

# HOW TO IMPLEMENT COLLABORATIVE WORKING ON AN ENTERPRISE-LEVEL



## Collaboration: The New Normal

The workplace is changing. People are shifting more work outside of the normal 9–5 business day. The ability for employees to work from nearly any location – most clearly demonstrated during the COVID-19 pandemic – is now crucial to organisations.

This is leading to an increase in digital collaboration where dispersed workers and teams find new ways to connect and move projects forward. Not only are team members using video, chat and messaging apps alongside cloud file sharing tools, for real-time collaboration, they are using these tools together more than ever.

Even before coronavirus changed the landscape of working, employees were starting to collaborate more with one another. Deloitte<sup>1</sup> notes that “there has been a noticeable shift over the last five years towards collaboration being driven by willingness to share knowledge and learning.”

It is estimated that the amount of time employees spend in meetings, on phone calls, or answering emails has increased roughly 50 percent and now takes up 80 percent or more of their time<sup>2</sup>. They are on twice as many teams within the workplace as they were five years ago, with Generation Z using text and chat more than any other generation, rating chat almost as favourably as an in-person meeting<sup>3</sup>.

“Work is no longer constrained by a physical place or specific time of the day. Distributed, empowered teams can access resources and collaborate, effectively and securely,” says IDC<sup>4</sup>.

IDC forecasts that by 2021, 60 percent of the top global 2000 companies will have adopted a future-workspace model: “a flexible, intelligent, collaborative virtual/physical work environment”, to improve employee experience and productivity.



### Collaboration: The Benefits

Organisations cite numerous benefits of increased collaboration between team members, including more engaged employees, better productivity and faster processes, meaning a more agile organisation overall. In addition, connecting various teams in complex business and cultural environments promotes common goals, fosters shared values and can help build relationships.

Research shows that almost three-quarters of employees who work in organisations that leverage the latest technology solutions report a positive impact to their productivity, and 70 percent cite improved collaboration<sup>5</sup>.

Employers also understand they must make it simple to communicate and collaborate with co-workers – 80 percent of businesses say that by enabling their employees to work from anywhere, they can recruit and retain top talent<sup>6</sup>.

# Technology Is Fuelling Teamwork

Technology is driving and enabling greater collaboration in the modern workplace.

The Microsoft Surface range has been designed with collaboration, creativity and productivity in mind. Partnered with the cloud-based Microsoft 365 platform, the Surface series of Windows 10 hybrid tablets and touchscreen laptops give employees the freedom to work how they want, where they want, without sacrificing security.

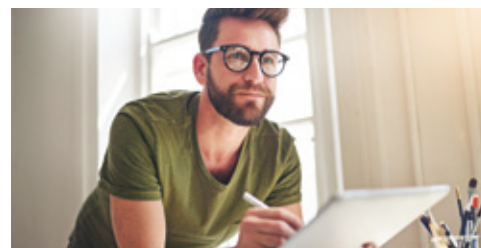
As part of Microsoft 365, Microsoft Teams combines comprehensive calling and meeting capabilities, bringing together conversations, video, meetings, files, Office apps, and third-party integrations into a single hub.

With Teams, both information and frontline workers can find what they're looking for quickly, using powerful, integrated search capabilities and built-in access to SharePoint, OneNote and Planner.

Word, Excel, PowerPoint, Power BI and Delve are also built in, with all the familiar applications, and the information workers need at their fingertips.

Microsoft Teams is most effectively leveraged on a Surface device. Vivid PixelSense touchscreens plus premium cameras, mics, and speakers bring everyone together in true-to-life, real-time detail, for more personal-feeling interactions and stronger collaboration. Surface also runs your Office apps no matter where you are, with all-day battery life for uninterrupted productivity.

In addition, features and capabilities including Pen, Touch, Dial, and 3D in PowerPoint alongside collaboration features in Microsoft Teams are streamlined using Microsoft 365-powered Surface devices.



- Pull up documents directly, securely store files where the right people can access and update them, and quickly jump into calls and meetings, as easily as (if not more easily than) in-person
- Record meetings so co-workers can catch up later, and receive automatically generated transcripts
- Brainstorm using inking with Surface Pen and whiteboarding features to create and capture thoughts
- Collaborate in real-time on group documents and projects so projects are completed more quickly and efficiently
- Take the risk out of collaborating remotely; connect securely from any public place using LTE Advanced features for consistent 4G data speeds, instead of risking unreliable or non-existent Wi-Fi.

## How Can I Implement a Collaboration Strategy?

The outcomes of greater collaboration can be significant, across every department in the enterprise<sup>7</sup>. However, implementing a collaboration and teamwork strategy can be a challenge<sup>8</sup>.

Surface and Microsoft Teams are a perfect fit. However, at CDW we still know that there is no such thing as 'one-size-fits-all' when it comes to user needs – every person and organisation is different. CDW will tailor a solution for your own 'perfect fit', architecting the right solution based on your individual challenges, your environment and your business goals. CDW can also provide a host of adoption services, from migration and deployment to training and ongoing support.

At CDW we are fully-accredited in competencies that span the Microsoft solution stack, so starting at the design phase and supporting customers well into post-deployment, CDW's pre-sales engineers and solution architects ensure that collaboration delivers real benefits to your business.

- CDW offers expertise across devices and platforms to ensure that however your employees want to work, they're supported
- A dedicated CDW account manager will be on hand to support you for the duration of the partnership
- To optimise your infrastructure, we carry out extensive system audits, analyse the existing infrastructure and identify any necessary upgrade needs

And because collaboration is enabled by cloud technologies, CDW also offers a robust suite of services such as CloudCare<sup>®</sup> for Microsoft 365 and Azure, with both professional and managed services to get you started on your collaboration journey, and ensure your organisation continues to reap the benefits that modern teamwork can deliver.

With working practices no longer defined by traditional office-based structures or culture, collaboration will be the cornerstone for success in the modern workplace.

Speak to CDW to see how we can help you get more out of collaboration.

<sup>1</sup> <https://www2.deloitte.com/uk/en/pages/energy-and-resources/articles/collaborating-for-success-making-the-most-of-UKCS.html>

<sup>2</sup> <https://www.microsoft.com/en-us/microsoft-365/blog/2018/04/19/new-survey-explores-the-changing-landscape-of-teamwork/>

<sup>3</sup> <https://www.microsoft.com/en-us/microsoft-365/blog/2018/04/19/new-survey-explores-the-changing-landscape-of-teamwork/>

<sup>4</sup> <https://blogs.idc.com/2019/02/19/the-future-of-work-preparing-for-the-new-normal/>

<sup>5</sup> [https://www.arubanetworks.com/assets/eo/Aruba\\_DigitalWorkplace\\_Report.pdf](https://www.arubanetworks.com/assets/eo/Aruba_DigitalWorkplace_Report.pdf)

<sup>6</sup> [http://contact.regus.com/GBS18\\_Report\\_Download\\_Request#.ga-2.44022501.1194596182.1528367207-975129139.1528367207](http://contact.regus.com/GBS18_Report_Download_Request#.ga-2.44022501.1194596182.1528367207-975129139.1528367207)

<sup>7</sup> <https://techcommunity.microsoft.com/t5/microsoft-teams-blog/how-different-departments-can-benefit-from-microsoft-teams/ba-p/134653>

<sup>8</sup> <https://products.office.com/en-gb/microsoft-teams/art-of-teamwork-guide>

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