

MODERN WORKPLACE

# Enterprise-scale secure remote work tools for everyone

Strategies for reliable location-agnostic  
business success



# Necessity is the mother of a communications revolution

One of the clear outcomes of 2020 has been a complete shift to a new normal for workplace collaboration, communication and productivity. The idea that remote employees can get their work done and feel connected to each other with the right tools is clearly here to stay. Many businesses of all sizes have leaned into this notion, investing in tools that help teams and individuals stay productive and connected to each other and to their business world—even when they need to work apart. These companies have a substantial (and necessity-driven) head start in this new working environment with stable and happy employees.

The fact that this shift to remote and hybrid work has been driven by necessity has led to hyperfast shifts in remote everything.

And those same companies that have leaned into new communication tools have also already tried, tested and refined a host of systemic structural changes across all their organisations that will define the way they live and work going forward.



# The opportunities of hybrid work

Suddenly, face-to-face interactions—and even phone calls—have become rare, or things of the past, replaced by data-driven modes of communication. And remote or hybrid work is here to stay. Leading the growth in the software category in the video conferencing market will be cloud-based video conferencing software services.<sup>1</sup> With all this growth in the video conferencing category, businesses small and large are being offered new tools and innovations almost every week that provide:

**L Improved encryption and password protection** for cloud-based video conferencing systems—driven by well-publicised breaches.

**L New 3D technology** in video conferencing solutions for more effective collaboration.

**L Advanced virtual reality functions** that are making video conferencing a more realistic interpersonal experience while helping reduce issues such as poor lighting and sound.

**The good news for productivity: Remotely collaborating teams are 5x more likely to be high-performing.**



# Shifting to the remote-work fast lane

As many businesses have discovered, moving from traditional communications and modes of work to remote, digital collaboration will have its challenges—and innovations to overcome them. To meet the sudden scale of all-digital remote work, companies will need to consider:

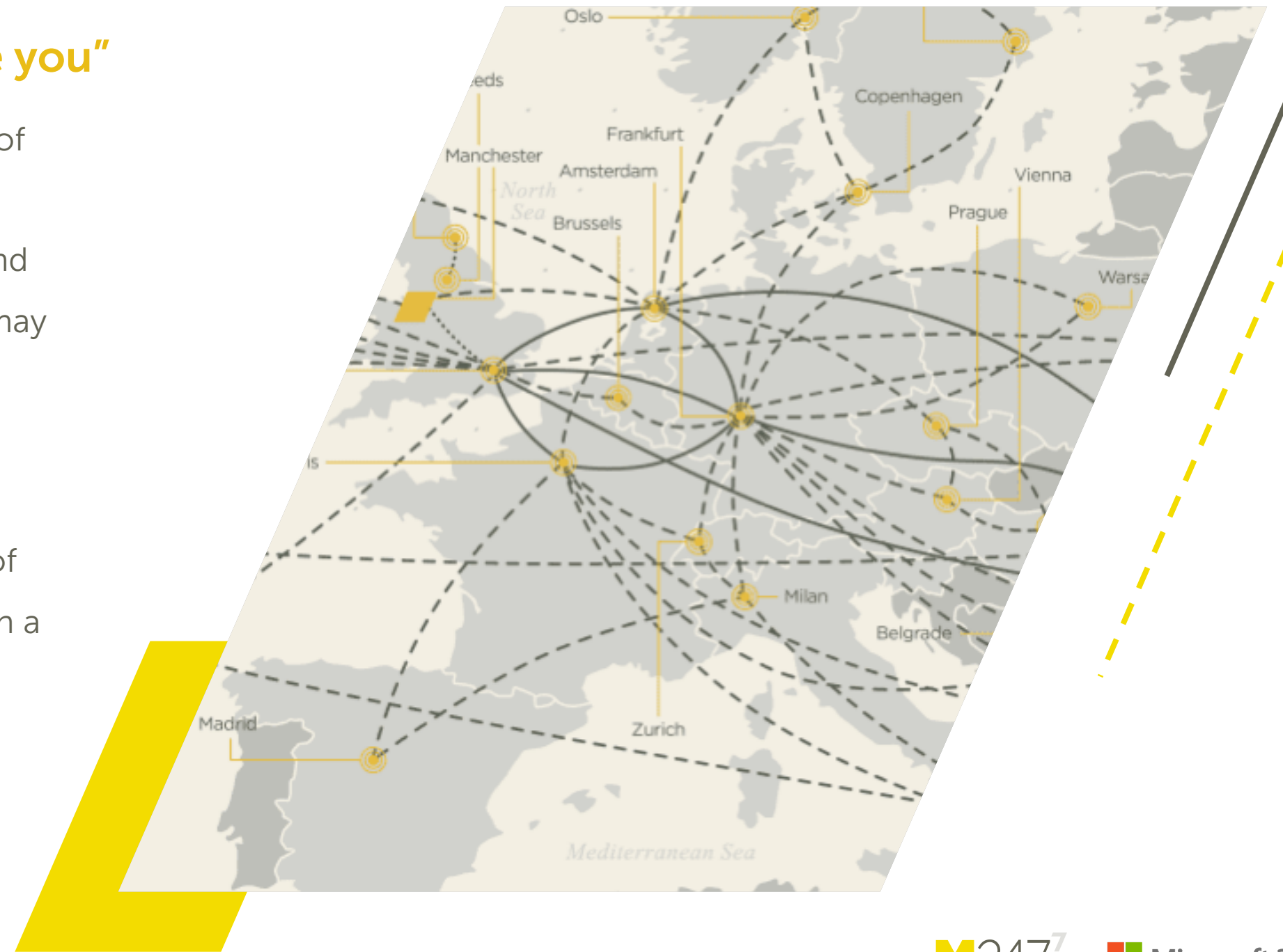
- **How to keep IT and capital expense budgets under control as the need for more hardware capacity grows.** Rather than ballooning those line items, consider hardware-as-a-service (HaaS) in the cloud. Much like other as-a-service innovations in the cloud age, HaaS enables virtually instant scaling of computing capacity without buying infrastructure or expanding facilities.
- **How cloud providers will be able to expand data flow capacities to meet demand without downgrading service.** Many are already expanding capacity to meet the increased demands of both paid and free users. Look for these improvements from your provider—or consider others who might offer you better service for money.
- **When your provider might be reaching the limits of their platform.** With the explosion of video and other data, many providers have exceeded their threshold for additional network capacity and require added physical hardware within existing datacentres. Be on the lookout for limitations to new signups, or for reductions in quality and consistency for existing users. Providers with a truly scalable and globally distributed architecture will stem the tide better than others.
- **How to meet security and manageability standards during a tidal wave of data.** The rapid introduction of video tools for workers across the organisation and in educational settings has already resulted in breaches. However, businesses also have to be aware of data collection, security and user privacy. Now—or sooner—is a good time to ask your provider about their global security, manageability and monitoring. They should offer you comprehensive support. If not, you've got bigger problems.

# Supporting the location-agnostic future

## Let's make "where are you" matter less than "who are you"

Even for smaller businesses, the norm is becoming more and more one of cross-country, or even intercontinental collaboration. It presents both a challenge and an opportunity for better supporting remote coworkers and collaboration technology. For smaller and medium-sized businesses, it may involve a shift in business model and adoption of video conference tools that are flexible enough to grow and change with them. These unprecedented changes in consumer behaviour will continue to appear daily across virtually every sector for the foreseeable future. And not all of them will be what we expect. Your business depends on being ready with a solution built to adapt to emerging technology.

**That's one reason Microsoft Teams makes sense for a confident future.**



# The future is unified

Many remote working tools have had to adapt to scale quickly, putting businesses at unnecessary risk. The rapid acceleration of digital transformation also meant technology and tools have had to be agile in order to meet the changing needs of the remote workforce. Some of the challenges businesses have been facing are related to:

- **Sharing videoconferencing licences or paying for legacy systems that they don't use while working remotely**
- **Forwarding office numbers to employees' personal mobile phones**
- **Using multiple different products that don't play well together**
- **Difficulty integrating the right call analytics into their collaboration suite**

We recommend Microsoft Teams as the solution that can take your business into the future. Here at M247 we have embedded Microsoft Teams into our culture; it's how we stay connected both internally and externally. The functionality houses all of the capabilities we need on a daily basis, and it has become an critical tool that is used daily across the business.

Our company has a long-standing partner relationship with Microsoft, where we have integrated their cloud platform, productivity and communications suite into a cloud and unified communications offering that delivers value and increased power of scalability. The technological advantages we have within different markets and our partnership with Microsoft are strategic to achieving and driving digital and business transformation for our customers internationally. We invite you to review our website for more information about the services we offer, our approach to identifying the right business solutions and how we can help you scale and transform your business with technology.

## **Integrated communications services and global reach.**

Unify and maximise the data, reliability and security of all your communications in a single solution. M247 Direct Routing enables you to make and receive calls from anywhere in the world, directly into Microsoft Teams. Our solution helps you fully integrate operations, data, collaboration tools and digital voice capabilities across international locations. All whilst making sure they stay compliant and drive optimal productivity for your remote workforce.

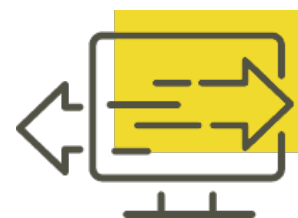
# How to make the remote workplace better than the physical one

In the remote work future, workers who used to stroll up the corridor to ask a quick question will instead open up a quick chat screen; sitting together to collaborate on a project will be replaced by screen sharing with recording; the morning status meeting will become a Teams conference. And phone calls? They're already being supplanted by video calls. All the functions your office location has provided now must be digitised and work just as reliably as the construction of your office building. Teams provides you all those functionalities and more—with the levels of reliability and security your company is going to need, including:



## Chat

Communicate and stay up to date with your team.



## Screen sharing and recording

Easily share and record your screen during meetings.



## Video meetings

Use built-in group and one-on-one audio or video calling for your meetings.



## Live events

Create and expand a live event wherever your team, audience or community resides.

**Beyond these, we've identified the six ways Teams is helping our clients thrive at a distance.**

# The 6 tactics for happier remote teams

## 1. Integrate communication and productivity applications

Ensure that your workers can easily access all the resources they need and share the files they work on. Microsoft Office apps across the web, mobile and desktop store content in the cloud by default, making integration the normal state. We recommend using cloud storage such as OneDrive, which is as simple as saving files on the old traditional C: drive. (Remember the C: drive?) This makes it simple to do real-time coauthoring and commenting in documents in the cloud, which has proved extremely useful for a distributed workforce.

## 2. Customise your experience

In remote work situations, every meeting is a Teams meeting, often with video. Explore features like background blur to block out mischievous kids, barking dogs and mismatched furniture. Recording meetings makes it easy for absent participants to catch up and hear the most relevant parts.

## 3. Get more from meetings than you ever did in a conference room

You can make remote meetings more valuable experiences than in-person meetings. For instance, when you make it a Teams Channel meeting, everything is captured in a single channel conversation for your reference. All the documents, all the chats and of course, the recording of everything everyone said is in one place, and much of it is searchable. It's a huge timesaver that also improves the quality of everyone's work.



# The 6 tactics for happier remote teams (continued)

## 4. Create targeted self-service Groups

Within Microsoft 365 you can also collaborate through self-service creation of Office 365 Groups or teams within Teams. These give you appropriate security, compliance, and manageability for your information.

## 5. Be sure of your meeting quality

With the increased load and usage from so many people working remotely, service monitoring has proven crucial to making sure everything is operating as it should. Microsoft carefully monitors Teams and application and network performance to check reporting for user satisfaction metrics and changes to service behaviour.

## 6. Think of Teams as your office space in the cloud

To use Teams to its fullest, you could hold every call and meeting there; use channels, rather than email or group chats, for team-level conversations. Turn on your camera to connect during meetings. Use Live Events for larger gatherings. If your organisation allows, record meetings to access the transcript later.

# World-spanning network power and reliability

Unlike other online meeting solutions, Microsoft Teams uses the power of the Microsoft Azure global network (one of the largest in the world) to connect users no matter where they are located. Microsoft has partnered with thousands of internet service providers for a direct connection to their infrastructure. This connection minimises network hops for the best possible meeting experience. Other cloud meeting solutions depend on the public internet to route their calls, making call quality impossible to predict or control.



## CASE STUDY

# Unifying communications across the globe

### Company

As global specialists in financial software, our client develops solutions to help control and automate complex accounting processes.

### Challenge

With offices located globally, they needed a unified communications solution that would enable their teams, spread across different continents, to collaborate seamlessly, quickly and cost-effectively. All whilst adhering to strict national and international regulations. The client also wanted to use Microsoft Teams as the basis of their solution to support cost efficiencies and reduce time spent managing multiple suppliers across different locations worldwide.

### Solution

Once a full demonstration of the tool showed that M247 was the right choice and would meet all the client's needs, we went to work. The M247 team undertook detailed checks to ensure all existing numbers could be imported via the local DDI to ensure costs remained low and charged at local rates. We conducted a full PSTN replacement in three international markets, ensuring access to local numbering and portability of all existing services.

### Result

M247's simple implementation process enabled a seamless integration to 100 international seats over a few weeks. Since the transition, M247 has delivered and managed the client's end-to-end unified communications internationally. Now they can count on a single point of implementation, support and billing for the entire business, helping to ensure efficiency and consistency for the whole business.

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**We are delighted with the outcome of moving to one single supplier and consolidating our communication solution. M247 offered us a simple commercial model which allows for growth and scale of our existing deployments to other international markets as the business continues to grow.**

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# Experience the power of Teams Direct Routing

Find out what it can mean to your business to make and receive calls from anywhere in the world, directly to your Microsoft Teams in a **FREE Demonstration of M247 Teams Direct Routing.**

**TAKE A LOOK**

