



WORKPLACE  
**WX**  
EXPERIENCE



# Microsoft Teams Rapid Deployment Program

# Program summary

The recent situation change has escalated the need to enable employees to be able to work from anywhere, anyplace and anytime.

The introduction of remote workplace solutions will help ensure the continuity of your business while limiting the risks to your employees.

Avanade has developed a rapid, elastic approach to help our clients to equip employees with the tools they need to work remotely. Our digital framework helps to provide a safer way to maintain productivity at scale.

Microsoft Teams can help you make it easier for your employees to work remotely and collaborate with colleagues, customers and partners.

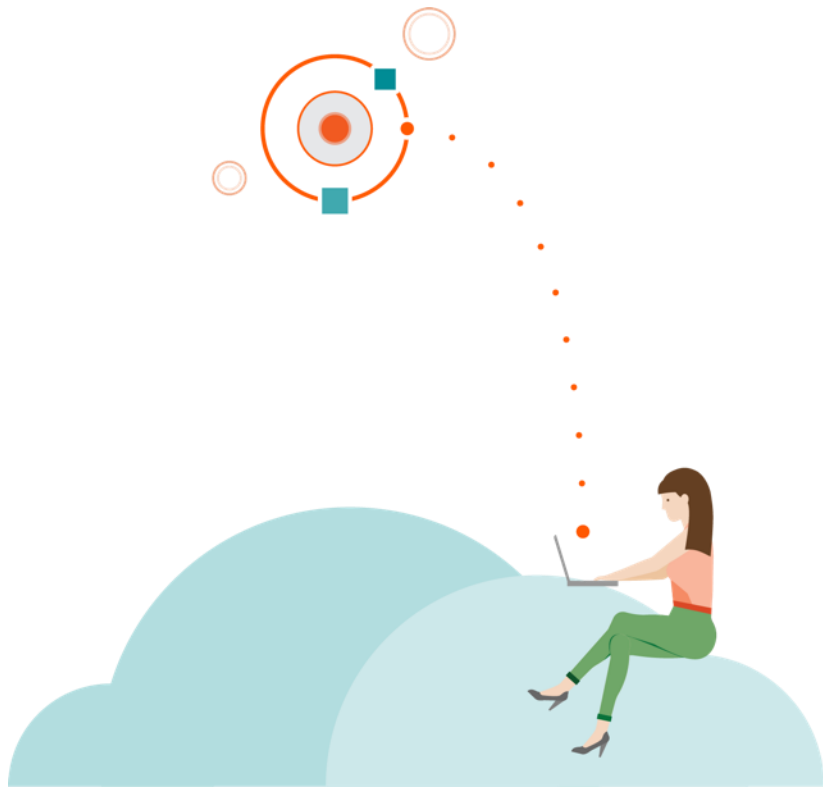


## Objectives of this initiative:

- **Agile** approach for your situation.
- **Rapid** deployment of the basic Microsoft Teams features like Chat, Threaded Conversations, File sharing, Conferencing and Meetings.
- **Additional components** like Audio Conferencing, Live Meetings and Virtual War Rooms allow our clients to **communicate** with their employees and clients.
- Bring **experienced practitioners** who accelerate your deployment but who can help you manage the risks/trade-offs.
- Provide guidance around the **durability** of the accelerated approach and managing the service post crisis and during the recovery period.
- Receive basic **training** that makes it easier for your employees to make use of basic functionality.

This challenge is also an **opportunity to innovate through new ways of working** that can also help to **protect your business** in the future

# What we have learned from our clients so far



## **Scaling Enabling Technologies**

Rapidly expanding their existing collaboration, networking and VPN/NG FW technologies to handle exponential growth in load

## **Culture and Awareness**

Rapidly educating their people on how to effectively and productively work remotely at scale. Pragmatically helping with the human element of working from home. Focusing on 'moments which matter'

## **Solving specific gaps**

Closing gaps in current capabilities (e.g. cross company integration, sourcing laptops, Virtual Desktop/VDI, business operations, etc.)

# New ways of working in a new world of work

Empower people to collaborate, access corporate applications & data, and make decisions at **any time**, from **anywhere**, and using **any device**



## Resilient culture

Adapt leadership practices and behavioural norms for the current context while protecting culture and engagement in a distributed workforce.



## Elastic collaboration

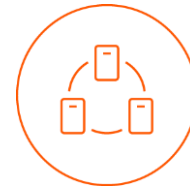
Rapidly deploy or extend your workplace platform to enable collaboration and remote working at scale.

Use analytics to help drive adoption and opportunities to improve employee, customer and partner experiences.



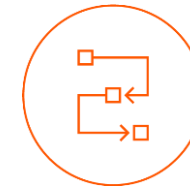
## Virtual work environment

Evaluate network, accelerate device deployment, and leverage virtual environments to support increased mobile demand.



## Seamless networking

Enable reliable and secure remote network connectivity to employees' homes and seamless integration with customers and partners.



## Distributed continuity

Enhance business continuity plans to include reduction in workforce, travel restrictions and large scale remote working environments.



## Adaptive security

Empower employees to collaborate, remain vigilant, protect company data, and secure users without getting in the way.

# Mobilization made easy

- 01** Act now to help your employees **adapt to remote working** and optimize the experience to maximize productivity including how to effectively run large- and small-scale virtual meetings.
- 02** **Immediately deploy or scale the use of collaboration tools, such as Microsoft Teams**, and provide targeted prescriptive guidance for effective productivity for the remotely connected workforce.
- 03** Organize a **rapid deployment task force** today with representation from the business, HR, IT, and Security.
- 04** Equip traditional desktop workers with mobile solutions to provide **secure, remote access to applications and data**.
- 05** Use our experience and take advantage of limited free-use solutions from our ecosystem of **strategic partners** and providers to **rapidly scale your capabilities** to meet new demands.

# Rapid deployment plan

## Assess current state

Analyze your current technology capabilities and your ability to scale out internally, including your current communications plan and support structure



24 hours

## Identify

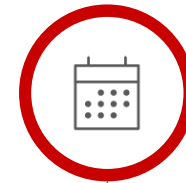
Identify how to leverage your existing technology more effectively



72 hours

## Develop a culture awareness and change plan

Design a change management plan to encourage adoption of key technologies to facilitate person-to-person engagement, internal meetings and even large-scale external events.



5 days

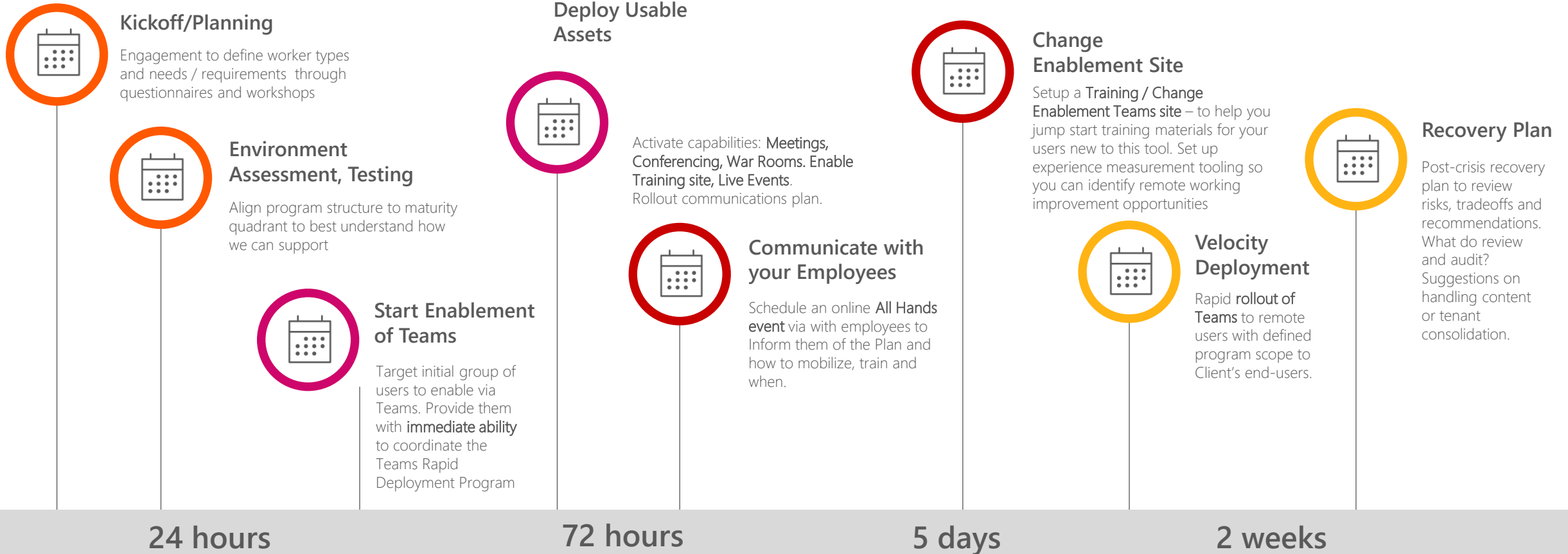
## Rapidly modernize and scale your collaboration capabilities

Rapidly modernize and scale your collaboration capabilities: Identify how to expand your workplace to the periphery, including a focus on home networking, broader networking, security, upgrading other tools and capabilities. Implement your change plan to help employees work and engage successfully at scale.



2 weeks

# Teams rapid deployment



- Teams configuration or deployment started
- Define initial user group for enablement
- Setup provisioning of default Teams sites, War Rooms

- Schedule Live Event All Hands
- Setup Training site with materials
- Rollout communications plan
- Prepare for remote user rollout
- Enable core capabilities for Meetings, Conferencing

- Continue remote user deployment in waves
- Measure and improve remote working employee experiences
- Playbook, recovery plan recommendations

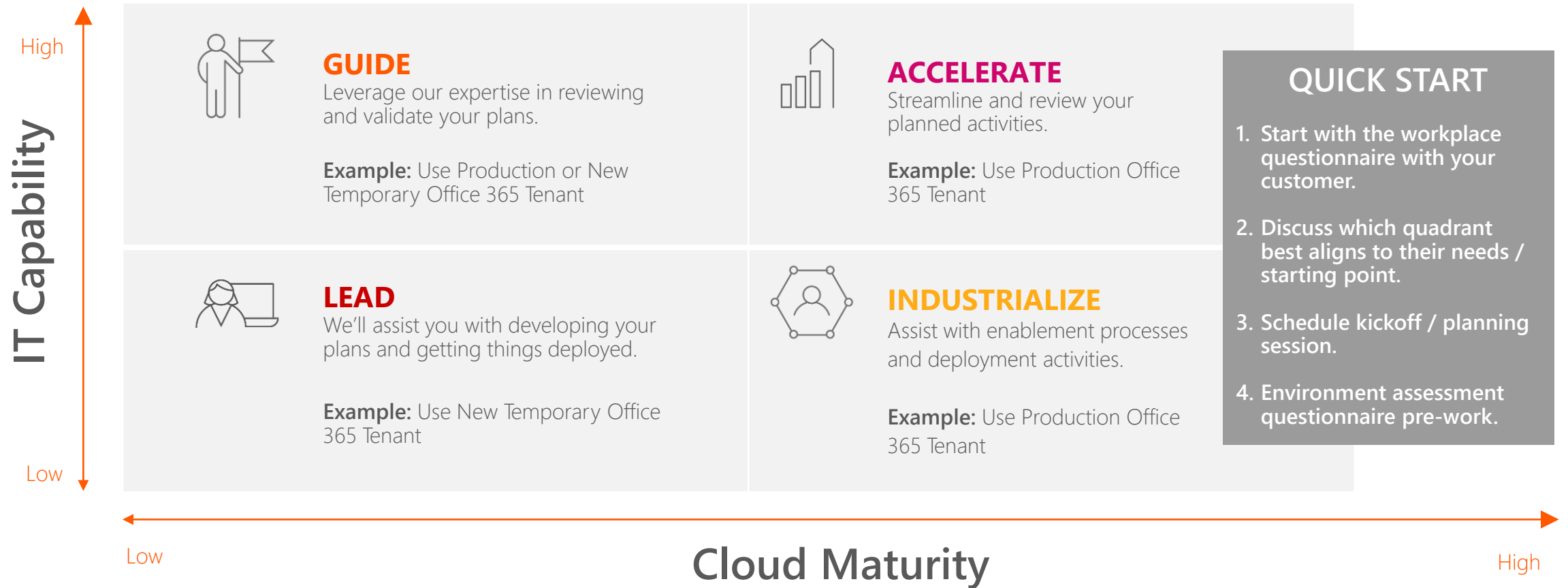


# How do we get started?



# Technology readiness from any starting point...

Based on our joint capability / maturity assessment, we can bring expertise, assets and best practices to provide practical action immediately.



# How we help you move quickly

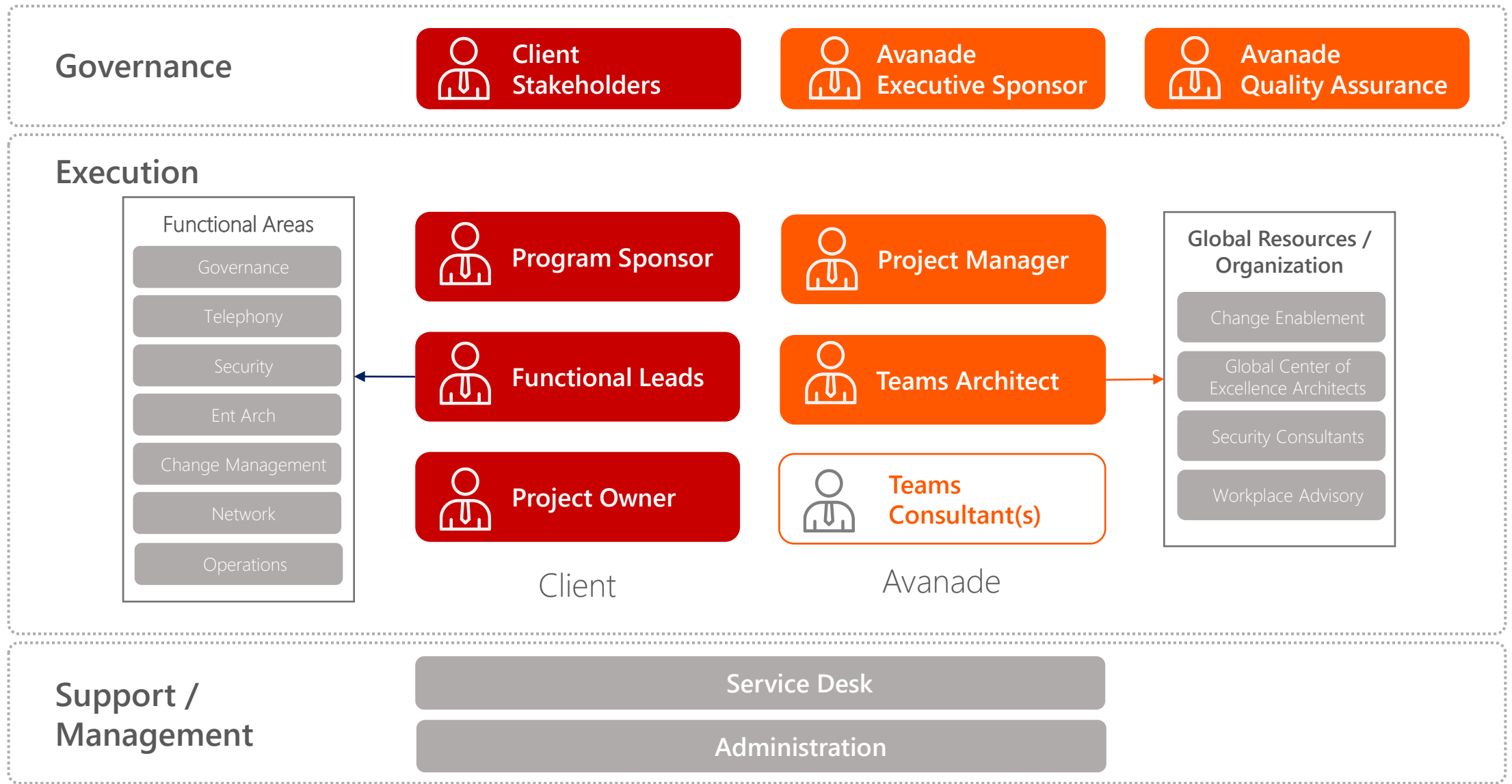
## Assets / Accelerators

- Proven project templates for rapid deployment
- Environment assessments
- Infrastructure discovery scripts and tools
- Deployment and provisioning script libraries
- Governance and compliance planning guides
- Teams quick start templates for war rooms, training
- Training and usage materials
- Workplace change management assets
- Experience measurement frameworks and tools
- 3<sup>rd</sup> Party/eco-system

## Deliverables

- Deployment plan
- Recommendations document
- Training guides (pre-load site and Microsoft training content)
- Governance and compliance guides
- Teams quick start templates
- Risks and remediation recommendations
- Workplace change management recommendations
- Post-crisis recommendations

# Sample program team structure



# Optional components

- Advanced Cloud Service Monitoring
- Remote Worker Service Desk
- Employee News / Communications Portal
- Managed Service
- Productivity Coaching
- Sustained Training / Learning program
- Workplace change management support
- Experience measurement and insights
- Concierge / White Glove user support
- Bulk Teams provisioning
- Ongoing platform review / feature updates planning
- Cloud Proxy Deployment
- Leverage the Microsoft Cloud Service Provider Program (CSP)
- Remote Device Management (Intune/MAM)

# Next Steps:

Execute pre-engagement checklist

Schedule free virtual workshop

Mobilize the team

# Teams rapid deployment program

## WHAT WE OFFER

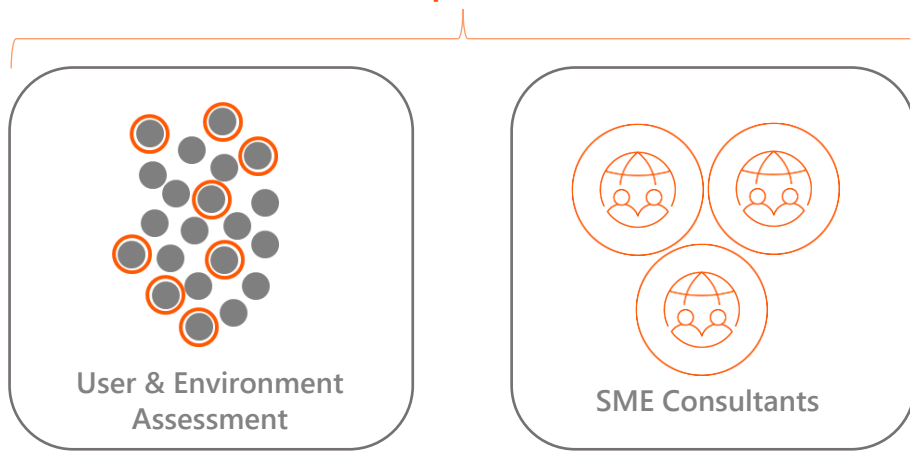
- **Packaged engagement** for a **Fixed Duration** Teams Rapid Deployment Program to provide enhanced remote worker collaboration and capability quickly
- **Accelerated Plan/ Design/ Build/ Test** capability within hours and days vs traditional weeks and months for provide SME assistance, architecture guidance, provisioning and support
- **Assessment** of current remote worker capability prioritizing least technical complexity and highest business value
- **Enablement** of Teams, Security, and Collaboration capabilities and adoption
- **Quickstart Assets** for you to customize your training, communications, and onboarding plans

## WHAT YOU GET TO PROCEED

- Remote Worker Enablement Kit
  - Training/ Communications
  - Migration plan to proceed and common migration scenario alignment
- Remote Worker Enablement
- Post-crisis recovery plan and recommendations

## HOW WE DO THIS

### Remote Workplace Assessment



### Workplace Productivity Studio



# Sample digital hub templates

## Working Remote - Resources Hub



## AVANADE ASSET PROTECTION (AAP) COVID-19 Information & Resources

At **Avanade** your safety and well-being is our top priority. We continue to closely monitor the situation related to **coronavirus (COVID-19)**, following direction from international health organizations, local governments as well as our own safety and security protocols, and actively monitoring the situation through a network of outside experts and organizations that provide us real-time information.

If you have immediate questions or concerns, please contact **AAP** or your **local HR representative**.

### Quick Links:

- Working Remote Resources Hub
- Accenture COVID-19 Global Watch
- WHO - Coronavirus Disease 2019
- CDC - Coronavirus Disease 2019

### Global Guidance

### Employee Comms & Templates

Get the latest updates from our leaders on Avanade's response.

#### Remote work

All Avanade professionals should **work from home**. Local office services are extremely limited; check in advance before visiting an office in person. [Check out these tips to help you work remotely, effectively.](#)

#### Travel restrictions

All Avanade business **travel is restricted**, including ATC locations, and requires approval from Executive - this includes avoiding Avanade or client offices and events with Avanade or clients. If you have been traveling internationally for any reason, please **remain at home** for 14 days after your return.

#### In-person training

All in person training has been moved to **virtual training or deferred**.

**Note:** Remember to review [Accenture's Global Watch](#) site for the latest information.

## Key Facts

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

[Printer friendly version](#) [1 page]

For up-to-date information, visit CDC's coronavirus disease 2019 [situation summary page](#).

FACT 1

Diseases can make anyone sick regardless of their race or ethnicity.

Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

FACT 4

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose.



# Appendix



# Engagement Example

## Common Scope Deliverables:

- Remote Worker Enablement Kit
  - Training / Communications for Teams enablement & remote worker
  - Migration plan to proceed and common migration scenario alignment
- Remote Worker Enablement
  - Bulk enablement execution for Teams Unified Communication for 10k users
- Post-crisis recovery plan and recommendations
  - Governance and compliance guides
  - Risks and remediation recommendations
  - Workplace change management recommendations

## Customer Requirements

- Active engagement and accelerated participation as part of this engagement across operations, OCM, and security
- Sufficient credentials, network bandwidth, licensing, access to SMEs, support, executive sponsorship, end point device management, and Microsoft service availability
- Activation per provided guidance for IT & End User for training, communications, and operations

## Optional Components

- Additional complexity or users
- Tenant provisioning & management
- Additional OCM/ Training/ Communications Customization
- Post-Crisis Remediation Activities
- White Glove Support
- Custom Security Remediation & Management
- Mobile Device Management
- Managed Services, CSP, or Device as a Service

# Rapid Teams Deployment - High Level Plan Example

