



# Microsoft Teams

The hub for teamwork in Microsoft 365

Emilio Temiño  
Oct 16<sup>th</sup> 2019



# Transforming workplace collaboration is a business imperative

**86%**

of leaders cite lack of collaboration or ineffective communication top reason for workplace failures

**65%**

of leaders agree that moving from hierarchical to team based working is critical for their success in 2019, but only 7% say they are ready

**45%**

of leaders have or are implementing web-based collaboration solutions at scale in their companies

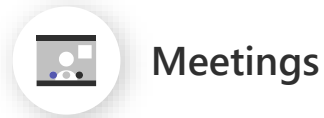


# Microsoft Teams

is the hub for teamwork in Microsoft 365



Chats



Meetings



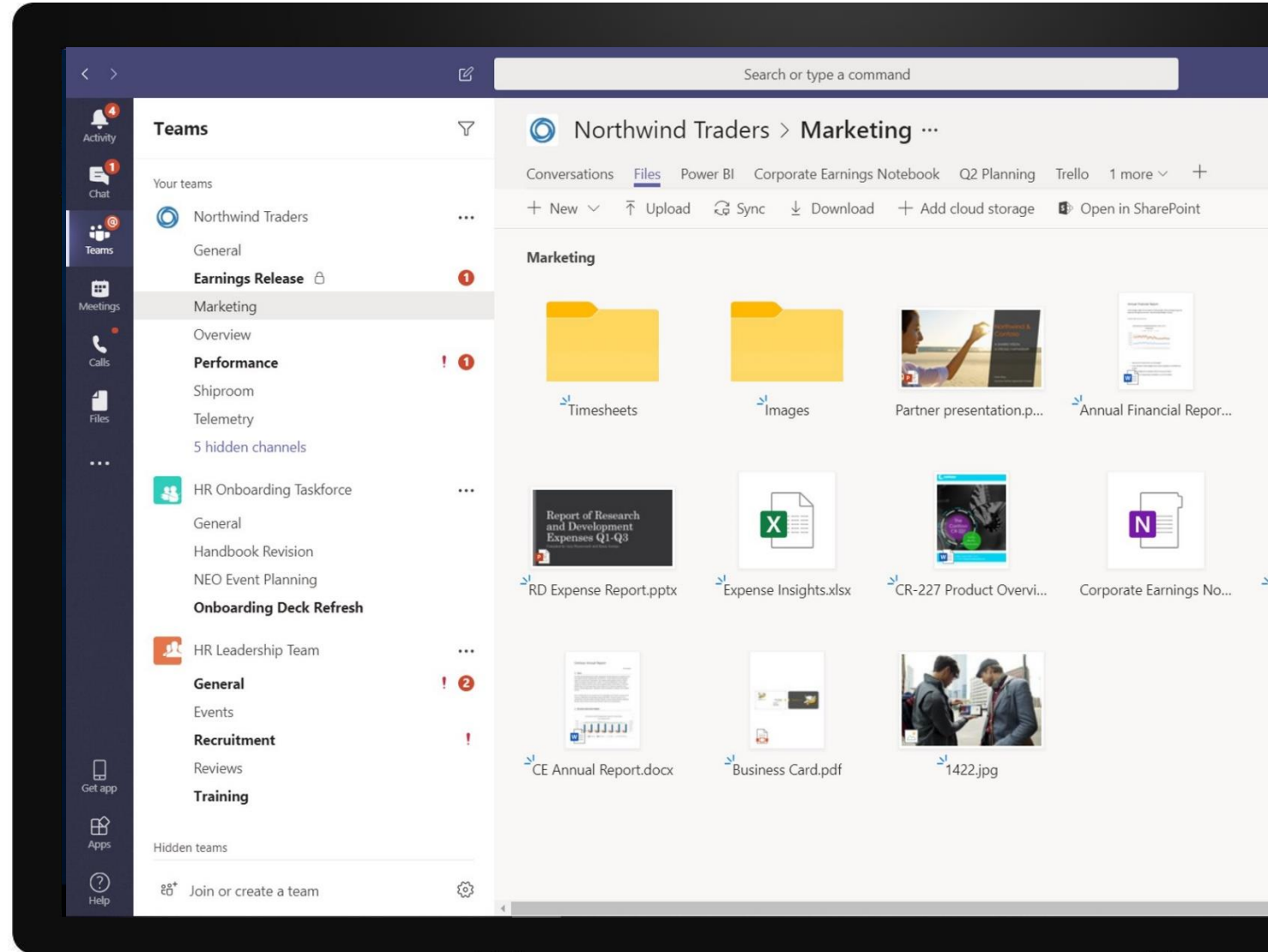
Calls



Office 365



Enterprise-grade security and compliance



# Microsoft Teams, the hub for teamwork



Transform workplace  
collaboration



Streamline business  
processes



Connect across your  
entire organization

The screenshot displays the Microsoft Teams interface for a shift schedule. The top navigation bar includes a search bar and the team name 'Contoso North Store'. The main content area shows a calendar view for the week of June 23-29, 2019. The schedule is organized into sections for 'Managers' and 'Assistant Managers'. Each section lists team members with their total hours and assigned shifts. The 'Managers' section includes Christie Cline (45 Hrs), Adele Vance (63 Hrs), Miriam Graham (36 Hrs), Alex Wilber (18 Hrs), and Nestor Wilke (9 Hrs). The 'Assistant Managers' section is partially visible. A smartphone in the foreground shows a mobile view of the 'Your Shifts' page, displaying a calendar for April with shifts for the 15th, 16th, and 17th, all from 8:00 AM to 5:00 PM (EDT) for Sales Associates at Contoso North Store.

Group total: 171 Hrs	Managers	23 SUN	24 MON	25 TUE	26 WED	27 THU	28 FRI
642.75 Hrs		81 Hrs	117 Hrs	98.75 Hrs	107.5 Hrs	71.5 Hrs	99 Hrs
OS	Open shifts 4 shifts		8 AM - 5 PM 1 slot	10 AM - 7 PM			
	Christie Cline 45 Hrs		12 PM - 9 PM	12 PM - 9 PM			
	Adele Vance 63 Hrs	8 AM - 5 PM	8 AM - 5 PM	8 AM - 5 PM			
	Miriam Graham 36 Hrs	12 PM - 9 PM	12 PM - 9 PM				
	Alex Wilber 18 Hrs	12 PM - 9 PM	10 AM - 7 PM		Parental Leave All day		
	Nestor Wilke 9 Hrs			8 AM - 5 PM			

Group total: 151.25 Hrs	Assistant Managers	23 SUN	24 MON	25 TUE	26 WED	27 THU	28 FRI
			8 AM - 5 PM 1 slot	8 AM - 5 PM 1 slot			

# Why upgrade to Teams?



## Advanced features, modern experiences

- Teams combines chat, video, calling, collaboration and app integration into a single, integrated hub
- State-of-the-art cross-platform and mobile experiences



## Performance by design

- Re-imagined client built on cloud infrastructure
- Teams provides improvements in quality and operational metrics



## Bottom-line benefits

- In a recent study, organizations that moved to Teams saw cost reductions from consolidating solutions to one platform, had 14.6% less downtime due to online availability of resources, and projected a three-year net present value per user of \$5416\*

## Skype for Business Online retirement

- Skype for Business Online will be retired July 31, 2021
- Skype for Business Server is not affected, but customers with hybrid configurations will need to move Skype for Business Online users to Teams by the retirement date



\* The Forrester Study: [The Total Economic Impact™ Of Microsoft Teams](#) outlines cost savings and other financial benefits organizations can realize by adopting Teams

# Why upgrade to Teams?

Skype for Business Online  
retirement



<https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/Skype-for-Business-Online-to-Be-Retired-in-2021/ba-p/777833>

**Contact Center Integration and Compliance Recording.** At Inspire earlier this month we announced Teams partnerships with Five9, Genesys, and NICE to enable Contact Center solutions – and **with ASC**, NICE, and Verint to provide **Compliance Recording**. We're also working with other Skype for Business Online certified partners to bring other Contact Center and Compliance Recording solutions to market for Teams.



reductions from consolidating solutions to one platform, had 14.6% less downtime due to online availability of resources, and projected a three-year net present value per user of \$5416\*



July 31, 2021

\* The Forrester Study: [The Total Economic Impact™ Of Microsoft Teams](#) outlines cost savings and other financial benefits organizations can realize by adopting Teams

# Skype for Business is a robust communication platform



**Skype for Business** offers chat, meeting and calling capabilities

# Teams creates a “hub” for teamwork, transforming how users work



**Teams** extends the capabilities of Skype for Business, enabling people to connect, communicate and collaborate from within a single interface, streamlining the way users work



# Teams is the fastest growing business app in Microsoft history

**500,000**

organizations use  
Teams

**91**

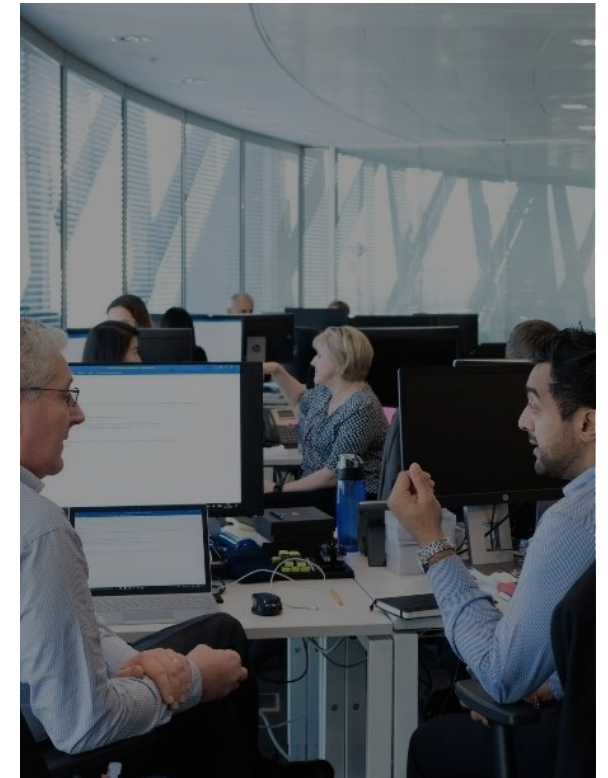
Fortune 100  
companies use Teams

**53**

languages are  
supported in Teams

**233**

customers have 10,000  
or more active users



# Security teams trust

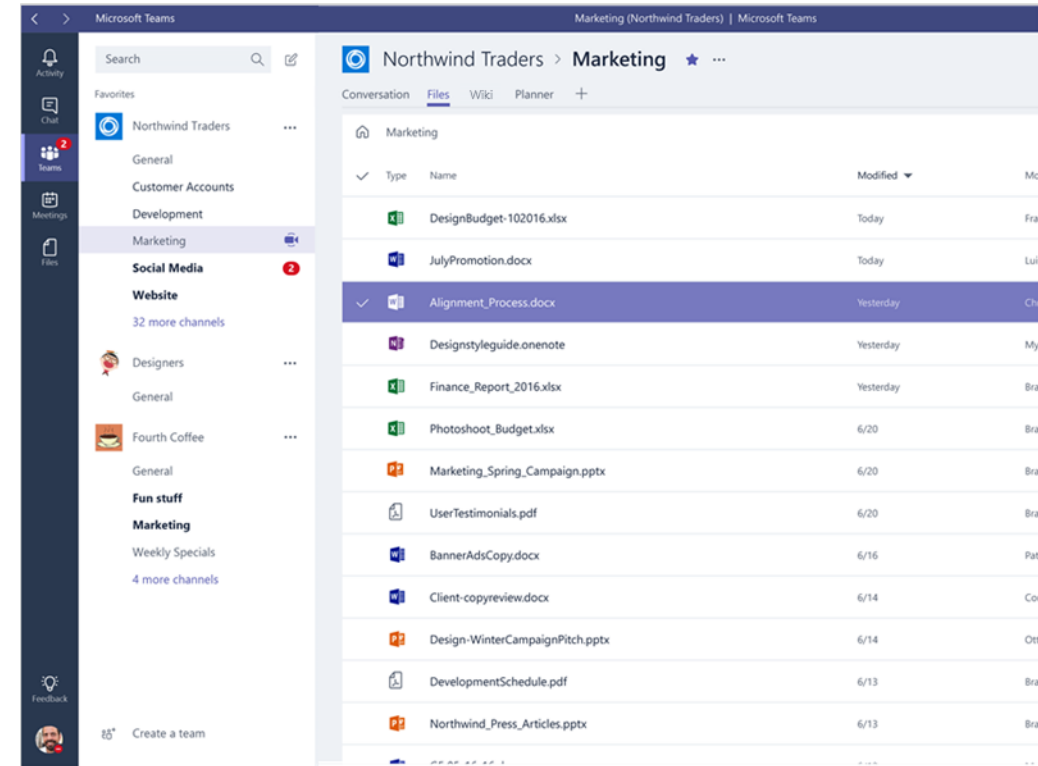
Broad compliance standards support: Accessibility, ISO27018/01, SOC 1 and 2, HIPAA, EU Model Clauses & more

Information protection with Archive, eDiscovery, Legal Hold, Compliance Content Search, Auditing and Reporting<sup>1</sup>

Tier-C Compliant

Data encryption at all times, at-rest and in-transit.

Multi-factor authentication for enhanced identity protection.



<sup>1</sup> Archive, eDiscovery, Legal Hold, Compliance Content Search, Auditing and Reporting are in E3 and above suites.

# Security - Authentication

- Microsoft Teams leverages common Office 365 authentication schemes
  - Cloud Identity
  - Synchronized Identity
  - Federated
- Modern authentication including multi-factor authentication (MFA)

# Compliance Features for Microsoft Teams

## Auditing and Reporting

- Teams activities/events are available through Audit Log Search.

## Compliance Content Search

- Content Search can be used to search Teams through rich filtering capabilities and exported to a specific container for compliance and litigation support (with or without an eDiscovery case).

# Compliance Features for Microsoft Teams (cont.)

## eDiscovery

- Electronic aspect of identifying, collecting and producing electronically stored information (ESI) in response to a request for production in a law suit or investigation
- Capabilities include case management, preservation, search, analysis and export of Teams data (chat, messaging, and file data)

Capability	In-place eDiscovery	Advanced eDiscovery
Case Management	✓	✓
Access Control	✓	✓
Content Searches	✓	✓
Hold(s)	✓	✓
Export	✓	✓
Duplication Detection	-	✓
Relevance Searches with Machine Learning	-	✓
Unstructured Data Analysis	-	✓

# Compliance Features for Microsoft Teams (cont.)

## Legal Hold

- When any team within Teams is put on *In-Place Hold* or *Litigation Hold*, the hold is placed on the groups mailbox
- Generally applied within the context of an eDiscovery case

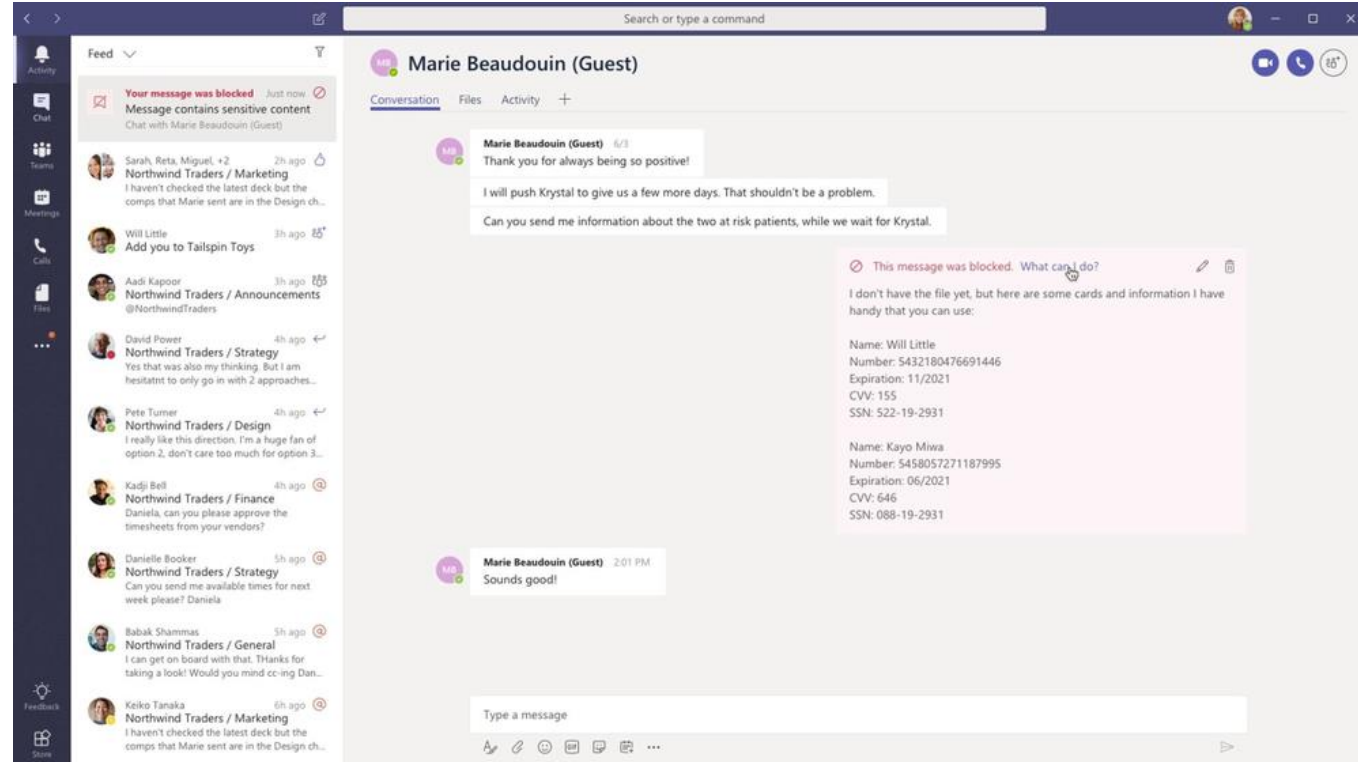
# Office 365 Security & Compliance Center

## Data Loss Prevention (DLP)

Teams will soon enable you to identify, monitor, and automatically protect sensitive information.

Create policies to prevent sensitive information from being shared or leaking unintentionally.

- Policies will apply to both messages shared in private chat and channel conversations.
- Files that are shared in channels and private chats will be covered by SharePoint and OneDrive for Business DLP policies.



# What's new in Office 365 Security & Compliance Center?

## Information Barriers

Avoid conflicts of interest within your organization by limiting which individuals can communicate and collaborate with each other in Microsoft Teams.

This helps limit the disclosure of information by controlling communication between the holders of information and colleagues representing different interests.





Thank you.