategic goals and business objectives, including lower costs, improved efficiencies, and revenue growth.

## Measure, optimize, transform

Acumen captures key data and the associated granular metrics needed from thousands of endpoints across the organization and brings the analysis of that data together in management dashboards that provide an accurate assessment of the current status of a digital initiative in meeting the business objectives.

Acumen provides deep insight into end users' experience and the technologies they use to get work done. Acumen not only monitors and measures progress against key KPIs but also provides actionable insights and recommendations to enhance the agility of both employees and technology.



## Tiered objectives

Acumen offers a unique tiered structure of objectives that show how individual, project and departmental activities fit in with overall strategic goals and business objectives. This helps everyone to see how their efforts support a specific goal, which provides powerful motivation and enhances employee satisfaction.

## Technology

- › Identify high, medium, and low risk technology and services for business transformation
- › Make automated recommendations for technology advancement (identify low-hanging fruit)
- › Understand technology sizing and readiness for transformation
- › Map transformation to the right competency levels in the workforce
- › Help identify opportunities to fund innovation and digital transformation
- › Build a roadmap and business case for technology transformation

## Digital employee capabilities

- › Understand who the Teams champions are in your organization versus who is struggling with it
- › Discover how you can increase the agility of the employees and teams who are slower to adopt Teams
- › Determine how users are interacting with technology that is going to change, and track before and after performance
- › Decide how best to map users to change plans
- › Identify how your workforce agility is aiding or inhibiting your strategic goals and business objectives

## About Scalable...

**Our mission is to provide customers with the key data and insights needed to make their organizations more digitally agile, by enhancing performance, and creating effective digital experiences for their customers and employees.**

Scalable Software, an innovator in SaaS-based IT operations analytics and employee usage data since 2008, is uniquely placed to combine the power of both technology and employee experience metrics to deliver real-time visibility, insights, and recommendations to enable better, faster decisions that enhance digital agility.

**For more information: [www.scalable.com](http://www.scalable.com) or [info@scalable.com](mailto:info@scalable.com)**