

Logicalis

Return to Office

Hybrid Collaboration

<Date> <Day>

Presented By <First name> <Surname>



The current situation...

In response to the Covid-19 outbreak, many organisations around the globe were compelled to bring about difficult IT changes at a rapid pace.

The immediate need to enable employees to work from home, saw many companies utilise Microsoft Teams in haste.

Due to the continuing expectation for remote and flexible work patterns amongst employees, we know that the future of work in Australia, will be hybrid with a workforce spread across on-premises offices and staff working from home .

Organisations are now faced with new challenges.



Remote work challenges and ways to overcome...

- ▶ Remote work has made it challenging to maintain personal connections and enable serendipitous problem-solving that often happens in the office.
- ▶ Studies show that voice is the human signal that creates understanding and connection, and therefore helps build positive professional relationships.¹
- ▶ Voice calling can help restore connections and build new ones with colleagues and customers.
- ▶ Analytics helps customers understand how staff are collaborating, and provides insights and recommendations to improve productivity and wellbeing.
- ▶ Employee experience should be captured with analytics to understand the utilisation, and how staff are collaborating.



Return to Office Hybrid Collaboration

Logicalis Australia has partnered with Microsoft to provide an offering for organisations that enables collaboration in a hybrid working environment. Our combined offering includes:

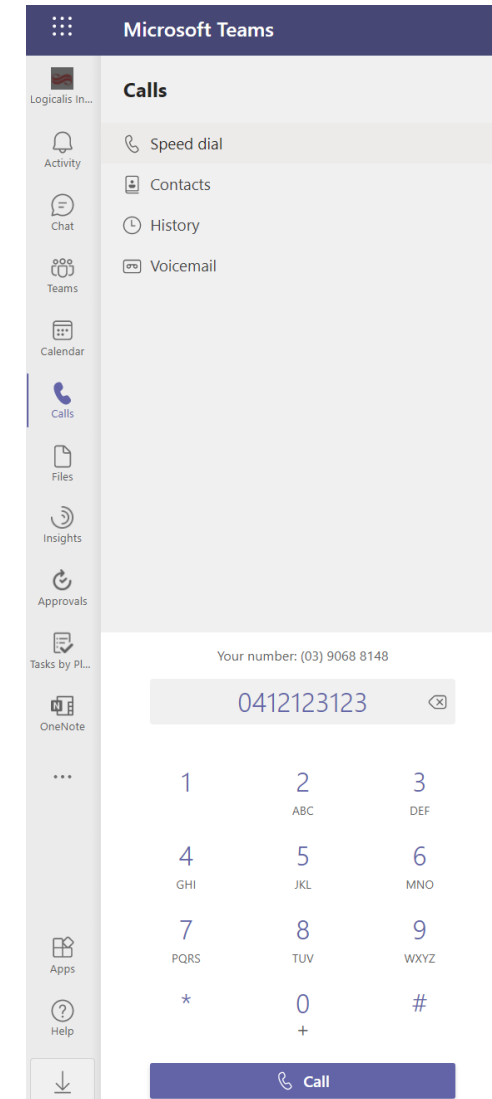
- ▶ Provides solutions that enable modern capabilities and devices, while providing legacy features.
- ▶ Offers modern calling solutions (UCaaS) that are cost-effective and easy-to-manage.
- ▶ Ensures users working from home are not limited when collaborating with staff in the office(s).
- ▶ Enables management to measure and improve the productivity of staff with the use of analytics.



Teams Calling

Logicalis Australia, backed by a certified Australian telecommunications carrier offer a Teams Calling (UCaaS) hosted platform:

- ▶ Highly-available
- ▶ Multi-geographic
- ▶ Multi-carrier
- ▶ Per-SIP pricing model
- ▶ PAYG and Unlimited plans
- ▶ 13/1300/1800 and DID number ranges
- ▶ Call Centre integrations
- ▶ Cloud-based customer reporting portal (API)
- ▶ Custom configurations e.g., analogue devices ATA, normalisation, SIP hand-off to WebRTC, migration and porting



Productivity Score

Productivity Score supports the journey to digital transformation with insights about how your organisation uses Microsoft 365 and the technology experiences that support it. Your organisation's score reflects people and technology experience measurements and can be compared to benchmarks from organisations similar in size to yours.

It provides:

- ▶ Metrics to help you see where you are on your digital transformation journey.
- ▶ Insights about the data to help you identify opportunities to improve productivity and satisfaction in your organisation.
- ▶ Recommended actions you can take to help your organisation use Microsoft 365 products efficiently.

We provide metrics, insights, and recommendations in two areas:

- ▶ People experiences
- ▶ Technology experiences

Home > Productivity Score

Dark mode

Productivity Score

Productivity Score provides insights into your organization's digital transformation journey through its use of Microsoft 365 and the technology experiences that support it. Your organization's score reflects people and technology experience measurements and can be compared to benchmarks from organizations similar to yours.

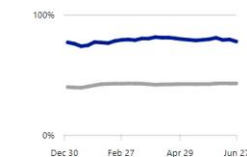
 **Special report - Business Continuity**
Learn more about the impact of the shift to remote work.

People experiences

Communication

Organizations that use a variety of ways to communicate support different work styles, needs, and preferences.

78% of the people in your org use two or more modes to communicate.

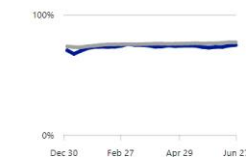


■ Your organization
■ Peer benchmark

Meetings

When people use online meeting tools effectively, they can save up to 104 minutes a week.

75% of meetings in your org follow one or more meeting best practices.

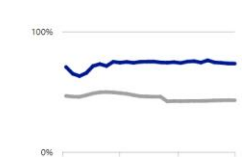


■ Your organization
■ Peer Benchmark

Content collaboration

When people collaborate with online files, they can save up to 100 minutes a week.

73% of the people in your org collaborate with online Microsoft 365 files.



■ Your organization
■ Peer benchmark

Teamwork

Mobility

Your organization's score: 73%

Total score: 580/800 points



Your organization's Productivity Score is the total of its people experiences and technology experiences scores, which are each comprised of several categories of data. Scores are not provided at the individual user level.

Score components **580/800 points**

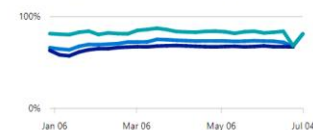
People experiences: 333/500

Technology experiences: 247/300

▼ Peer benchmark

Learn about how your org's score is calculated

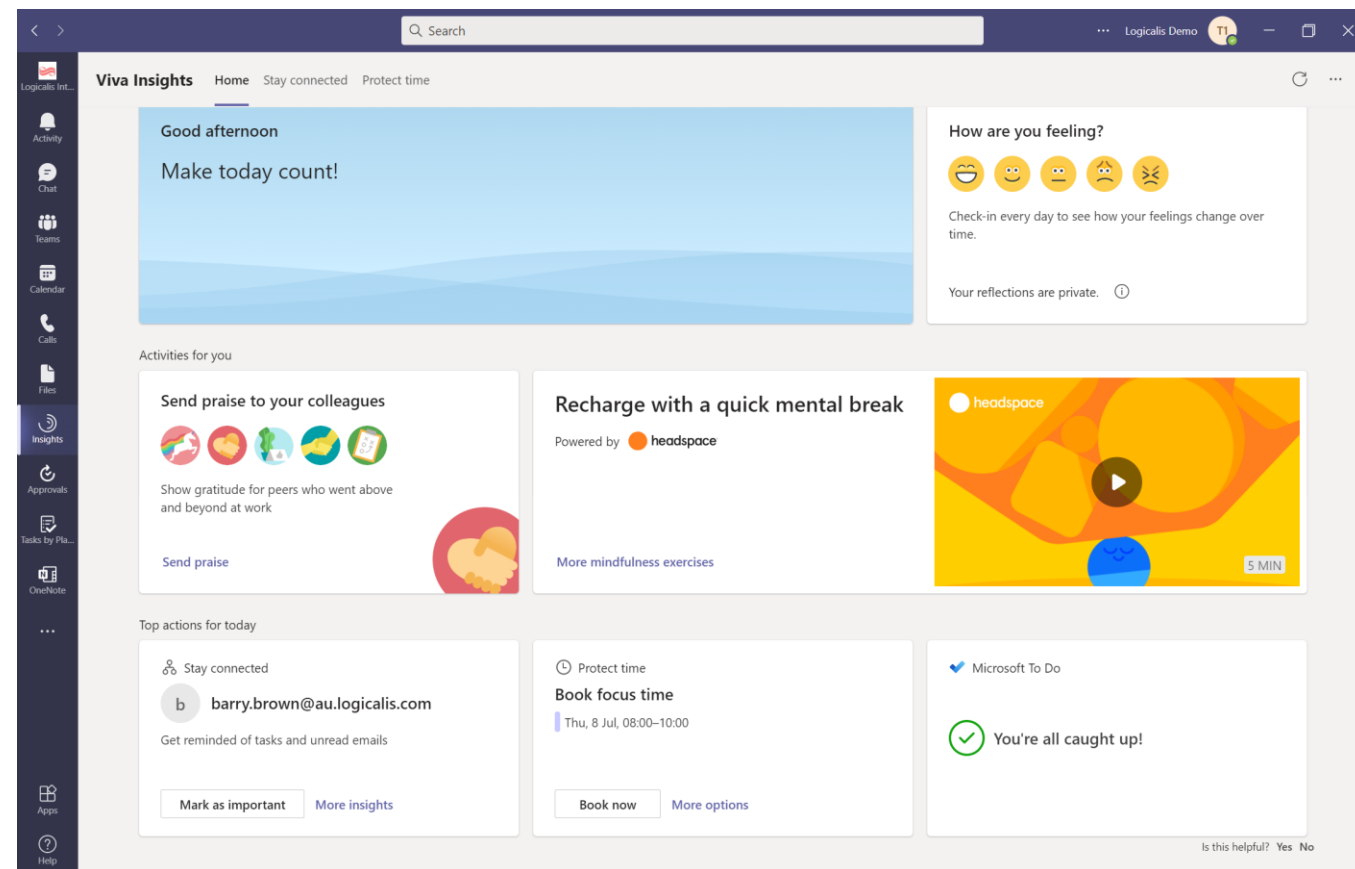
Your organization's score history



Viva Insights - Teams

Microsoft Viva Insights integrated in Teams provides personalised recommendations to help you do your best work. Get insights to build better work habits, such as following through on commitments made to collaborators and protecting focus time in the day for uninterrupted, individual work.

- ▶ **Stay connected** – Stay on top of your collaboration with colleagues through features such as AI-based task suggestions and meeting assistance.
- ▶ **Protect time** – Find more time to eliminate distractions, stop multi-tasking, and focus on your core priorities.
- ▶ **Send praise** – Send acclaim to your employees and co-workers, either in a private chat or in a Teams channel conversation.
- ▶ **Reflect** – Take a moment to check in with yourself, to reflect on how you're feeling.
- ▶ **Headspace** – Experience a guided meditation from Headspace.
- ▶ **Take a break** – During your workday, take an occasional one-minute "breathing break."
- ▶ **Start a virtual commute** – Mindfully close out your workday.
- ▶ **Use Microsoft To-Do** – Take action on a task in your to-do list.



Microsoft Teams Rooms

Microsoft Teams Rooms bridge the gap between in-person and remote attendees, so everyone can be seen, heard, and fully participate – whether they are working in small, medium or large meeting spaces. Experience inclusive, hybrid meetings today and take a look at what's coming to make meetings feel more natural and immersive. Logicalis can assist with the following:

- ▶ Technical requirements for Microsoft 365 services
- ▶ Integration and implementation
- ▶ AV drawings and schematics
- ▶ Audio commissioning and engineering
- ▶ Offerings from multi-vendors
- ▶ Seamless design and integration with Licensing
- ▶ Naming convention
- ▶ Creation and automation
- ▶ Security
- ▶ Networking
- ▶ Cloud Video Interop
- ▶ Training and adoption



The POC offering

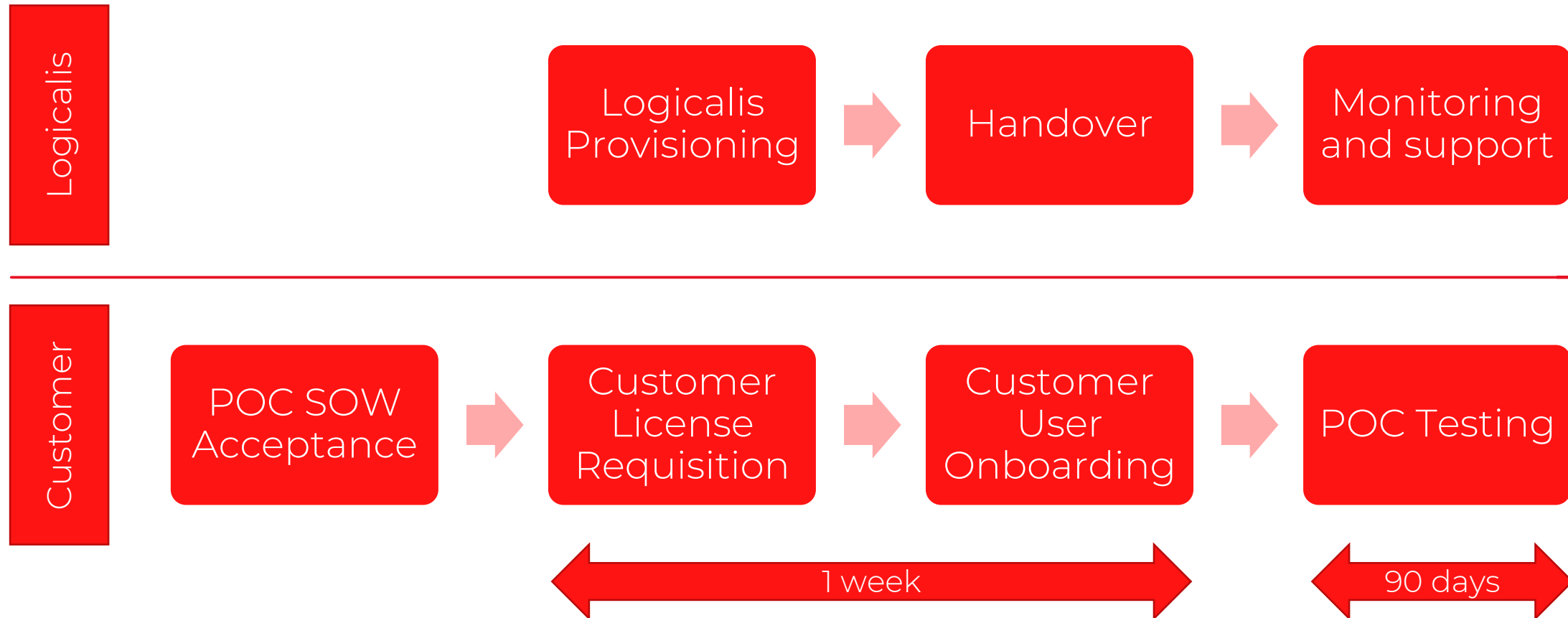
Logicalis Australia is offering the following customisable package as a Proof of Concept:

- ▶ Customer tenant onboarded to Logicalis Australia's Microsoft Teams Calling hosted platform
- ▶ Teams Admin Centre policies and settings configured (Calling)
- ▶ 90 days of included calls to standard, national and mobiles phones
- ▶ 1x 100 DID telephony range
- ▶ Onboarding of up-to 30 users in Teams Calling
- ▶ Enablement of Productivity Score benchmark report (people experiences) at start and end of project.
- ▶ Implementation of Viva Insights in Teams (for pilot users)
- ▶ Microsoft Teams Rooms workshop



POC implementation overview

The following timeline outlines the POC implementation schedule from a high-level overview of the onboarding process.



Questions?

Thank you!

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