

# WORKPLACE EXPERIENCE



## Set your organization up for Teams success

### Build solid Teams foundations with Avanade's one-day performance assessment

Throughout the pandemic, the popularity of Microsoft Teams exploded. It's now the enterprise collaboration tool of choice for many organizations. But some firms have told us that the pressure to rapidly roll out Microsoft Teams forced deployment trade-offs.

If you've managed to stabilize your initial rollout, you're probably now thinking about key technical and change management best practices that may have been overlooked.

Microsoft Teams can provide sustainable business value as a pillar of your [Workplace Experience](#) – embracing everything from technical elements, through to business operations and employee experience. But to do that, you need solid foundations. And that's not always easy to achieve.

### Typical Teams trouble spots

As you look to unlock the full value of Microsoft Teams, there'll be some challenges you're aware of. And probably a few you're not.

You might be struggling to stabilize your tenant after rolling out Teams at speed. Poor call quality or dropped calls could be proving a common frustration. The dynamics of your workplace will have changed, with more people working remotely – which means you're probably under pressure to maintain a quality experience outside of managed networks. Or you could be running into a user adoption roadblock.

### Microsoft Teams: Outperform your peers

Without proper planning, the typical Teams tenant will encounter common performance pitfalls<sup>1</sup>. We can help you identify what's causing them and understand the level of improved performance you could achieve.

47.5%

Reduction in poor quality streams<sup>2</sup>

45.5%

Reduction in dropped or failed calls<sup>3</sup>

18%

Reduction in setup failures<sup>4</sup>

### The most common Teams challenges we're hearing about from our clients include:

- **Setup failures:** Difficulty starting a call, video, or when sharing screens
- **Dropped calls:** Losing your connection during a meeting or dropping video
- **Call quality:** Audio echo or degradation, stalled video, frozen screen shares
- **Lack of adoption:** Failure to use the platform or embrace key features, users adopting alternative non-sanctioned applications
- **Reduced business value:** Missing insight around the value generated by Teams

<sup>1</sup> Based on an Avanade independent study of 2.5 million seats across 75 companies globally

<sup>2</sup> Reduce affected streams from 5.72% to 3%

<sup>3</sup> Reduce affected calls from 5.5% to 3%

<sup>4</sup> Reduce affected setups from 1.22% to 1%

## Turn to the #1 global Teams partner<sup>5</sup>

If you've deployed Microsoft Teams but you're not getting the most out of it, we're here to help. Avanade's Microsoft Teams Performance Assessment benchmarks the performance of your existing deployment and gathers intel around how the platform is performing. We take those insights and enable you to better understand areas that need to be addressed and the actions you'll need to take.

Customized dashboards visualize opportunities and help you maximize your investment in the platform, as well as addressing end user adoption, satisfaction and increasing productivity.

Our Microsoft Teams experts analyze your deployment to assess elements such as:

- **Quality:** setup failure rate, dropped calls, poor call quality, Subnets experiencing issues.
- **Usage patterns:** TCP vs. UDP, VPN use, client-type.
- **Features:** rate my calls, endpoint use, internal vs. external communication.

### Book your Teams Performance Assessment today

We can help you maximize the value of Microsoft Teams because we know the platform like no other partner. Microsoft has named us #1 Teams partner every year since the platform was released. As 15-time Microsoft Global SI Partner of the Year and 2020 Modern Workplace for Frontline Workers award winner, our experience and expertise in Microsoft Teams can help you unlock the platform's potential.

Apply for your one-day assessment and begin your journey towards a Workplace Experience that delivers competitive advantage.

Book your Teams Performance Assessment today by [contacting our team](#) or visit [Avanade.com/Microsoft-Teams](https://www.avanade.com/Microsoft-Teams) to learn more about our Microsoft Teams pedigree.

### The first step in your broader Teams journey

Once the assessment has identified your Teams trouble spots, we can help you solve them and ensure a superior experience going forward with remediation and Managed Services solutions.

#### Teams Performance Assessment

- One-day tenant assessment to review the Key Performance Indicators (KPIs)
- Insights used to form a remediation plan (separate engagement, next step)

#### Teams Tenant Remediation

- Creation of remediation plan, embracing reporting from Tenant Performance Assessment
- Remediation phase to address identified pain points and hot spots
- Assistance opening necessary tickets with Microsoft to support issue resolution

#### Teams Managed Services

- Robust ongoing Teams management, balancing functionality, experience and security
- Analyze and improve Teams utilization and productivity
- Access to scalable, 24x7 support services
- Evergreen service aligned to Microsoft Teams roadmap



MICROSOFT  
PARTNER FOR  
**TEAMS**  
DEPLOYMENTS



GLOBAL ALLIANCE SI  
**MICROSOFT**  
PARTNER  
OF THE YEAR  
2020



GLOBAL MODERN  
WORKPLACE FOR  
FRONTLINE WORKERS  
**MICROSOFT**  
PARTNER  
OF THE YEAR 2020



#### About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 39,000 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).

©2020 Avanade Inc. All rights reserved. The Avanade name and logo are registered trademarks in the U.S. and other countries. Other brand and product names are trademarks of their respective owners.

#### Global Headquarters

Seattle  
1191 Second Avenue  
Suite 100  
Seattle, WA 98101  
Phone: +1 206 239 5600  
Toll Free: +1 844 282 6233

Visit us at [www.avanade.com](https://www.avanade.com).

<sup>5</sup> Microsoft partner with the most monthly active users (MAU) on Teams