

# WORKPLACE EXPERIENCE



## It's time for Teams

Secure, remote and at scale collaboration in Manufacturing

### Manufacturers are turning to Teams

The current global disruption has affected every industry, organisation and person. It's time to rethink the way ahead to ensure you are prepared for the next challenge. In today's world of uncertainty and rapidly changing market dynamics, manufacturers require even-greater collaboration to account for a globalized and evolving workforce, increasingly complex production methods and geographically challenged supply chains.

Microsoft's hub for intelligent collaboration (Teams), adds resilience to your core manufacturing operations and is being embraced by diverse sub-sectors including industrial equipment, consumer goods and services, manufacturers to oil and gas producers.

For the engineers, information workers and first-line operators who are now working from home, Microsoft Teams can help enable your organization's remote working strategy. With a growing community of 75 million daily active users, Microsoft is constantly developing new solutions to encourage collaboration, connection and engagement amongst employees.

#### BP's CEO Bernard Looney

regularly communicates about his positive experience using Teams to connect with his new 'remote' workforce.

### Enabling the new workplace experience

Microsoft Teams, perhaps the most revolutionary component of Microsoft 365, is a broad and continually expanding canvas for the new workplace experience. [Teams is the only solution](#) today with meetings, calls, chat, collaboration, business process workflows, integrated UX, and secure.

Most industries are having some difficulty hiring and retaining the right employees. But for most manufacturers, with an aging workforce and a focus on digital transformation, the demand for talent agility is even more acute. Manufacturers are looking for effective ways to attract, train and keep the right employees. A combination of the technology provided by Teams and Avanade's industry expertise can help make the multi-generational workplace a competitive advantage.

Similarly, manufacturers are also searching for answers on how to turn their employees from a "make and sell" mindset, into one that brings them closer to their customers. Microsoft Teams can help to meet this challenge, by improving design practices, enhancing product demand analysis, helping adjust production to meet demand and facilitating more efficient supply chain cycles.

Promising greater creativity, responsiveness, profitability and growth, it could become the new DNA of your business.

## Possibilities beyond your expectations

Teams is far more than the sum of its parts— but even those parts are impressive. Most manufacturers are aware of Teams capabilities as a communications platform, but many haven't explored how Teams can be used as a collaboration, application and integration platform to create rich experiences for employees.

Beyond the traditional unified communications capabilities, manufacturers and operators have deployed innovative solutions with Teams into paging systems, production facility communications and are looking into the integrated platform across messaging a meeting with SMS gateways, forthcoming "walkie-talkie" features, WiFi devices and smartphones.

This feature-rich platform opens a world of possibilities for you, including the ability to:

- Redesign new production methods, core operations and business processes, for e.g., intelligent, more efficient supply chain solutions, work force management optimization, integrating solutions from new technologies and real-time, personalized interactions with partners.
- Remote Assist can unlock new service and support capabilities across your organizations – leveraging augmented reality, real time communications along with ticketing, scheduling and expert communities, for e.g., manufacturers have used Remote Assist to enhance their local field service capabilities where travel limitations on expert staff would have delayed inspections or maintenance.
- Create powerful custom apps more quickly and easily so management can set up multiple communication channels across your key workers within the production ecosystem and wider supply chain for e.g. reacting to market dynamics with critical component or product design changes can.
- Promote a better and more integrated employee experience by keeping your workforce engaged and motivated with seamless team engagement, 'off-shift' management and using Teams as a platform to upskill your key workers for e.g. integrating Teams with the latest emerging technologies such as mixed reality has proven to be an excellent tool for new entrants, apprentices or existing workers.
- Collaborate securely to ensure innovative applied manufacturing solutions are developed in a risk-free manner and supply chain logistics are managed in an efficient way from product release and/or recall, to managing a complex change order.

## For wherever you are in your workplace journey

Teams can help accelerate your workplace journey and create real value for your employees and customers:



### Modern platform

Teams is an essential technology for companies that want the most modern workplace platform and want to remain current with continual upgrades to their workplace tools.



### A canvas for collaboration

Companies that want to move beyond standalone workplace applications can adopt Teams for a connected workplace experience that makes their own teams more effective.



### Targeted solutions

By integrating it into line-of-business and other applications, Teams can help solve specific business problems and becomes a powerful tool for work-process integration and orchestration.



### Strategic direction

Use Teams as an essential contributor to change management, mobile culture, new products, operations, services and processes.

### NHS UK Ventilator challenge

The rapid response to the Covid-19 pandemic, included Teams collaboration with a consortium of global manufacturers.

"One of the most exciting things to me that happened even in this Covid-19 response, is that people were able to use Power Platform [Microsoft's low code tool] to build new applications in hours, put that into Teams and then get their first-line workers to be able to track, say, PPE [personal protection equipment] because there was no system that did that. That ability to digitise at high rates and do it in the context of how people work and collaborate speaks to the power of the Teams platform."

Satya Nadella April 31st, 2020

## How to make Teams work for you

When used effectively, Teams provides a catalyst for communication and camaraderie among the frontline workforce and management in manufacturing situations. It enables everyone involved to easily find out who may be able to cover a shift and whether there might be extra shifts available. It allows frontline workers to know what's happening with co-workers and management in the moment, on devices they are familiar with and can easily access.

You have many options, such as deploying specific components of Teams to add collaboration to your existing environment or deploying Teams entirely to replace that environment. Microsoft designed Teams to scale to very large numbers of employees and Avanade has in-depth experience in helping companies to exploit these possibilities, especially for complex interoperability scenarios.

## Turn to Avanade

Avanade can help you adopt Teams as part of a broader drive to transform the workplace experience. Our end-to-end approach combines strategy, implementation and managed services, augmented by industry expertise, specialist tools and IP. It's an entire solution lifecycle of guidance and support from envisioning and design through development, deployment, change management and ongoing support. With our unmatched expertise in Teams, we can help you understand your options and what Teams can do for you, whatever your priority and wherever you are on your workplace experience journey.

We can also help you navigate around potential challenges, such as building the broadest business case, integrating with third-party tools, and knowing when new features are mature enough to meet your needs.

### Customer Case Study

# Continental

Teams helps one of the leading automotive suppliers with its workplace and collaboration objectives.

Avanade has been working with Continental to support a vision to introduce new, efficient and user-friendly work styles using Microsoft 365 solutions. Avanade is positioned as the end-to-end partner and trusted advisor for Continental's Microsoft journey. Continental is one of 20 organizations with 100,000+ employees now using teams.

## Why Avanade?



MICROSOFT  
ALLIANCE  
PARTNER  
OF THE YEAR  
FOR 14 YEARS



DIGITAL  
TRANSFORMATION  
PARTNER  
OF THE YEAR  
2019



MICROSOFT  
PARTNER FOR  
OFFICE 365  
FOR TEN  
CONSECUTIVE YEARS



MICROSOFT  
PARTNER FOR  
TEAMS  
DEPLOYMENTS

To learn more about how Avanade can help you create an intelligent manufacturing experience download our full Teams guide [here](#) or visit [avanade.com/manufacturing](https://www.avanade.com/manufacturing).

### Additional information

[www.Avanade.com](https://www.Avanade.com)

[COVID-19 Help page](#)

[Microsoft Teams Rapid Resource Center Rethink](#)



#### About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 38,000 professionals in 25 countries, we are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at [www.avanade.com](https://www.avanade.com).

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