



Microsoft Teams

Enabling Hybrid Meetings



Rethinking the office

Many people have spent both time and money setting up the perfect homeworking environment – so why would they want to go to an office?

A poll by Gartner [*] suggests that the top 5 uses of the office are:

1. Networking and socialising
2. Informal collaboration (e.g. brainstorming, ideation)
3. Formal collaboration (meetings)
4. Client meetings
5. Learning and development

A depersonalised, sterile office space is likely to alienate employees who have created a fabulous work cave at home. Offices are now effectively competing with other work locations as a choice for employees – including both the home, and local co-working spaces

The function of offices was changing pre-pandemic. They were becoming collaboration tools, rather than places where we went to do deep, concentrated work. But this period of social isolation has taught us that offices are also a powerful way to create community and social connection, especially for younger employees and new recruits.

If we think of offices as places where we socialise, collaborate and create community, we probably wouldn't design them as lines of desks (factory optimised for maximum number of backsides on seats). This is reflected in the ways that office designs have been evolving into a plethora of Teams rooms, pods, nooks, booths, plazas (serving fabulous food and drink) and libraries (for quiet work) [**].

• Gartner (2021), The Purpose of a Workplace when work happens anywhere webinar poll, March

** Forbes (2021), These architects popularised the open office. Now they say 'The Open Office is Dead, 19/04/21, <https://www.fastcompany.com/90626329/these-architects-popularized-theopen-office-now-they-say-the-open-office-is-dead>

Planning for Collaboration

The role of the office in supporting wider organisational, team, task and individual employee purpose needs to be made crystal clear.

An analysis by Microsoft [*] showed that, between February 2020 and February 2021:

- Time spent in Microsoft Teams meetings more than doubled (2.5x)
- Meetings got, on average, 10 minutes longer as the pandemic continued – up from 35 to 45 minutes
- Employees sent 45 percent more chats per week and 50 percent responded to chats within 5 minutes
- 62 percent of meetings were unscheduled and ad hoc

Understand the Needs

Flexible work is here to stay, your employees will continue to want to work in a hybrid mode and in an environment that meets their collaboration needs.

BT will help you with a persona and space assessment and help build a Spaces strategy

Design the Spaces

Using our learning in introducing our Better Workplace model we can help you define spaces for:

Me – Individual breakout spaces for concentrating or joining meetings without disturbing others

We – Smaller meeting spaces with Teams Room Systems to present and share locally and remote

Collaboration – Large open collaboration spaces with portable Surface Hubs

Build and Connect

Key to all these spaces is connectivity. BT can help you connect, with our best in class capabilities we can help you with the Network Assessment to ensure your meeting spaces are always on.

We can supply you with the Meeting Room Devices to build out these areas and ensure they are always connected with our suite of fixed and wireless network products

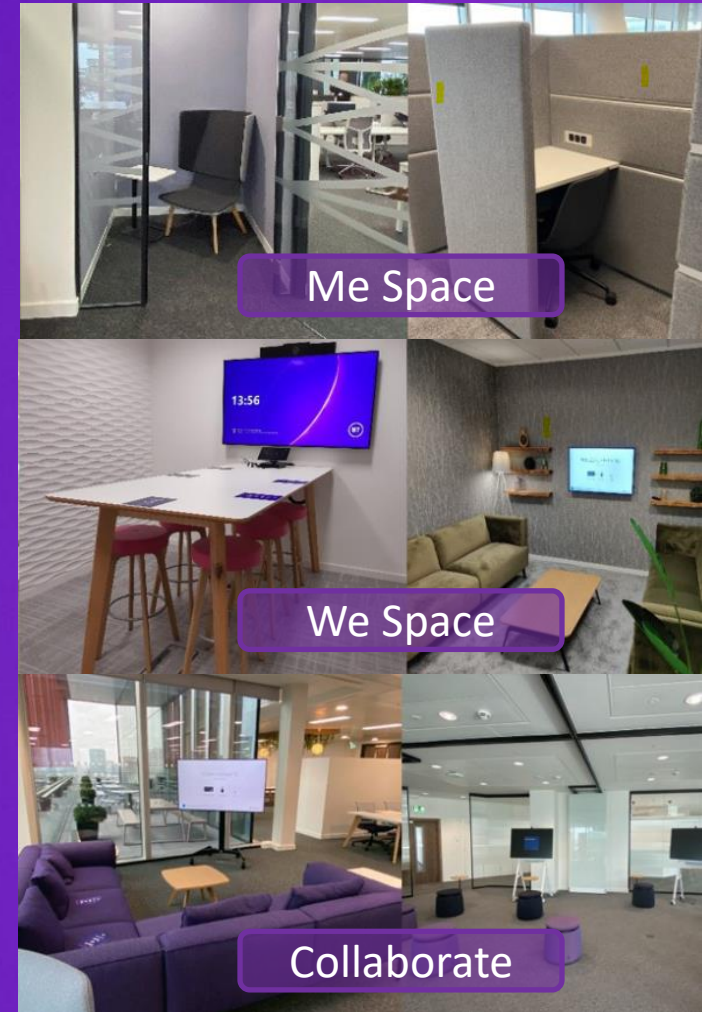
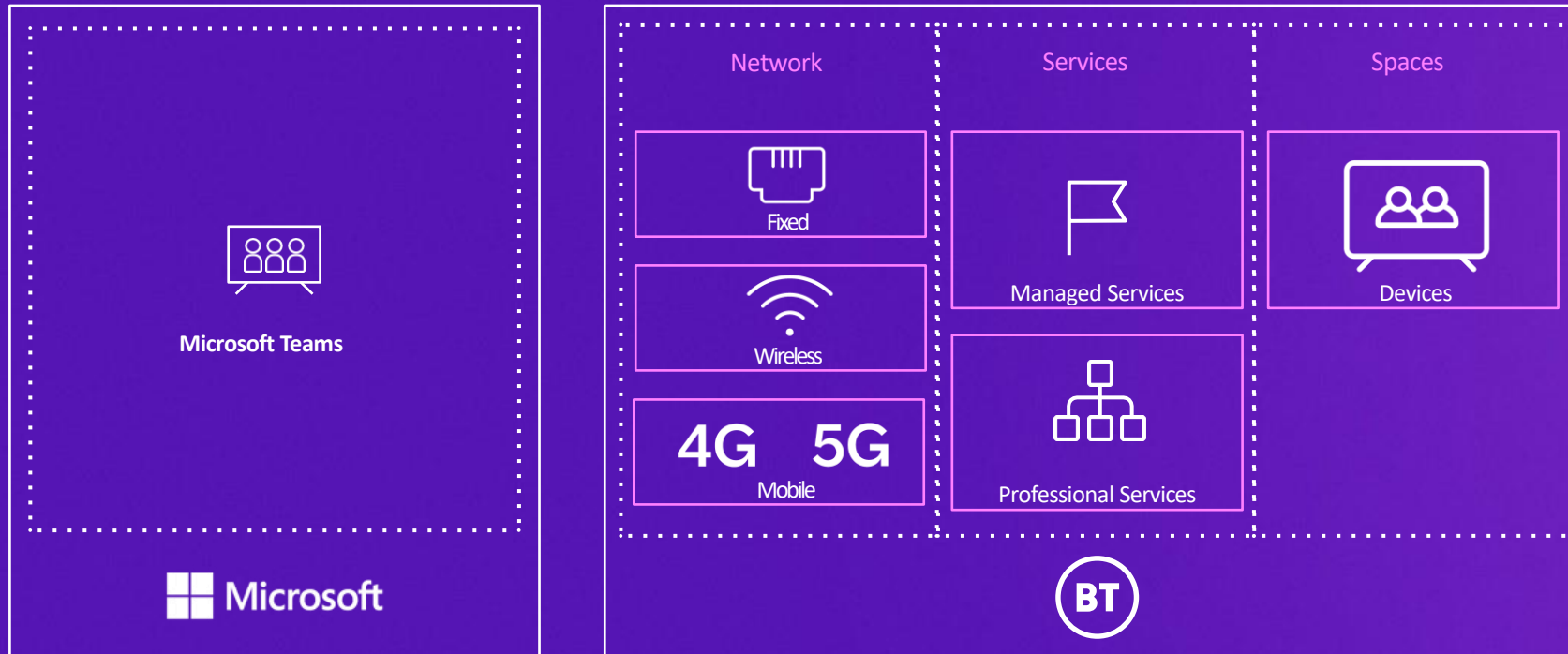
* Microsoft (2021), The Next Great Disruption Is Hybrid Work – Are We Ready? March <https://www.microsoft.com/en-us/worklab/work-trend-index/hybrid-work>



Introducing Meeting Rooms with Microsoft Teams

For hybrid working to work well, physical spaces need to be optimised for lights, camera, and action – with HD video cameras, acoustics, noise cancelling speakers/ headsets, digital whiteboards, good connectivity, branding, camera angles and lighting.

Since people are likely to breakout beyond meeting rooms and into communal areas, the WiFi, wireless LAN (WLAN) and in-building 5G will also need to be designed for seamless connection wherever people happen to roam.



Enabling Hybrid Meetings Workshop

In a typical Hybrid Meetings Workshop we will cover:

Persona Assessment
Understand how your colleagues want to work and how they collaborate.

Spaces
Explore the spaces and moments that matter in a colleagues daily working routine

Network Evaluation
Understand the network challenges and recommend any further workshops needed to assess any changes/upgrades required to support spaces.

Skills Assessment
Understand the current skills level and help identify training and adoption needs

Devices
We can help you understand the range of supported teams devices and recommend the best fit for the Personas and Spaces identified

To continue your journey to Hybrid Meetings BT can offer:

Professional services
Leave the design, delivery and project management to us. We'll work with you to create a strategy for Meeting rooms and integration with your Teams environment

Managed services
We can look after the day-to-day of your Unified Communications (UC) estate, including voice or meeting changes. So you can focus your energy on building your core business.

Devices
Choose from our recommended range of meetings devices, including handsets, headsets, speakerphones and room-based systems. We can supply and install devices from leading vendors like Microsoft, Poly and Jabra.

All underpinned by:

A network that won't let you down
Our network is the biggest in the UK, covering 99% of UK premises. We handle 1.5 bn business calls a year and offer 99.9% availability. We're also trusted by some of the UK's most critical services, including the MoD, police and London Ambulance.

Decades of experience
We've been voice specialists since we began in 1981. With this experience on your side, you'll get a layer of knowledge that's hard to recruit.

End-to-end security
More than 3,000 cyber-security experts protect our networks 24/7. We build end-to-end security into all of our network solutions. So you can embrace change, without compromising your data or reputation.



Taking the next steps on your Meetings journey

Engage with your BT Account Team

Speak to your BT Account manager who will set you up with an initial call with one of our Teams Specialists who will guide you through the next steps.

Come and visit a BT Better Workplace

Speak to your BT Account manager about coming into a BT Better Workplace to visualise to new Spaces and work modes



