

Don't Waste Your Budget: Considerations to drive business-wide value with your Microsoft 365 subscription



Why Optimise Your Microsoft 365 Subscription?

The modern workplace is changing - and fast! Particularly since 2020's rapid shift to remote and flexible working, many businesses have accelerated digital transformation plans to ensure that teams have the technology needed to work effectively and productively.

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25-30% of the workforce are expected to work from home at least part-time after 2021.¹
- Forbes

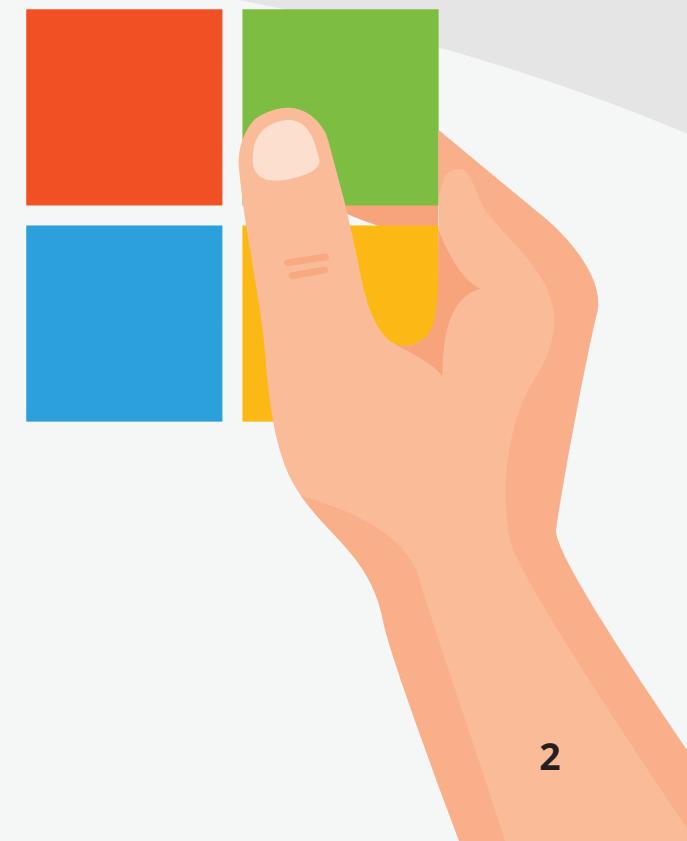
For those using Microsoft 365, applications such as Teams, Office and Azure may have unlocked benefits including better security, improved communication and enhanced collaboration.

But it isn't enough to invest in the technology and roll it out; optimised ROI will only be achieved by strategically embedding the technology across the business.

Even if you are a long-term user of Microsoft. Changes to the features and applications that sit within new Microsoft 365 licenses and the rapid changes to working environments mean that it's crucial to continue to develop how the technology is used across the organisation.

“An anywhere operations model will be vital for businesses to emerge successfully from COVID-19” in 2021”²

Gartner



So, are you using your Microsoft 365 subscription to its full potential?

If you've ever considered the questions below, the answer is likely 'no':

- 1 How do I migrate to the cloud without risking data security?
- 2 How do I reduce the time it takes to manage day-to-day items in Microsoft 365?
- 3 How do I ensure everyone in the business understands, and is using Microsoft 365 effectively?
- 4 Microsoft 365 is great, but can it do everything that I need?
- 5 AI and Automation sounds interesting but where do I start?

With the right support, fully optimised Microsoft 365 can address every one of those questions.

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“82% of company leaders intend to permit remote working post-pandemic, with 47% intending to allow employees to work remotely full time.”³

Gartner

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So, how can you make the most of your Microsoft 365 subscription?

What are the benefits of doing so?

And are they further reaching than you think?

What Do We Mean By 'Optimising Your Microsoft 365 Subscription'?

There's much more to Microsoft 365 than Teams or Office. A fully optimised installation across a business can help you achieve your goals across a wide array of areas, such as:

Productivity - Most Microsoft users are aware of Microsoft Office apps, email (Outlook) and calendaring options, as well as Microsoft Teams to enable chat, call and meetings, and OneDrive cloud storage to manage files. But, with the right training, support, optimisation and automation, it's possible to ensure every area of the business can use these features to their full extent to improve productivity, connect employees to the information they need quickly, and transform collaboration.

Digital Transformation - Designed to streamline business processes, when optimised, Microsoft 365 can fully support the digital transformation initiatives that so many businesses are now prioritising. Enabling flexible, remote working, Power Automate can support everyday business process automation, Microsoft Forms helps to digitise manual and repetitive paperwork, and third-party integrations can ensure every tool you need is centralised.

Security - Moving email and identity to Office 365, and servers into the cloud, reduces the risk of data loss, to safeguard your employees, data and customer information.

With this in mind, optimising your Microsoft 365 subscription to achieve these goals may be daunting for internal IT teams, who can be faced with limited time and resources, and need to prioritise day-to-day operations.

Here, partnering with an experienced managed service expert can support your business across elements including migration, security, IT managed services, team tech adoption/ training, and process automation to ensure your business is using Microsoft 365 to its best potential.

5 Benefits Of Optimising Your Microsoft Subscription

When optimised and managed well, Microsoft 365 has the ability to transform processes, security, and ensure streamlined productive working across your business. Put simply, if you have not considered optimising your Microsoft 365 subscription, you may be missing out!

So what benefits can be achieved across the business?



1. Ensure best use of your Microsoft 365 Subscription

When committing to any business technology investment, it's important to deliver a positive ROI.

Beyond initial licence costs, it's important to recognise the time and resource it takes to train staff and to roll out the technology effectively. As a result, it's critical to not only optimise your processes from a technical standpoint, but also to inform and equip your team with all they need to know to ensure everyone is confident enough to use and explore the technology you provide them with.

While some basic training is often included when Microsoft 365 is first rolled out, partnering with an expert who can provide in-depth team training will help your employees recognise how to use Microsoft 365 in a way that is uniquely relevant to them.

By equipping employees with the knowledge and support they need, they will be well placed to do even more amazing things with the technology they have.

2. Automate to improve business processes

When features such as Power Automate are optimised well, it's possible to streamline, automate and transform a wide number of processes. Using artificial intelligence and machine learning to perform increasingly complicated tasks, process automation can support your team in doing their best work, automating simple, repetitive or manual and time-consuming tasks. This allows people to focus on more valuable work, and prevents common errors such as incorrect data entry.

While any number of processes can be automated (and here, an expert partner can support you on the best use cases for your business), good examples of automation in a business are the automation of routine tasks such as data entry, and the organisation of documents. One use case here, may be streamlining a purchase order system or routing information for better communication.

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Many organisations are supported by a patchwork of technologies that are not lean, optimised, connected or explicit, according to Gartner. At the same time, the acceleration of digital business requires efficiency, speed and democratisation. “Organisations that don't focus on efficiency, efficacy and business agility will be left behind.”⁴

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3. Ensure team collaboration

After 2020, many organisations have had to rapidly implement digital transformation plans that previously were expected to roll out over 1-5 years.

If you've adopted Microsoft 365 as a transformative technology to drive that change, it's still important to recognise the full collaborative value your new technology can bring.

Many organisations find themselves in a position of using Microsoft Teams as a video conference or instant message tool, but when fully optimised, it can become a game-changing collaboration tool that will make your employees far more productive no matter where they are working.

4. Create a modern workplace that meets employee needs

Digital transformation is as much a cultural shift as it is a technological one. With the right support, training and development your teams will play an active part in making digital transformation a success.

With digital transformation roadmaps being delivered in days rather than years, your IT teams as well as your wider business have overcome huge changes in implementing the technologies and changing working practices needed to shift most or even all employees to remote and flexible working.

Those businesses who continue to invest in training, support and automation will be best placed to create a truly modern workplace.

5. Improve team culture and communication

Remote and flexible working inevitably creates new challenges in creating and maintaining a business culture where employees are able to flourish. This can impact employee productivity and motivation.

Where automation tools and communication features such as Teams are well used, Microsoft 365 can support the collaboration needed to keep employees communicative, connected and supported long-term, wherever they are working.

4-Step Roadmap To Microsoft 365 Success

Considering the benefits to productivity, efficiency, team culture, ROI and more, where should you begin to ensure your Microsoft 365 subscription is optimised and effective across the business?

With IT teams facing resource constraints, partnering with an expert managed service provider is often the most effective way to unlock the business-wide support, strategy and assistance needed to improve. In addition, such a partnership will free up your own team allowing them to focus on their own business goals!



As a roadmap to Microsoft 365 success, an expert partner should support:



Migration & Security

Whether users are new to Microsoft 365, or require a migration to move from an on-premise, to cloud-based subscription, a partner can ensure migration and deployment are supported and secure, with minimal risk of data loss.



IT Managed Service

While an IT expert is not a requirement of Microsoft 365 usage, partnering with an IT managed service expert is often the fastest way to optimise and streamline processes, and to ensure:

- That your modern workplace has the seamless, simple technology support it needs.
- That you have a dedicated, agile team of expert engineers on hand who can resolve issues quickly and efficiently.
- That you can spend more time on revenue-generating activities and less time on your technology.
- That your team has the training and support they need to understand and use Microsoft 365 easily, freeing up time to spend on other value-add tasks.



Adoption

Microsoft 365 optimisation can't be achieved without achieving full adoption of the technology by employees.

An expert partner will provide the tools and support needed for all of your employees to build their knowledge and confidence with the technology they have available to them.

That's when you will start to experience a major shift in return on Microsoft investment.



Automation

A partner can help you identify where automation can have greatest impact on your business. By using the Microsoft Power Platform, they can automate processes and develop tools such as chatbots that will improve employee experiences and create significant productivity improvements.

Request Your Free Microsoft 365 Optimisation Workshop

Our bespoke Microsoft Optimisation Workshop is designed to start your journey to improving your return on Microsoft investment. We will explore with you how you can improve security, increase productivity, and create more engaged employees.

Leaving this 2-hour workshop you will have a framework for creating greater Microsoft optimisation and some useful hints and tips on how to implement change.

[Click here to book your workshop](#)

Teleware, a Microsoft Gold Partner in multiple disciplines, has been a leading communications technology business for almost 30 years. Its customers include some of the world's leading multinationals. Teleware365 is our Microsoft offering, focused on helping businesses improve productivity through greater optimisation of their Microsoft investment.

Typically, businesses working with Teleware365 achieve productivity improvements of 20%, the equivalent of every employee gaining an extra day a week. We do this through:

- Automation including chatbots and process automation, reducing time spent on mundane tasks
- Genuine adoption, ensuring every employee knows, loves and uses the technology at their fingertips
- A bespoke managed service provided by our Microsoft experts

References

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