



WORKPLACE EXPERIENCE



It's time for Teams

Microsoft's hub for intelligent collaboration can create a distinctive workplace experience for banks –and add real value for your employees and customers.

Enable the new workplace experience in banking

Employee experience (EX) is rarely baked into workplace initiatives, yet the workplace is where you can differentiate. Our [research](#) into transformation drivers for banks, found EX at the bottom of the list (cited by **20%** of banking respondents) compared to the top drivers of greater innovation and improved customer experience (CX) (**41%**). Ironically, the top transformation challenge was attracting and retaining staff with relevant skills (**42%**).

Banks are working out how to give their employees the confidence and skills to deliver a great CX, especially in the context of remote working.

Microsoft Teams can help to meet this challenge as a broad and continually expanding canvas for the new workplace experience. It lets employees demonstrate their creativity, improves responsiveness and drives much more integrated, cross-functional working – essential for innovation and growth.

Possibilities beyond your expectations

Most banks are aware of Teams' capabilities as a communications platform but haven't explored how Teams can be used as a collaboration, application and integration platform to create rich experiences for employees. This opens up a world of possibilities, including the ability to:

Redesign banking experiences
Through greater collaboration you can modify processes and speed up approval – whether it's loans or mortgages, developing new proposals for commercial or wealth clients, preparing research notes or hiring staff faster.

Support your frontline employees
Whether it's your retail branch staff, your corporate account managers or investment specialists, you can communicate better, train, coach and reward those interacting daily with customers.

Work across the bank
Cross-functional team working is essential for innovation. Teams will reduce the silos across divisional product lines, making it easier to share best practices and access solutions in other parts of the bank. This can also be extended to include ecosystem partners.

Promote a better and more integrated EX
Keep your workforce engaged and motivated through video, document sharing and virtual ideation. Set and share operational targets, assess the footfall impact of a new branch design and work on campaigns with external agencies. Use Teams to turn employees into brand ambassadors.

EX leads to great CX:
MIT Sloan Center for Information Systems Research found that the top performers in improving EX doubled customer satisfaction and the rate of innovation, as well as increasing profitability by 26%

Teams helps set up live events quickly:
During the crisis, a financial services client recently approached us to set up a live, interactive online event on cybersecurity within seven days. They needed help on live event production and lacked the necessary expertise and tools required to make this happen. We used Microsoft Teams live events and worked with Accenture's Office 365 operations team to implement the event successfully. We even managed three rehearsals! This has led to ongoing discussions and the CEO now wishes to adopt this approach for forthcoming presentations.
Teams to the rescue!

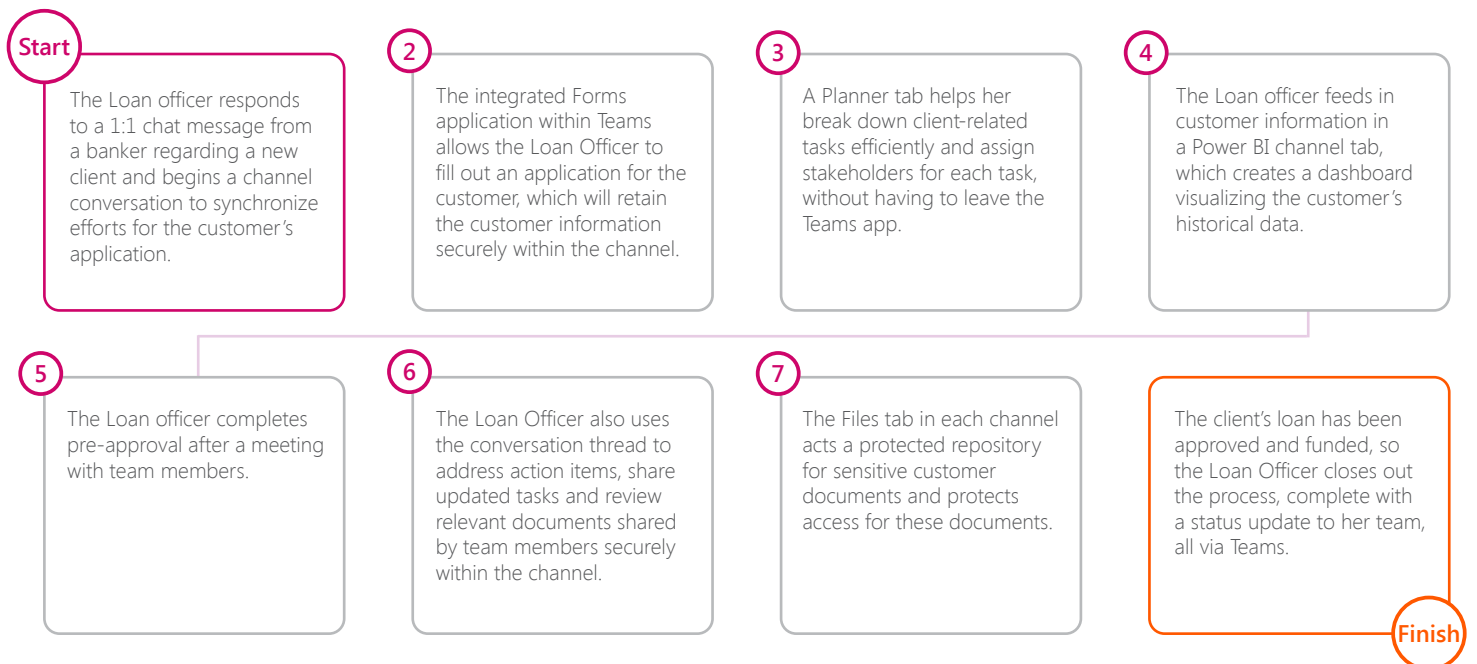
Areas for focus

Specifically, Teams can help across the various banking divisions, including retail banking, commercial banking, asset and wealth management and investment banking. This can include:

- Proposal development for consumer or commercial clients
- Supporting tellers' customer conversations in branch
- Account management
- Processing applications (e.g., loans, mortgages)
- Relationships with ultra-high net worth individuals
- Research collaboration for investment notes
- Project management
- New product development
- Talent acquisition

Teams in Action: Mortgage loan application

Teams works well within a workflow-oriented process, such as private banking. Mortgage applications are another example within retail banking. Here's a typical example that illustrates how teams could work:



In this example, integrated Microsoft applications allow quick access to documents and records; an integrated Power BI tab in the channel helps transform customer information into a data-driven dashboard to ease the decision-making process; and meetings and protected channel conversations help the group work through the various stages to approval, funding and completion. **Teams provides a way to integrate workflow and brings together all the various elements into a single collaboration experience for bank employees.**

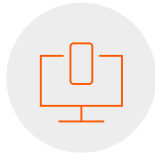
Complying with Regulatory Standards

We recognise that banks need to comply with regulatory standards, deal with sensitive customer data and must demonstrate full audit trails and recording. They need to archive and log privileged content and private documents and limit contributors to specific discussions. Microsoft is continually updating its roadmap with the banking community and working with third parties to ensure that collaboration is managed in line with the requirements of internal audit and risk management policies.

Visit [Microsoft Trust Center](#) and [Microsoft Service Trust Portal](#) for detailed information on Microsoft's conformance to global standards and financial services regulations.

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 bank employees who want the most modern workplace platform and want to stay current with continual upgrades to their workplace tools.



A canvas for collaboration

Banks that want to move beyond standalone workplace applications can adopt Teams for a connected and cross-functional workplace experience, allowing employees to share and solve issues and use the “wisdom of crowds.”



Targeted solutions

By integrating Teams into line-of-business and other applications – such as the mortgage application example above - it can help solve specific business problems and becomes a broad canvas for work-process integration and orchestration.



Strategic direction

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

Teams is essential for banking workplace transformation

To improve the workplace experience, we have found that you need a holistic approach using IT, HR and business board directors. Teams is a major driver towards cross functional collaboration and a significant technology tool to transform EX. It is typically at the heart of workplace transformation.

- In our **latest research**, when asked who should lead workplace transformation, bank respondents agreed that a board member should lead a cross-functional group of business, IT and HR execs (**42%**).
- HR want to be involved in transformational work and are happy to work with IT and the business. Almost half of HR respondents (**47%**) in financial services thought their roles should be prioritized when considering a workplace transformation initiative. This was the highest response across all sectors covered (we covered 21 sectors; industry average was **38%**).
- We also found that **72%** of HR respondents within banks said that adopting new workplace technology was the top priority in transforming EX – again, the highest across all sectors (industry average was **63%**).
- Finally, banks agreed that talent acquisition (**40%**) and upskilling (**37%**) are the major workplace transformation challenges.

How to make Teams work for you

When used effectively, Teams provides a catalyst for communication and camaraderie among your frontline workforce and management. 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.

One of the major strengths of Teams is the critical role that it plays in change management, enabling workplace culture and driving superior employee experience.

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 has designed Teams to scale to very large numbers of employees and we have in-depth experience in helping companies to make the most of these possibilities, especially for complex interoperability scenarios.

We can help

We can help you adopt Teams as part of a broader drive to transform the workplace experience. With our unmatched expertise in Teams, we can help you understand your options and what Teams can do for you, wherever 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.

Our experienced advisory and change management teams work alongside our technology adoption teams to help deploy and adopt Teams in a way that makes sense to you. We can assist with your strategy, roadmap and adoption in a way that is tailored to match where you are starting from and where you'd like to get to.

To learn more about how Avanade can help you create value from your workplace experience visit [here](#) or [download our full Teams guide](#).



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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.

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