

How to Crush Any MS Teams Challenge.





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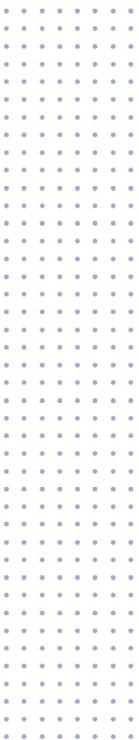
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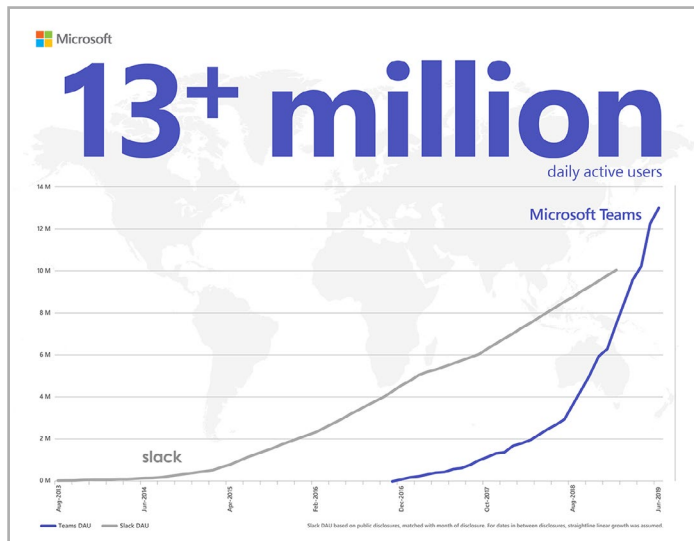


With Great Power Comes Great Responsibility

In just two short years MS Teams (Teams) has quickly become the most popular workplace collaboration tool on the market.

Built into Microsoft's powerful Office 365 suite, Teams allows for easy messaging, voice, video, scheduling, content collaboration, and 3rd party integrations—the ultimate communication and data sharing tool for the modern digital work environment.

Just this summer, Microsoft proudly announced Teams eclipsed its main competitor, Slack, with [13M daily active users](#)—and research suggests that by the [end of 2020 nearly half of all organizations will use the tool](#).



Of course, we're not at all surprised with its success. We love Teams, and use it across our own digital workplace.

But we also know there are real-world challenges out there that can block even the best IT support teams from rolling out this incredible tool. And that's where we come in.

In this comprehensive guide, we will show you how Nexthink conquers the 5 challenges faced during any MS Teams rollout, and how we can guide you during the different stages of planning, migration, and post-migration.

The 5 MS Teams Rollout Challenges:

1. **IT Challenges** – you lack visibility into your entire IT estate, and cannot see your devices in action before, during, and after deployment.
2. **Business Challenges** – your employees are less productive from a poor Teams migration, and you cannot calculate your true ROI.
3. **Employee Challenges** – your employees are frustrated with the rollout but you don't know why.
4. **Teams-Specific Challenges** – you cannot solve the administrative complexities involved in running Teams. You need easy, and real-time access to all of the performance activities run by Teams.
5. **Governance Challenges** – you struggle to address all the secure communications challenges with Teams: data storage, retention, and sharing policies.

Before You Even Begin— Do You Stand on Firm Ground or Quicksand?

You are sold on the idea of MS Teams, but before you can get off and running you need to know the cold, hard truth about your entire digital landscape.

Whether you are pitching Teams to your manager or making the final decision, it's imperative to first understand your current infrastructure in context.

Nexthink can help you answer questions like:

- *What collaboration tools do my colleagues currently favor?*
- *Are there any power-users?*
- *Are there key communication circles in my company that would benefit from Teams?*

Ultimately, you will need help measuring your company's pre-migration readiness from both hard, technical metrics and from soft, employee sentiment data. To capture this information, Nexthink monitors your endpoint and tracks, in real-time, important metrics like: performance issues, unused software, policy breaches, browser requests, and [hundreds of other crucial variables](#).

In addition, the Nexthink Digital Employee Experience (DEX) solution will enable IT support to identify the right early adopters for your Teams pilot group and when to interact with them. Through timely, one-click surveys we find out how your employees already feel about their current tools, and which users will be more receptive to testing the various features in Teams. Use this response data to establish a realistic early adopter baseline for moving forward.

A simple question can reveal a world of digital employee information.

How happy are you with your current collaboration tools? (Skype, telephony, videoconferencing, etc.)



Create powerful, one-click sentiment survey questions your employees will actually answer.

With the right early adopter plan established, you'll next want to dive deep into the IT metrics that define your Teams rollout. This is often the number one priority for many business managers, but don't lose yourself just in Teams data.

Believe it or not there's a way you can track your Teams rollout and compare it to the rest of your estate.

Good Question: How is Teams Performing?

Better Question: How is Teams Performing in Comparison to Your other Business Services?

Don't fall into the trap of worrying only about your Teams deployment and ignoring how that piece fits into the rest of your IT strategy.

Unsurprisingly, most business managers can have tunnel-vision during their Teams rollout—the tool is extremely performance-intensive and runs massive iterations in voice, video, and data sharing, and leaves behind a huge digital footprint. But Nexthink can help you measure your Teams performance and quickly operationalize that information for benchmarking and comparison.

Track crucial Teams data like memory, disc space, CPU, and network strength. View top-level metrics like the number of devices that adopt Teams, then drill-down to see where those devices live, or the number of application crashes and web requests to the MS Office 365 website, and from which users they originate.

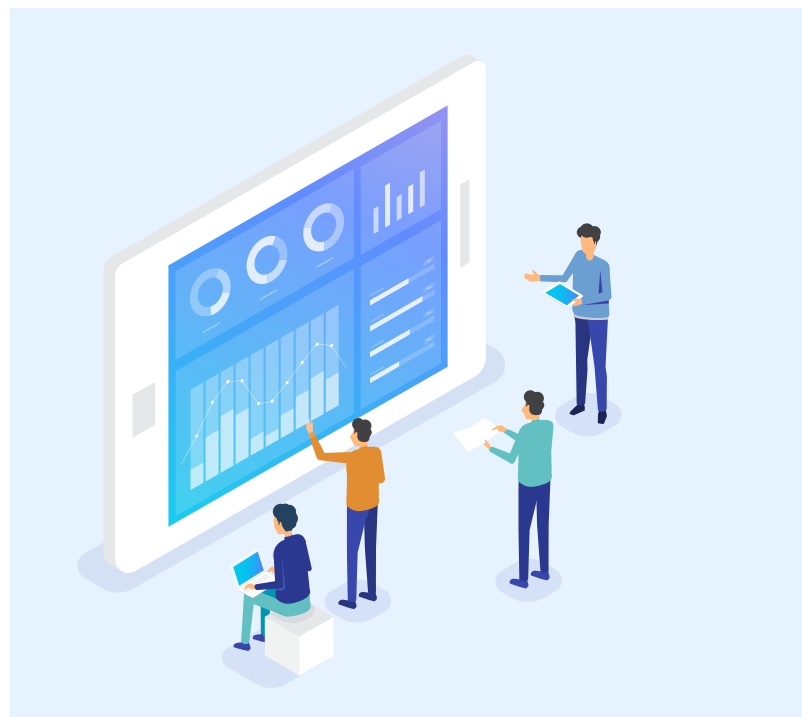
- *Were your employees better off with Skype?*
- *Is there one key variable that is slowing down your Teams performance during deployment?*

Answers to these questions can stump the best Teams business manager, but they are easy for Nexthink. We can track things like the CPU usage ratio between Teams and Skype, for example. We can show top-level indicators like network response time, and how much Teams data is being throughput by your pilot-group(s) and deployment rings.

We can provide you the most relevant, timely hard IT metrics but at the end of the day, it's the people—your colleagues—that are the final arbiters of success.

Without their approval, your Teams project will fail. That's why we devised a way to accurately measure employee sentiment data that equips business managers with a truly comprehensive look into their project rollout.

More on this in the next section.



Pilot Your Early Adopters Like Captain Kirk

You identified the right early adopters and have the hard IT metrics you need, but now comes the next challenge:

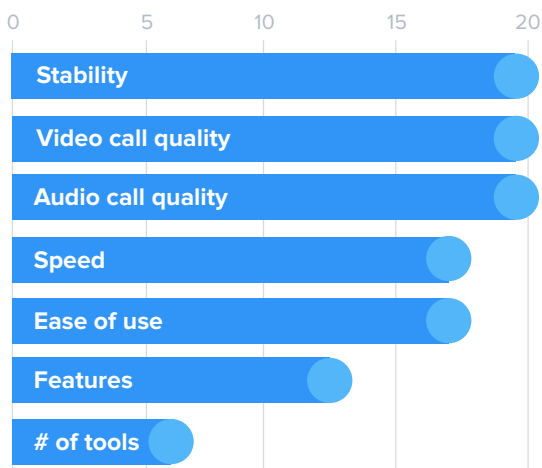
How do you ensure your employees help, and not hurt, your Teams migration?

The last thing you need is a pilot group that gives up using Teams halfway through deployment, or incomplete end-user feedback that inflates your end-user data.

Luckily, while your pilot group is in beta, Nexthink will compile live data from their devices and provide you with real-time visibility into how their infrastructure responds to the tool and what your early adopters really think about it.

Organize early adopters into deployment rings to monitor and test against each other and identify any Teams champions (power-users).

What Users Like Most



Answer more than just if your pilot group is happy or not, but why exactly they feel a certain way about Teams.

Example of Nexthink early adopter satisfaction scoring:

With Nexthink, your IT teams can discover how users feel about the tool's important features—like voice, video, audio quality, and much more. Discover whether your colleagues need training or are ready for more intensive tasks using Teams and its integrations.

Remember that the spectre of “shadow IT” always looms in the background of any end-user computing environment. Imagine your pilot group says they are happy with Teams but continue to use Google Hangouts for 90% of their workplace communication.

Understanding the context of your employees' computing environment, and finding the right time to intervene and assist them can be essential to the success of your initial rollout.

But as you start to see the light at the end of the tunnel, how do you properly sustain MS Teams and keep the tool relevant for your employees?

In this next section we answer exactly that question.

What Users Dislike the Most



Build MS Teams to Last Long into the Future

In 2018, McKinsey polled 1,733 business executives and found that only [3% reported complete success at sustaining their digital transformation efforts](#).

Unfortunately, this is the norm for most IT support teams.

But why?

An MS Teams project, or any other business service for that matter, will often buckle under the weight of these standard enterprise IT and employee pressures:

- *Office turnover, downsizing, or even a new department boss might affect the volume and types of Teams problems you encounter from users during the post-migration phase.*
- *Technical performance with Teams can dip over time—dropped calls, blurry videos, or audio echoes.*
- *And naturally, cloud computing will demand more from employees when it comes to updating their business applications and selecting new versions and features—which indirectly will put more pressure on your IT support group to assist end-users.*

Luckily, Nexthink provides plenty of simplified remote actions and 1-click remediations that can help you crush these types of challenges.

For example, we often see clients with several devices that contain out-of-date versions of MS Teams. This type of versioning problem can seriously hamper employee productivity, and it can be a real pain for IT support to investigate and remediate which endpoints need fixing.

But with Nexthink, you can quickly drill-down to the devices in question, right-click, and update to the latest version of Teams in just a matter of seconds.

Quick IT fixes like that are huge for sustaining Teams after deployment.

And Nexthink can execute similar automations on the employee end, helping your IT group maintain your employees' trust and confidence in Teams.



You can continuously gauge how your employees feel about Teams without disrupting their workday. Segment employee groups and build customizable campaigns that ask relevant questions for your colleagues across different locations, services, and departments.

We believe context is key to maintaining a strong Teams digital experience, and the various capabilities with the Nexthink tool can help you achieve that goal.

The data we collect will provide you with a comprehensive, holistic Digital Employee Experience Score that you can then use to benchmark against

your prior Teams performance, other industries, or your competitors. At any moment, the Score can help you see where you've been, where you are, and where you're going—an invaluable “north star” to guide your entire IT strategy.

What's most important to us at Nexthink is that you get value no matter where you are in your Teams deployment. Whether it's in the planning, migration, or post-migration phase, or whether you are trying to answer specific IT questions or get a comprehensive understanding of your enterprise setup—Nexthink offers something different for any Teams business manager.

“At any moment, the Score can help you see where you've been, where you are, and where you're going—an invaluable “north star” to guide your entire IT strategy.”

In It Together

Having Nextthink's employee-centric technology at your disposal can help steady any Teams deployment by alleviating stress, boosting productivity, and saving serious money in IT costs. Create a highly productive digital workplace for your employees and let them experience the awesome power of Teams without disruptions or distractions.

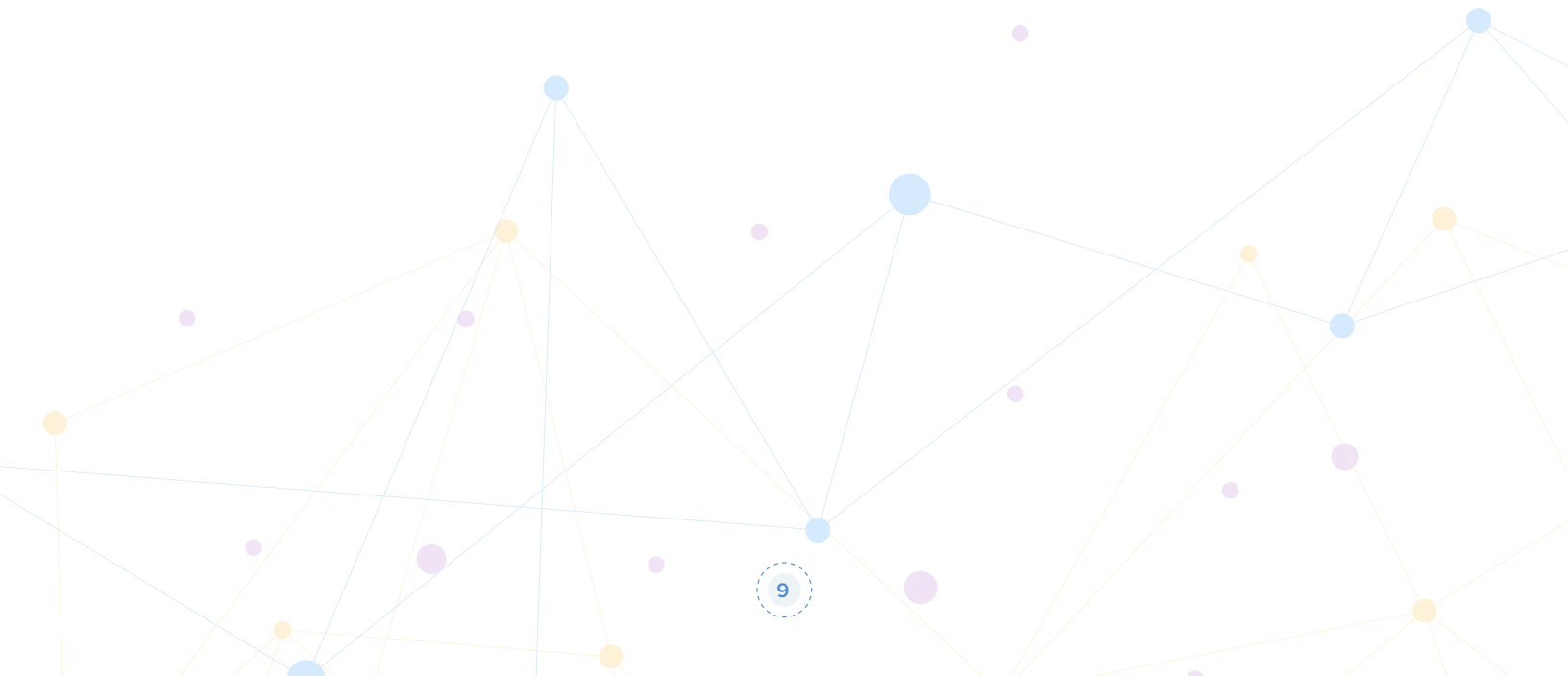
Whether you are in the planning, migration, or post-migration phase, Nextthink can offer you unmatched visibility and control over MS Teams. Put your employees at the heart of IT.

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our MS Teams solutions?**

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