MICROSOFT TEAMS

Our workplaces are changing and collaboration amongst disparate teams have become key to the success of an organization as it impacts employee productivity and time. A reputed research firm has mentioned that "~ 70% of employees will be working remotely by 2020". We also observe that employees spend nearly half of their time on collaboration. As mobility will increase, security will become more complex while collaboration will have to become easier. We see that 'Microsoft Teams' is one of the most sought after solution to address these challenges.

Microsoft Teams, a hub for teamwork, is a customizable workspace in Office 365 that offers secure group chat, online meetings, calling, web conferencing, collaboration on fil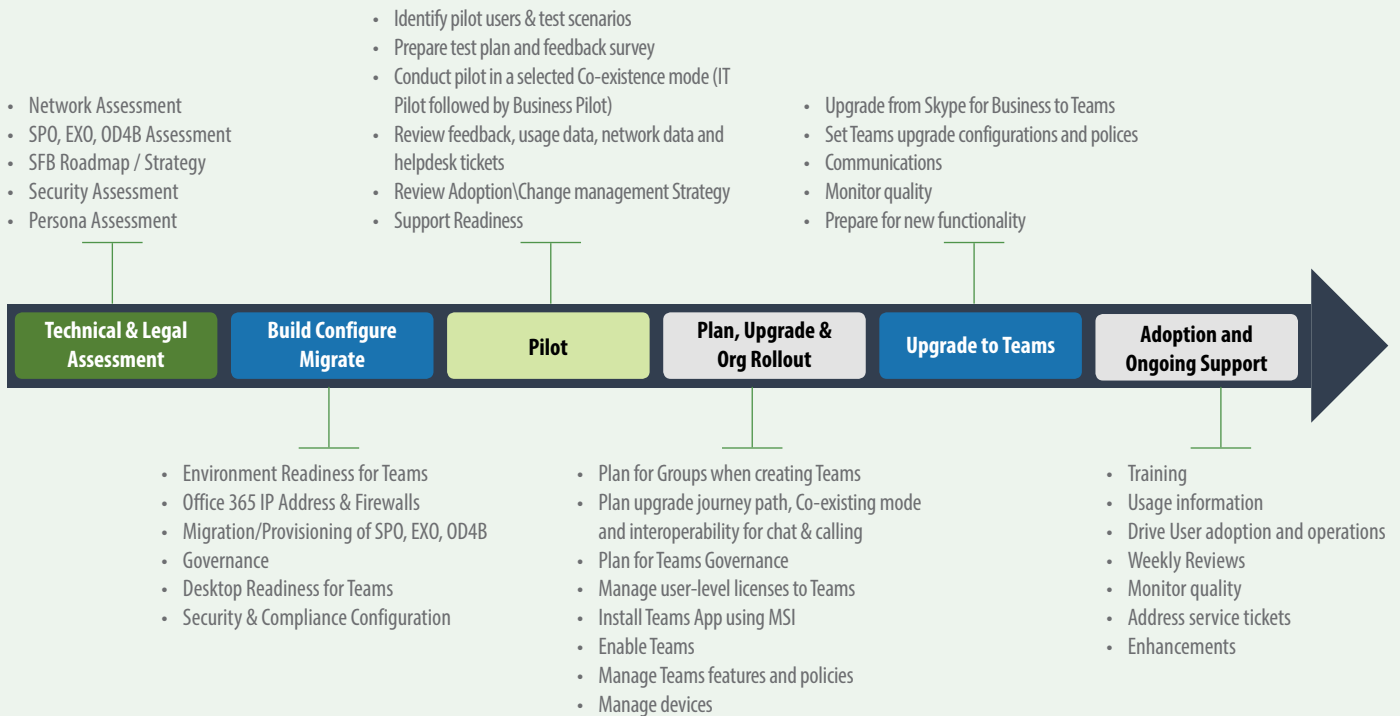es, integration of Microsoft apps and third-party services. This solution offers immersive experiences with enterprise-grade security. Teams will be part of our larger O365 collaboration offering. We are very excited to go full throttle in taking this offering to our clients and deliver unparalleled benefits of combining Microsoft Teams's strengths and our consulting, implementation and operations expertise. Below is the snapshot of our offerings in this space.

Our 'Teams' Service Offerings

Consulting Services

- Business Case Definition
- Network Assessment
- Persona Assessment
- Organization Change Management

Implementation Services

- Teams Migration
- Readiness Planning and Implementation
- New Version Rollout/ Upgrade
- User Adoption and Training

Operations Services

- 24X7 Operations' support
- Governance & compliance
- Incident & Escalation Management

Integration Services

- Custom Tabs
- Intelligent Bots
- Adaptive Cards

Our Skype for Business to Teams Implementation Approach

- Network Assessment
- SPO, EXO, OD4B Assessment
- SFB Roadmap / Strategy
- Security Assessment
- Persona Assessment

- Identify pilot users & test scenarios
- Prepare test plan and feedback survey
- Conduct pilot in a selected Co-existence mode (IT Pilot followed by Business Pilot)
- Review feedback, usage data, network data and helpdesk tickets
- Review Adoption\Change management Strategy
- Support Readiness

- Upgrade from Skype for Business to Teams
- Set Teams upgrade configurations and polices
- Communications
- Monitor quality
- Prepare for new functionality

| Technical & Legal Assessment | Build Configure Migrate | Pilot | Plan, Upgrade & Org Rollout | Upgrade to Teams | Adoption and Ongoing Support |

- Environment Readiness for Teams
- Office 365 IP Address & Firewalls
- Migration/Provisioning of SPO, EXO, OD4B
- Governance
- Desktop Readiness for Teams
- Security & Compliance Configuration

- Plan for Groups when creating Teams
- Plan upgrade journey path, Co-existing mode and interoperability for chat & calling
- Plan for Teams Governance
- Manage user-level licenses to Teams
- Install Teams App using MSI
- Enable Teams
- Manage Teams features and policies
- Manage devices

- Training
- Usage information
- Drive User adoption and operations
- Weekly Reviews
- Monitor quality
- Address service tickets
- Enhancements

> Leverage Infosys Teams Governance Tool for managing Teams life cycle management, Security, Compliance and Reporting features

Our Teams Governance Tool

Infosys built Governance Tool solves challenges Organization face with Teams

Automation

- Teams Lifecycle management - Teams Provisioning and Archiving.
- Naming Policy
- Teams Classification
- Organize Teams by Departments/ Projects

Security & Compliance

- Manage Guest / External Access
- Teams App Management
- eDiscovery
- Retention
- Audit

Reporting

- Teams With Guests
- User Access to Teams
- List of Teams and their Owners / Orgs / Projects

Our Own Story

Infosys®
Navigate your next

- We are a 200,000 employees company with offices in 50 Countries. We aim to increase the employee productivity via Collaboration by leveraging "Microsoft Teams"

- A 30% increase in productivity within Teams and 50% faster response using mobile

For more information, contact askus@infosys.com

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