



Getting the Most from Microsoft Teams

Giving workers more ways to connect
with Teams Rooms and Teams Phone



Who this is for

IT and business decision-makers who want to improve productivity and organizational efficiency through better collaboration.



Estimated reading time: 10 minutes

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Increasing the options for collaboration

High performing teams thrive when they have easy and natural ways to connect, even when they're apart. Microsoft Teams integrates meetings, messaging, and calling services—along with familiar Microsoft apps—into a single, secure space.

Having the tools they use every day in one place saves your workforce time and makes them, and your organization, more productive. When Microsoft commissioned Forrester Consulting to study the economic effects of using Teams-enabled devices, they found it led to a return on investment of more than 200 percent over three years for a composite organization.¹



However, many organizations aren't getting as many productivity and cost savings benefits from Teams as they could be. For instance, they may not be using the latest features that give them more choices for meeting room configurations and phone communications.

These features address the new ways of working that have emerged as so many companies have shifted to hybrid work environments. They enable your organization to work more smoothly as groups of various sizes connect, dissolve, and reconnect in changing combinations of on-site and remote workers.

¹ "The Total Economic Impact™ of Microsoft Teams Devices," a commissioned study conducted by Forrester Consulting on behalf of Microsoft 2021.

For employees, communication transitions using Teams are simple and natural, eliminating confusion and downtime as they shift from one device or venue to the next. For IT managers, management is easier, and many costs associated with on-site communications equipment are reduced or eliminated.

This e-book shows you how Teams helps you empower your organization to do its best work together. Specifically, it focuses on how innovations in Microsoft Teams Rooms and Microsoft Teams Phone simplify management for IT and expand the options for connecting as organizations embrace the world of hybrid work.



1

Microsoft Teams: Connect naturally

Whether you're at home, in the office, or in between, the world of work is fluid. Projects change their focus, adding new goals and team members. The way work gets done may also change. For example, a team may decide to adopt whiteboards so people can simultaneously contribute ideas.

Teams was designed and built to help you adjust to these changes naturally. With tools and controls in one place, people can easily add or subtract team members and switch from one task to another in the natural flow of work. Let's take a closer look at some of the ways Teams helps your people connect.



Communicate and share anywhere

No matter where your team members are, using Teams they can easily chat, call, and share video and files, all from one place. Plus, they can communicate one-on-one, with part of a team, a full team, or groups from different organizations in the company.

Teams enables people to work together at the same time or different times, so they can collaborate from virtually anywhere without missing something important. With shared documents and files available when and where they need them, it's easier to keep projects and tasks moving forward.

Keep workers in the flow

People do their best work when they don't have to switch between apps to get things done. With the tools they need available through Teams, it's easier for your workers to stay focused and organized.



Record, transcribe, and translate

Using Teams, it's easy to record meetings and group calls to capture audio, video, and screen-sharing activity. There's also an option to create automatic transcriptions, so team members can play back meeting recordings with closed captions or search the transcript to find something specific.

Recordings are saved in Teams or OneDrive for easy and secure sharing, and attendees can also have transcriptions translated to the language of their choice.

Easy to manage

Teams comes with enterprise-grade management capabilities, so you can configure and set policies for teams or individuals. Plus, you control the features and settings within the app, from meetings and messaging to live events and guests, using the Teams admin center.



Built-in security and compliance

Microsoft has decades of experience building enterprise software and has spent \$1 billion a year since 2015 on security research and development. More recently, in 2021, the company announced a commitment to invest an additional \$20 billion over the next five years to develop advanced security tools.

Like other Microsoft products, Teams comes with built-in tools to help you meet your security and compliance requirements. For example, you can configure Teams with a variety of rules and policies to control who has access to personal data and sensitive company information, or who can give presentations in meetings.

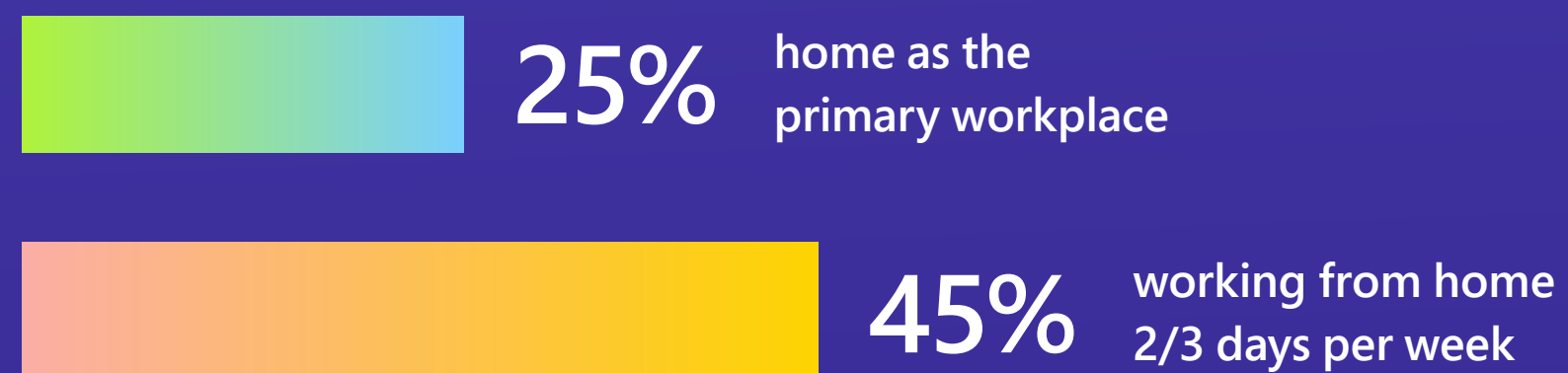


2

Microsoft Teams Rooms: Fostering inclusive and interactive meetings

Many organizations are making tremendous progress using Teams to expand remote working capabilities. However, hybrid work has unique challenges, and it's here to stay.

According to a forecast by Gartner, "25 percent of the global knowledge workforce will choose their home as the primary workplace, and 45 percent of the workforce will be working from home two to three days per week."²



² ["Making Hybrid Work More Permanent? Set Some Ground Rules,"](#) Gartner, 2021.

Rooms that work for everyone

Meeting space solutions play a vital role in facilitating collaboration. Many of today's room systems offer basic capabilities designed primarily for people who are physically present. Too often, remote attendees feel like they're on the outside looking in.

We've all experienced what this can look like: Ten people scattered across a 20-seat conference room waiting for someone to find the right cable to plug in a laptop, then craning their necks to see a laptop at the center of the table and recognize colleagues amid rows of tiny icons. Audio is often spotty, and remote coworkers can't see who is writing on the whiteboard when it's out of the camera frame.

Teams Rooms helps remove the barriers between spaces, places, and people. It's designed to deliver meeting experiences with all participants in mind, improving equity and inclusion by providing tools that work the same everywhere. Whether workers are remote, on-site, or traveling between destinations, they feel more empowered to make meaningful contributions.



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These inclusive meeting experiences come from an ecosystem of devices certified for Teams. Standardizing features across devices enables you to ensure that everyone is connected and has clear audio and sharp video without requiring them to adjust controls.

For example, employees at multinational supermarket company Ahold Delhaize used to spend the first few minutes of every meeting just making sure everyone had successfully connected. With Teams Rooms, they can get down to business right away.



Regardless of what room type a person is in or what country they join from, they'll encounter standard equipment and a familiar experience."

Robin Albregt

Director of Global IT Solution Delivery,
Ahold Delhaize

In Teams Rooms, everyone can see remote colleagues and view displayed content at the same time. And with AI-based security controls and auto-enrollment options, Teams Rooms also saves time for IT administrators.

Right-size your meeting spaces with greater flexibility

One of the most difficult aspects of arranging hybrid meetings is trying to make sure everyone can see, hear, and distinguish their colleagues, no matter the size of the group or the location of the participants. Broadcasting a company-wide webinar is vastly different from holding a brainstorming session or a meet-and-greet for new hires. Setting visual and audio controls to optimize for one type of meeting can confound users when they switch to a different format.

Teams Rooms devices are available across a wide variety of form factors, from highly modular kits that can be scaled to meet any room size to integrated solutions that combine the computer, microphone, speaker, and camera into a single device that's compact and easy to deploy.



Small rooms are an ideal way for three to five people to share spontaneous ideas on whiteboards, either within Teams or through integrated whiteboarding devices like Surface Hub 2S.



Medium-size rooms can connect as many as 11 people on-site, with many more attending online.



Large rooms, designed for 18 or more people, enable you to add a second screen to make sure everyone can see participants and content. You can also use a smart camera to automatically bring speakers into view.

Joining and sharing are easy

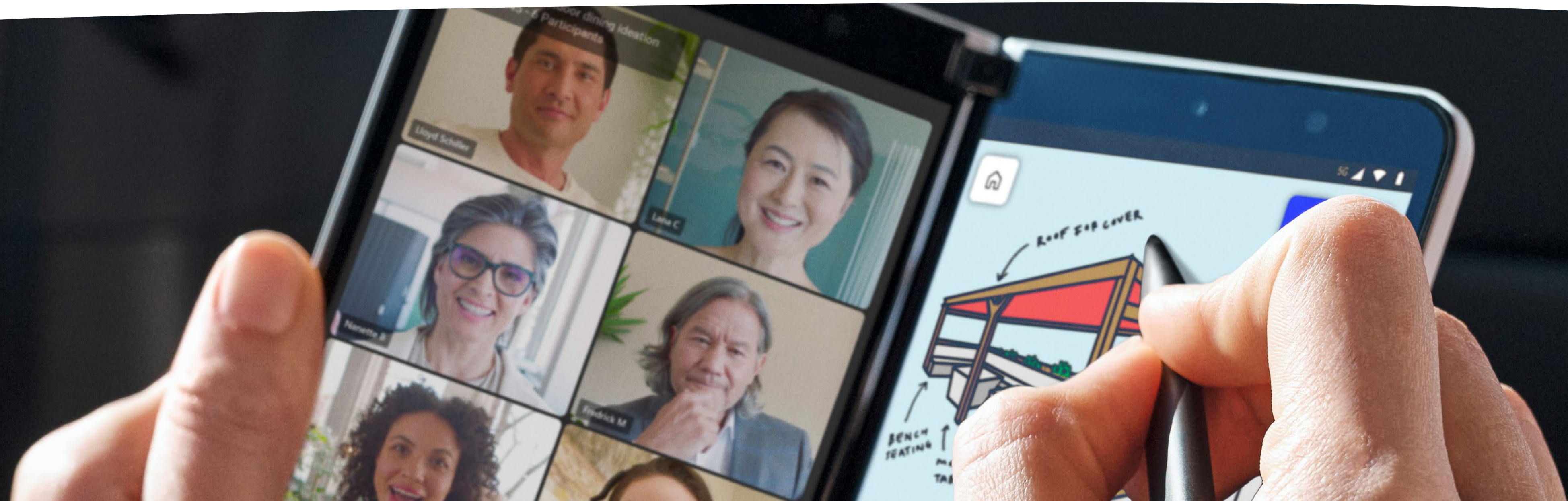
Participants can reserve a Teams Room in Outlook, Teams, or from a Teams panel and can join with a single touch on a computer, phone, or tablet. Once in the room, anyone can share content from their personal device, with no cables, or wires, or controller needed. Or they can use a shared digital canvas to sketch out their ideas for all to see.

With a content camera and AI processing, attendees can also display physical objects, such as whiteboards or books, which will appear clear and vibrant on any screen. Microsoft voice recognition technology lets everyone know who is speaking and lists their names in the transcript, so team members can focus on the meeting, not on taking notes.

Everyone gets a front row seat

Along with other options, Teams Rooms includes the front row meeting layout, which displays all participants at eye-level—just as you would see them in person—rather than stacking headshots. Team members can simultaneously display content.

Chat comments are displayed on the side and can be sized for any screen, including a large conference room screen, to ensure that everyone can read them. A convenient hand-raise button encourages everyone to participate.



Connect with third-party solutions

Teams Rooms doesn't just work within Teams. With Direct Guest Join, participants can also go to meetings hosted outside of Microsoft. And they don't have to worry about learning unfamiliar tools, since they can continue using Teams for audio and video controls. A feature called Coordinated Meetings, which works with Surface Hub as well as Teams devices, configures cameras, speakers, and microphones to give participants the best experience in any room, avoiding common problems like echo and other noises.

Remote management and built-in security

Administrators can conveniently manage Teams Rooms devices and settings in one place, the Teams admin center, which contains tools for meeting setup, inventory management, monitoring, and secured delegated administration.

Microsoft-certified Teams devices and automated updates ensure that systems stay secured, so administrators can focus on other tasks. Administrators can also receive security guidance, including advice about device configurations.

[Learn more about Teams Rooms >](#)



3

Microsoft Teams Phone: Unify and modernize your voice communications

Workers don't always want to have to schedule a meeting or type their thoughts in a chat session. Sometimes the easiest way to connect is with a quick phone call.

Microsoft Teams Phone supports VoIP, so you can make internet and video calls or regular phone calls from the same app. Because it integrates with every part of Teams, Teams Phone is easy for employees to find and use. It's also easy and cost-effective for IT to manage.

For example, at St. Luke's University Health Network, which includes 12 hospitals and more than 300 outpatient sites, making phone calls was complicated and confusing, but switching to a single telephony platform would have cost \$15 million. By using Teams Phone instead, St. Luke's consolidated not only phone calls, but all of its work tools, and did it without such a huge expense.



When we started to deploy Teams, I was excited that we could bring the simplicity of a software-based phone together with all the collaboration tools inherent in Teams—and avoid the costs of standardizing on a traditional telephony network.”

Chad Brisendine

Vice President and Chief Information Officer,
St. Luke's University Health Network

More calling options, fewer distractions

Teams Phone offers employees several ways to place calls using a computer, tablet, or mobile device without having to leave Teams. On the Calls tab, they can start a voice or video call over the internet with any of their contacts. If they're in a chat, they can click the phone icon to switch to a voice call.

People can also view their call history, including incoming, outgoing, and missed calls, listen to voice messages, or read a voice message transcript. Built-in AI helps identify and decline spam calls, enabling workers to focus on their tasks. People on the go can transfer calls between devices, minimizing disruptions.

By enabling employees to engage through Teams, where they have access to the tools and files they use every day, Teams Phone makes it easier to gather information related to a call and switch to a different task afterward. Phone calls no longer have to be jarring interruptions. Instead, they become part of a natural, continuous information flow.

Using Teams on its own saves workers four hours a week from improved collaboration and information sharing, a Forrester Consulting study found.³ Teams Phone helps them save even more time.

³ "The Total Economic Impact™ of Microsoft Teams," a commissioned study conducted by Forrester Consulting on behalf of Microsoft, 2019.

A simpler, less costly connected cloud phone system

The benefits of Teams Phone extend beyond the Teams app. You can also use it for your office private branch exchange (PBX) phone system, saving money and simplifying administration by delivering calls over the internet through the Microsoft 365 cloud.

A Microsoft cloud-based phone system doesn't just provide clear audio. It also enables you to scale faster and easily add services like auto attendant, call queues, captions, and transcription, all from the same app where you host online team meetings and livestream video. There's no additional expensive equipment to maintain or upgrades to install. Instead, you manage everything in the Teams admin center.

Teams Phone enables you to make all calls within your organization without ever leaving the cloud, so you don't incur any additional costs. If you want to simplify your IT environment even more, you can also set up Teams Phone to handle external calls, either with Microsoft calling plans or through a third-party provider.

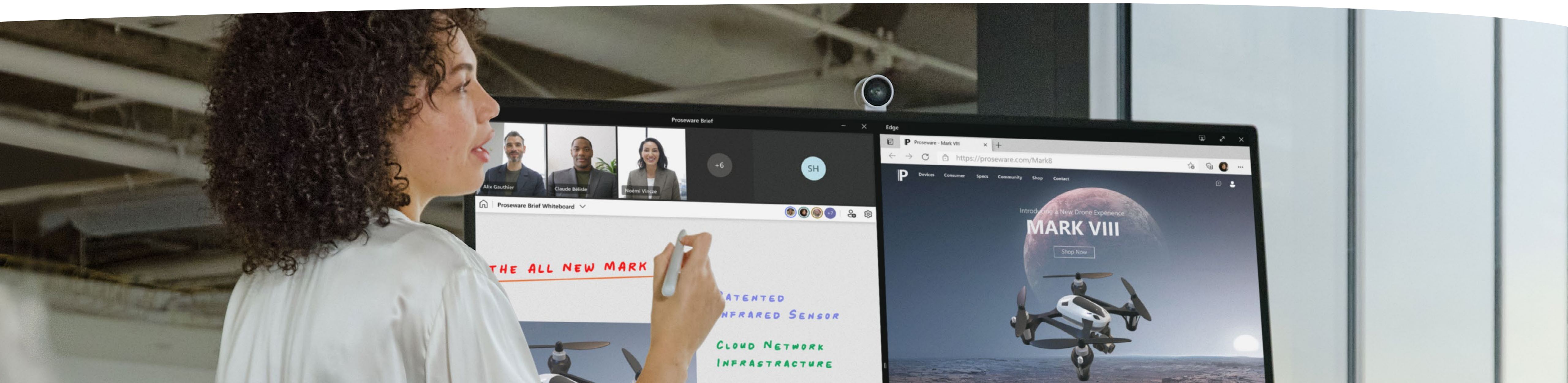


Embracing the future

By bringing together voice and video calls, chat, messaging, and information sharing from anywhere, Teams keeps communication flowing and brings organizations together in ways that were unimaginable just a few years ago.

By adding modernized, money-saving telephony, simplified management, and more options for seamless collaboration, Teams Rooms and Teams Phone usher in the next generation of connectivity, helping you improve the hybrid work experience and boost productivity throughout the organization.

Learn how to activate your Teams Phone system. [Watch the webinar >](#)



Empower your teams to work better together.

Explore the benefits of [Microsoft Teams](#) >



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