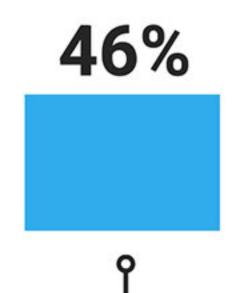
Successfully Implementing Microsoft Teams to Support Hybrid Work

Hybrid Work Is the Future



Of companies moving to hybrid work



Will return to the office full-time

9%

Will require parttime return to the office, for an average of 46% of their workweek

34%

Changing physical workspaces



Using video conferencing to improve distributed employee engagement

Key WFH Challenges?



40%

Networking



— 32%

32% Security



--- 40%

Managing remote employees

Return to Office Drivers



40%

Increasing employee productivity



— 37%

Improving collaboration

Microsoft Teams Providing the Platform for Hybrid Work



─ 20%

Of those using UCaaS have chosen Teams



---- 57°

Of those using Teams will use Phone System

How Successful Companies Enable Hybrid Work



Spending more on security, collaboration apps, and video



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Focusing on remote employee security, performance, and experience



Relying more on cloud apps

Microsoft Teams Adoption Considerations



— 64%

Using / planning to use phones with Teams



— 20%

Provisioning phones to remote workers



─ 31%

Reduction in provisioning with endpoint administration tools, 25% reduction in MTTR



•— 16%

Reduction of MTTR with performance management tools

Key Personas



Sales



Customer Service



Heavy phone

Common areas





Reception

users