

PRODUCT SHEET TEAMWORK ANALYTICS

Complete Microsoft Teams lifecycle management with CreateTeam app, Advanced Power BI reporting and automated notifications and actions.

THE MICROSOFT TEAMS CHALLENGE

Technology enabled collaboration and the ability to work anywhere is an essential requirement of the Modern Workplace. The breadth and sophistication of products such as Microsoft Teams provides a variety of features including chat, document sharing, application integration, business workflow automation and video conferencing with enterprise-grade security on a single cloud platform.

As organisations migrate to Microsoft Teams, IT service owners are being assigned the complex task of ensuring widespread adoption and monitoring the usage of a new, innovative, and multi-function product, all whilst ensuring optimum governance and security. At the same time, they are expected to understand, deliver, and measure the wide-ranging business benefits of modern collaboration.

ENSURING MICROSOFT TEAMS SUCCESS: TEAMWORK ANALYTICS

Teamwork Analytics has been designed to address the diverse challenges of collaboration in the Modern Workplace.

Combining a team creation app called CreateTeam, sophisticated Power BI reporting and automation, it provides a vital solution to the lifecycle management of Microsoft Teams. The CreateTeam app standardises the setup of new teams, while the reporting modules offer profound insight into adoption, usage, security and performance, delivering personalised data to improve collaboration.

TEAMWORK ANALYTICS: THE BENEFITS

The data-driven approach of Teamwork Analytics provides a complete lifecycle management solution for Microsoft Teams, enabling IT service owners to focus on strategic tasks and demonstrate the wider value of IT to management teams.

- **Total transparency** - enables service owners to understand usage, identify issues and provide insights on the product features that deliver the greatest value.
- **Full governance** - forces standardisation and central management of teams, allowing the removal of duplicate and redundant teams to prevent unnecessary 'sprawl'.
- **Complete security** - enables the monitoring of cross-company communication, reducing the risk of data breaches and GDPR issues.
- **Containment of Shadow IT** - actionable insights drive adoption of Microsoft Teams and reduce end-user reliance on non-compliant consumer technologies, such as WhatsApp.
- **Greater efficiencies and cost savings** - provides actionable data and automation that can improve cost efficiencies and allow you to focus on strategic projects.
- **Ease of deployment** - Teamwork Analytics can be easily implemented with a little support from Modality Systems. Optionally, Modality offers an ongoing service whereby our team of experts can interpret insights, deliver personalised action plans and compile reports.

HOW IT WORKS

For complete management, Teamwork Analytics offers solutions for each stage of the Microsoft Teams Lifecycle. For team creation, the CreateTeam app is pinned to the Microsoft Teams sidebar, allowing users to select a template or create a customised team. Restrictions on new team settings are fully customisable, including enforcing team names, a minimum number of owners and an optional approval process for new teams.

For management of active teams, or teams that may need archiving or deleting, the reporting modules highlight actionable insights for optimal adoption and governance. With each reporting module, data is collected from Microsoft Graph API, stored in your Microsoft Azure and visualised using Microsoft Power BI. The Teamwork Analytics solution provides detailed reporting on chat, channel, meeting, files, bot and app usage. Power BI also has the ability for the data to be interrogated and filtered in a flexible and agile manner, providing analytical insights that are personalised to your environment.

CreateTeam App

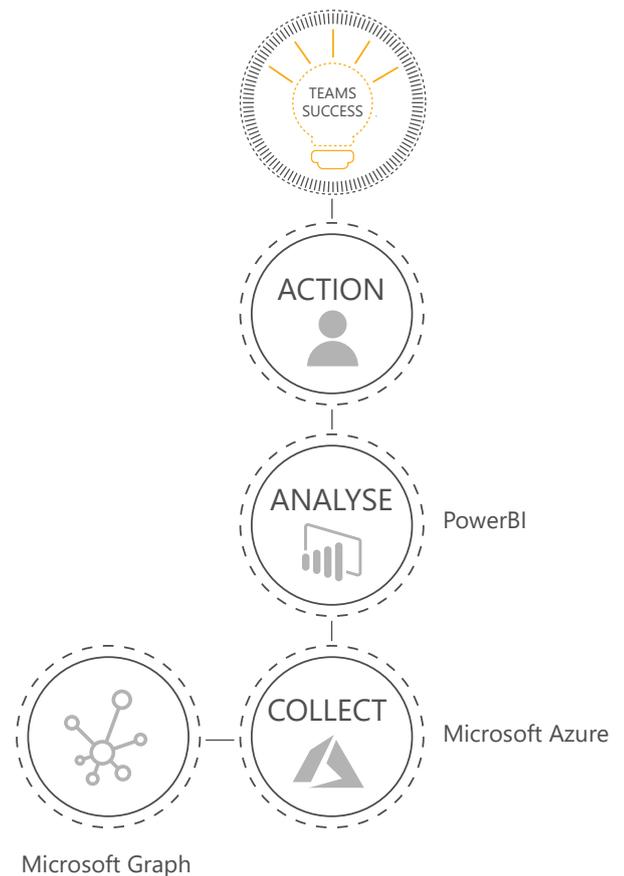
The app guides and controls new team creation, optimisation or compliance and ease of management. Its automation capabilities also ensure teams adhere to best practice by sending messages to end-users, encouraging them to take appropriate actions to remain optimised and compliant, whilst driving adoption.

Teamwork Analytics Usage and Adoption Reports

Using Power BI reporting, these reports provide detailed information on who is using Microsoft Teams and how they are using it, delivering actionable recommendations that encourage user adoption and deliver cultural change.

Teamwork Analytics Billing Reports

Modality uses Power BI to provide instant and actionable information that can be used to ensure billing transparency across departments and locations. Reports delivered include an essential overview, current user stats, monthly trends and cost incurred vs chargeable calls for complete visibility.



WHY MODALITY SYSTEMS?

At Modality, we understand the common pain points that can sometimes derive from digital transformation projects. We understand that workplace collaboration differs across organisations and generations, and that encouraging your teams to work together when they have conflicting priorities and preferred ways of working can be challenging.

We're here to help.

Award-winning communication and collaboration organisation Modality has been delivering Microsoft Intelligent Communication solutions to companies worldwide for nearly a decade. Backed by a comprehensive consultancy team of UC experts we will work with you to deliver the best solution for your business, ensuring the adoption, usage, security and governance of your systems is at the forefront of your strategy.

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com

