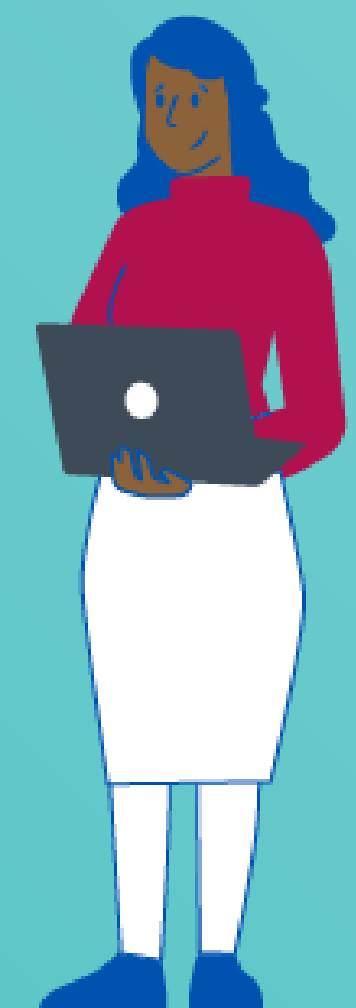
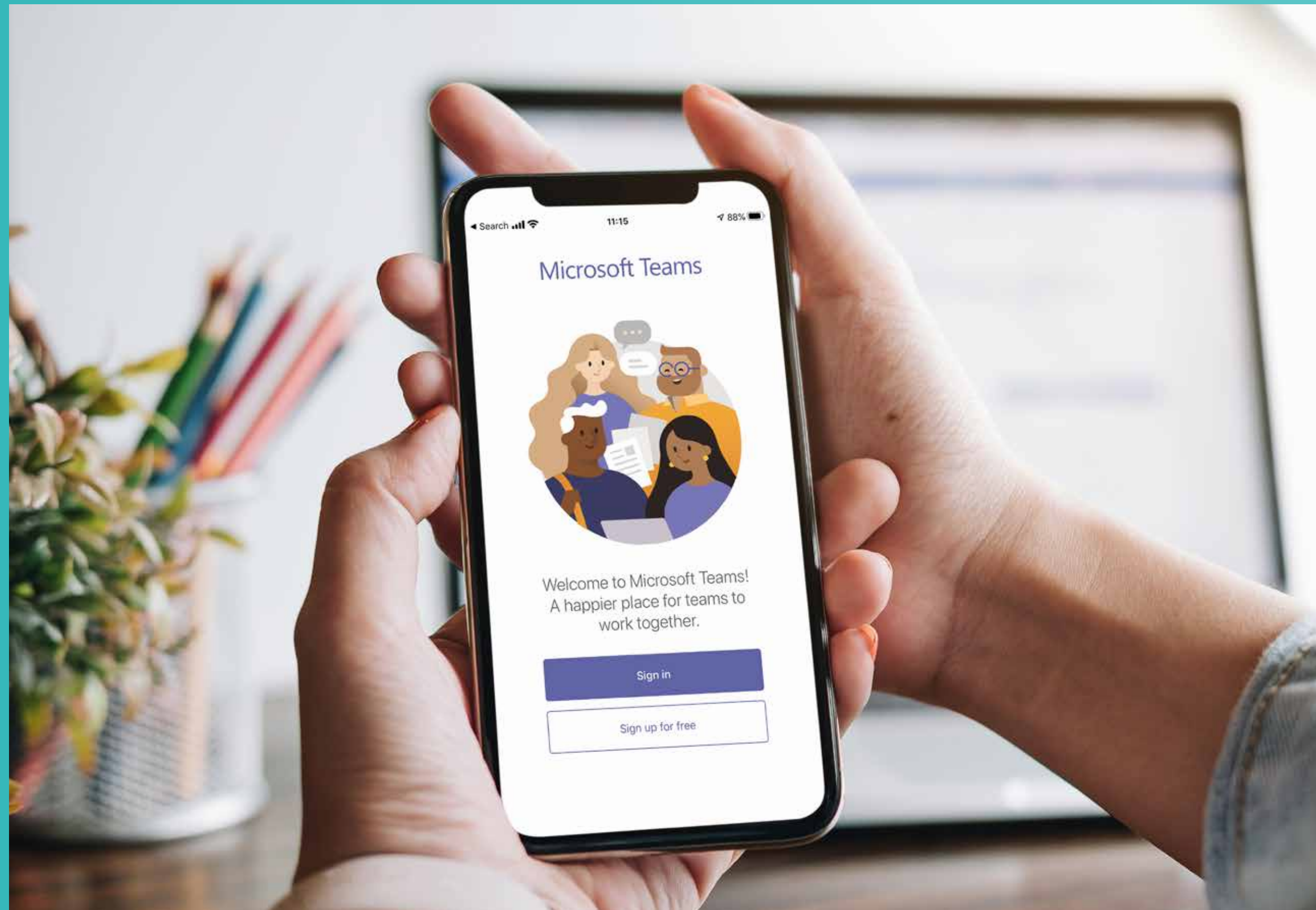
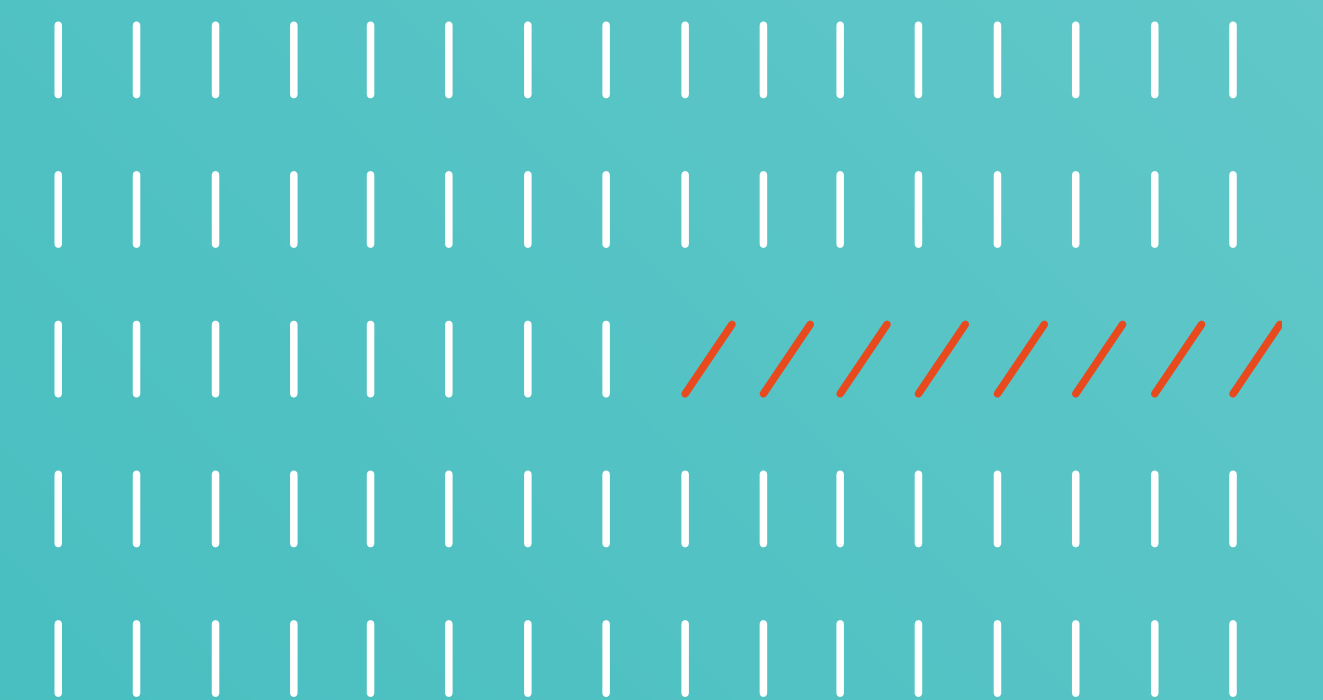


M I R U S



The Ease and Efficiency of Microsoft Teams

An introduction to
Office 365 and Teams



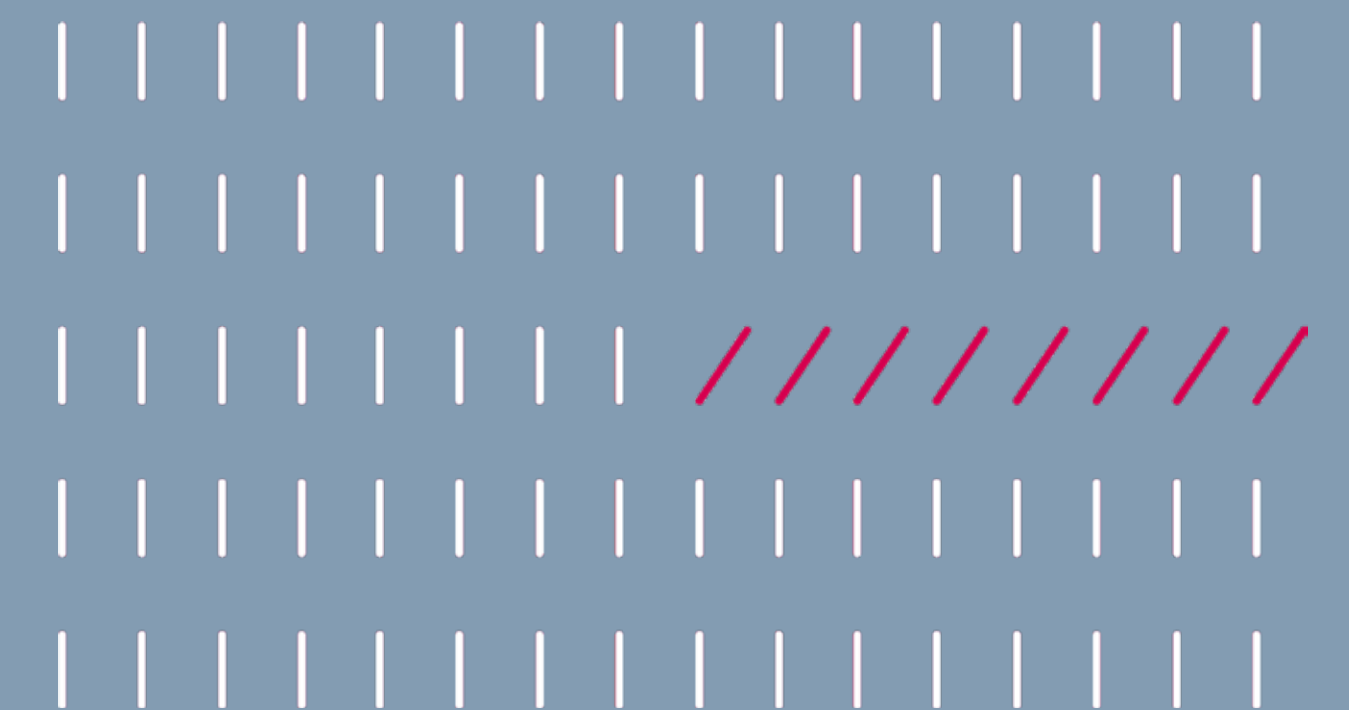
Introducing The Modern Workplace

The Modern Workplace favours collaboration, connectivity and ease of communication. Workers need solutions that keep their work consistent and concise, allowing them to collaborate without the restrictions of time or location.

Microsoft Teams is Microsoft's answer to the demands of the modern office, uniting your Office 365 apps under one, easy to manage environment. With Teams, your users can create a workspace dedicated to their needs and objectives; where their most pertinent files are cohesively organised, and their Office 365 apps are available from anywhere with an internet connection.

By creating a holistic, virtual office space, Teams allows users both in and out of the workplace to converse, collaborate and share their work however they deem appropriate. By simplifying and unifying the entire Office 365 environment, it's as focused as it is flexible, and one of Microsoft's most powerful applications.

In this eBook, we'll walk you through the core features and functions of Microsoft Teams, from its more familiar chat functions to its transformative approach to working in Office 365. We'll also explore how Teams is set to expand in 2020, providing features and functions to keep you prepared for the future of the Modern Workplace.



Step aside Skype.

Microsoft Teams is here!



Not just for communication,
but for collaboration.

Providing text, voice and video conferencing capabilities, Skype for Business online is arguably one of the most common apps for workplace communications. It's also no secret that as of 31st July 2021, Microsoft Teams will be its permanent replacement, with all of Skype for Business's functions and support ceasing.

Teams provides the same familiar text, chat and video capabilities that businesses using Skype will be familiar with, and Microsoft designed the transition to be easy and natural.

Yet Teams doesn't only duplicate Skype's abilities; it also provides a wealth of additional features and ease-of-work improvements. Most importantly, it moves conversations out of the chat room and into an environment for cohesive and collaborative working.





Microsoft Teams offers: A Permanent Virtual Office Space

Where Skype provided temporary conversation, Teams provides a persistent virtual meeting room. Anything you bring into your Teams space – conversations, files, links and more – is saved for as long as you specify, creating a permanent history of all you’ve discussed and achieved.

Improved File Sharing

Speaking of files, Teams makes it faster and simpler to share files and edit them together in real time. Skype’s file sharing relied on both users being active in a chat or call; Teams users can send files to one another regardless of their online/offline status, and anything that is sent will be available as part of the persistent chat or uploaded to the recipient’s SharePoint/OneDrive, if available.

More Productive Meetings

Setting up meetings via Teams is quick and simple; a click of the video, audio or screen-share call button instantly invites users into a chat or group. Notes, minutes and actions can be given their own tab within the Teams interface, providing a much more accessible solution than Skype for Business’s reliance on OneNote.

Improved Mobile Integration

Teams already improves upon Skype for Business’s mobile app with faster connection speeds and call quality, yet it also allows for greater flexibility of your devices. For example, Teams on mobile doubles as a companion to your regular video calls; acting as a second screen, allowing for the sharing of stored files, or contributing to the conversation as a second participant.

Quality of Life Improvements

Essential tools that you might not know you needed. Background blur allows video participants to blur distracting screen space, so only their faces are visible on calls, while Closed Captioning intelligently interprets voice to on-screen text, perfect for those hard of hearing.



FEATURE COMPARISON
TEAMS Vs SKYPE



Text Chat	✓	✓
Video Chat	✓	✓
Voice Chat	✓	✓
Voicemail	✓	✓
Audio Conference	✓	✓
Call Forwarding	✓	✓
Call Holding	✓	✓
Support for <250 users in a meeting	✓	✓
Seamless integration with Office 365 Apps	✓	✗
Support for third party apps	✓	✗
Mobile Companion for Meetings	✓	✗
Persistent Chat	✓	✗
Smartphone Screen Sharing	✓	✗
Private Channels	✓	✗
Text Translation	✓	✗
Group Call Answering	✓	✗
Invites for External Users	✓	✗
Data Loss Prevention & Sensitive Data Deletion	✓	✗

Consistent, Connected and Collaborative

By bringing all your Office 365 functions into one succinct environment, Teams provides a feature-rich platform that keeps users focused, unified and communicating. With the freedom to approach complex tasks, enhanced by the tools and apps that you choose, the only 'right' way to use Teams is your own way.

Collaboration

Accessible from any internet connection, via a web browser or dedicated app, Teams keeps you connected to your teammates wherever you are. Realtime updates keep your work synchronised, whilst users can even access files in unison, discussing and making changes on the fly. Users can even share their desktops during chat for others to control – perfect for training purposes. Teams not only unifies your work, but the people you share it with too.

Integration with 100s of apps

Teams is designed to unite everything you do in one place, which is why it supports more than just Microsoft applications. Hundreds of other third-party apps are available, including Mailchimp, GitHub and Adobe Creative Cloud.

Cloud Capabilities

Being cloud-enabled, Teams provides full integration with file storage solutions such as OneDrive and SharePoint. Your shared files are stored safely and securely on Microsoft's servers, where they can be accessed by anybody in your team, while support for popular third-party cloud storage services is also available.

Available across all devices

Teams is available as either a separate Office application, or online within the internet browser of your choice. Best of all, it's compatible with mobile devices across all operating systems including Linux, Android, AppleOS and, naturally, Windows.

Regularly updated

As part of the Office 365 environment, the capabilities of Microsoft Teams are constantly expanding. Not only is its toolset growing with each new update, more third-party apps are regularly making their way to the Teams environment.



Continual Improvement and Enrichment

Microsoft are always looking for ways to make teams even better. Based on user feedback and in-house development teams, the roll out of new features is nothing new for users of Microsoft teams, and 2020 was no exception!

Private Channels

These are confidential channels within your Team that only members can see and participate in. Created the same way as any other channel, you can invite specific team members to your private channel discreetly and without any uninvited users knowing.

Latest Teams Features

Teams has over 300 updates a year. Most of the highest-profile features improve meetings, filling the gaps that have surfaced while more people are working from home. Here are just some of the updates launched in 2020:

RAISE YOUR HAND

Indicates you have something to say without interrupting the person speaking.

ROLL CALL

Enables you to download a participant report during and after a meeting, so you can see who joined and when.

X3 VIDEO GRID

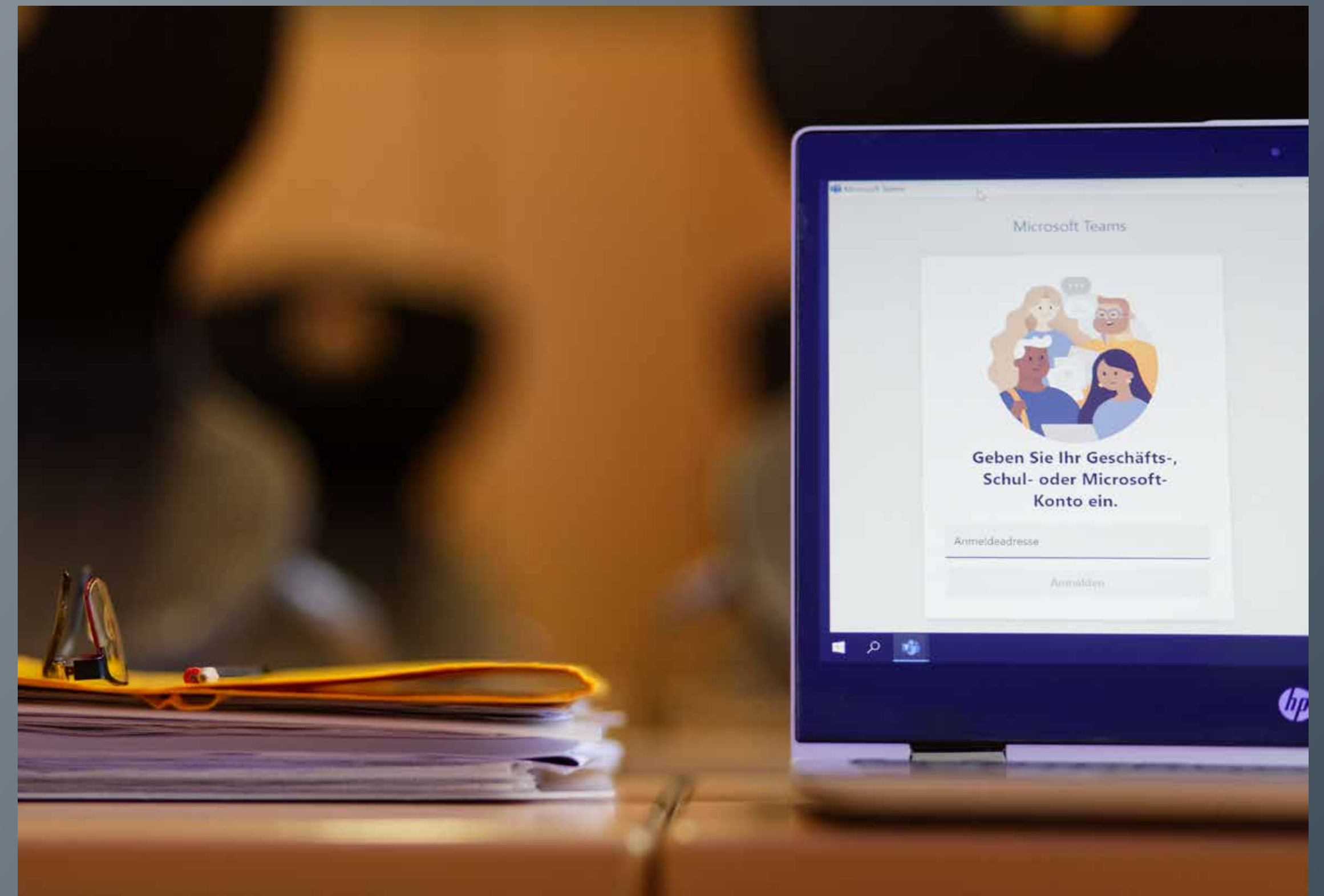
Displays up to nine video streams at once, with more planned over the coming months.

BACKGROUND EFFECTS

Provides a virtual green screen, replacing your home office with something more professional or fun.

POP-OUT CHAT

Makes it easy for you to have a side chat while you work on a document in Teams or during a meeting. Pop-out meetings are coming soon too.



Continual Improvement and Enrichment cont...



Citrix Integration

Server, network and virtual desktop software provider Citrix has collaborated with Microsoft to create Citrix functionality within Teams and provide efficient, centralised delivery for Citrix systems and software.

Tasks in Teams

While Teams has always supported Office 365's Planner and To-Do, Tasks combines the best of both applications to create an all-new feature making tasks easier to create, manage and complete.

Whiteboard Integration

Microsoft Whiteboard is now supported in Teams, and can be used during any of your meetings and video conferences; perfect for demonstrating new concepts, giving presentations or making decisions collaboratively.

Outlook Integration

Across both Outlook and Teams, Microsoft is rolling out a number of integration upgrades that make sharing emails in Teams faster than ever. From within Outlook, users can now reply to any emails sent within Teams, with the response sent instantly to all members of a channel. Similarly, any emails you receive in Outlook can be instantly shared to Team members with a click of a button.



So, what's coming up for 2021?

At the Microsoft Build digital event, the tech giant announced **more new features** for Teams including:

Teams Templates: Starting with 12 templates for typical team types. Examples include crisis response, bank branch and hospital ward. Each template comes with pre-defined channels and apps. IT pros can also create custom templates for their organisation-specific scenarios.

Pop-out Apps: Not only will chats and meetings pop out, end-users will be able to 'pop-out' personal apps across multiple separate windows. Organise the tools and screens you need for your day without having to switch context in the app.

Virtual Teams Appointments: Building on the Microsoft Bookings scheduling tool, this feature makes it easy for customer-facing scenarios - whether that's healthcare, a car dealership or retail - allowing customers to book appointment slots with representatives and meet virtually using Teams.

Advanced Integration with Video Production Tools: Behind the scenes, many broadcasters are using Using NDI (Network Device Interface) output and Skype interoperably to interview guests without the low-fi feel of Zoom. This same functionality is coming to Teams and will make it easy for any organisation - not only broadcasters - to live stream events and meetings. They'll be able to do this via any platform, whether it's a professional broadcast, Facebook, Twitter or YouTube, with advanced controls over what viewers see.

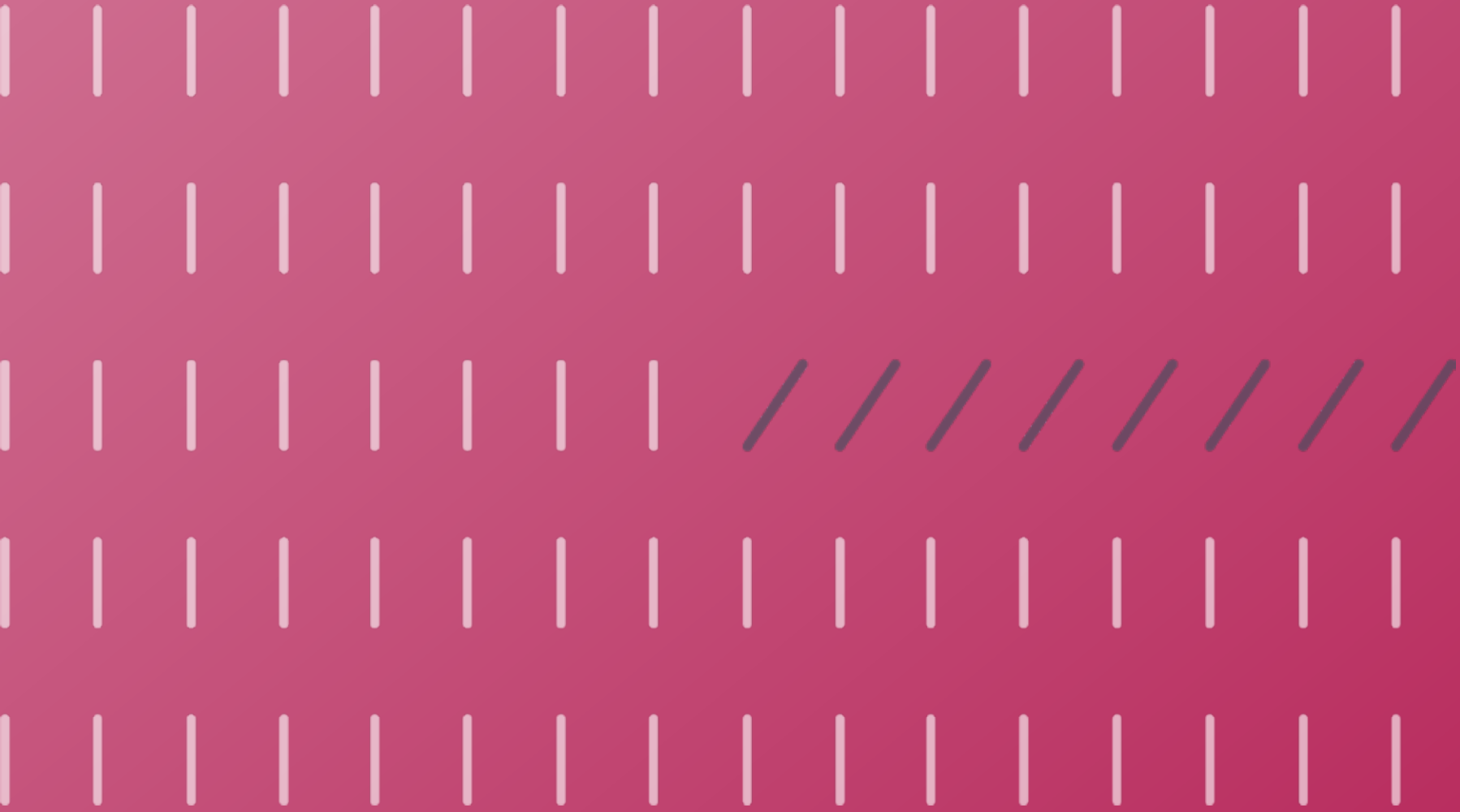
Microsoft Lists: Finally joining Microsoft 365 as a new first-party application, Lists doesn't replace To Do and Planner but makes it easy for teams to create inventories, deal with approvals, record incidents and more. Microsoft Lists launched in June 2020 and integrates directly into Teams.

Tailoring Teams for Success

The flexibility of Teams makes a real change to how your business handles communications internally and externally, complimenting your meetings and bringing together a geographically diverse workforce.

It's easy to get started with Teams right away; it's free with all versions of Microsoft Office 365, and accommodates whatever approach to learning you and your users are most comfortable with.

As Microsoft Certified partners, Mirus IT's award-winning services can help reinvigorate your company setup. From installing and assisting with Office 365 software, right up to upholding your entire company infrastructure, our managed services ensure your company IT is suited to your strategy and budget.





Ready to start your Microsoft Teams journey – or just want a faster ride?



Ask us how

If you'd like to find out more about Teams integration, training or utilisation, get in touch with us today. If you'd like some assistance with your current IT setup or IT strategy, ask us about our **FREE IT Infrastructure Assessments**.

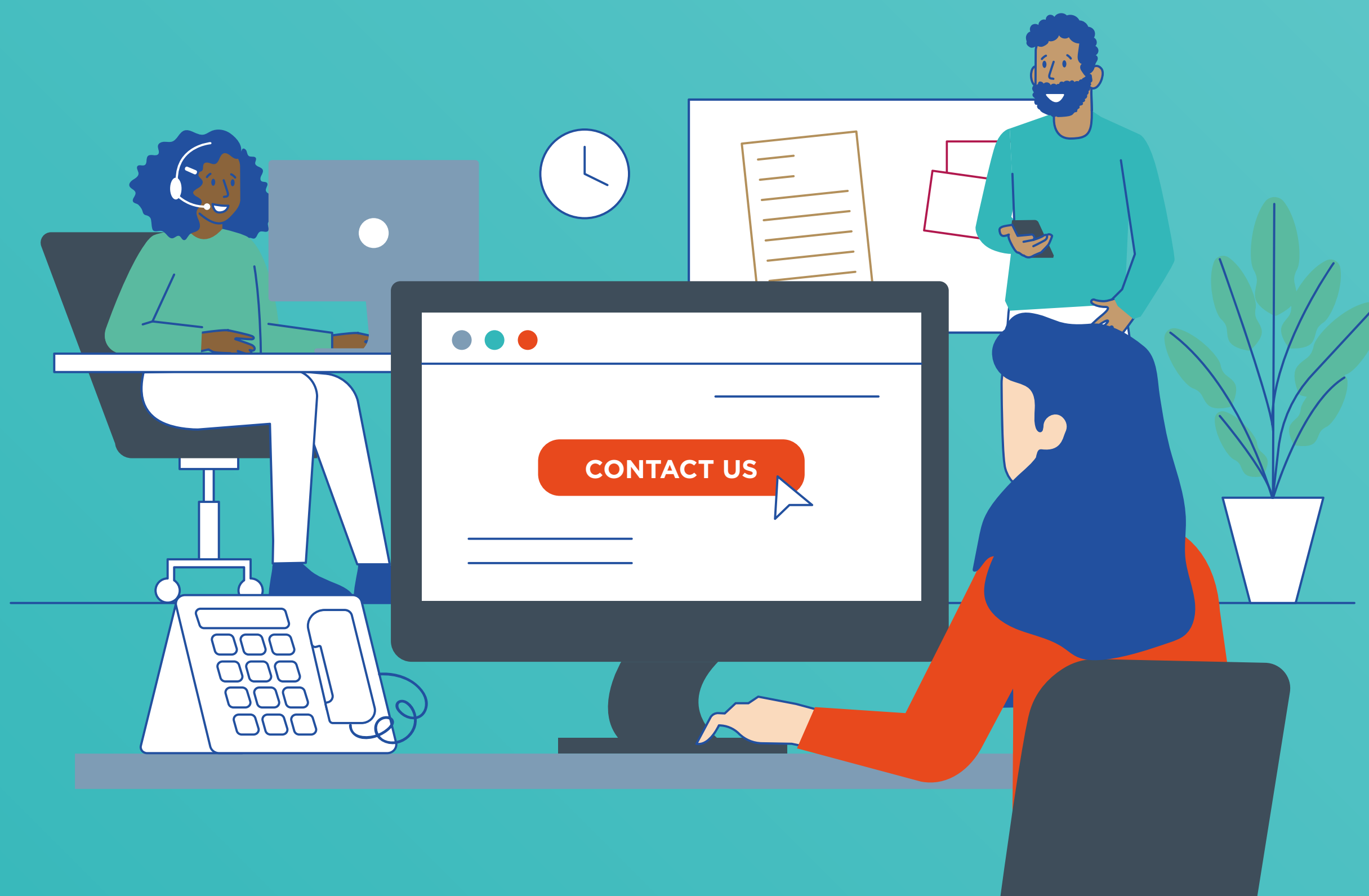
We also offer several training options for all major Microsoft software and products. From group sessions to one-on-one tutorials, we deliver the training you need, the way you need it.



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a Content+Cloud company

PROFESSIONAL IT WITH A PERSONAL TOUCH



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