

Eliminating Collaboration Tool Issues

5 Tips To Fix And Prevent Digital Collaboration Disruption

The rapid increase and reliance on digital collaboration have turned digital collaboration tools into the lifeblood of organizational productivity and forced EUC professionals to step up their investments in them.

Now, **collaboration tools are the leading source of IT incidents and widespread employee frustrations** – because when they fail, the impact multiplies across every collaborator.

Don't let technology hinder workplace collaboration.



WHAT DOES THIS LOOK LIKE?

A global financial company embraced a flexible, hybrid working style for its global workforce. MS Teams and the wider Office 365 suite quickly became the most used application across both web and desktop applications. Unfortunately, MS Teams and OneDrive became the biggest source of incidents and, ultimately, IT tickets.

The result? Unbeknownst to IT, employees dreaded using MS Teams as crashes and call quality drops became commonplace. The Service Desk team struggled to keep up with collaboration-related tickets, and Dropbox quickly became the de-facto non-compliant alternative due to employee frustrations with OneDrive.

Had the company invested its resources in a platform that provided experience-level visibility, they would have noticed that employee experience dropped drastically, mainly due to collaboration issues. Simple investigations would have identified the main culprits as MS Teams compatibility issues and OneDrive Sync blockers. With the source of the issue resolved, they could then work towards improving OneDrive and MS Teams' reputation with better adoption and awareness strategies and strategically drive employees away from non-compliant shadow IT activities.

Measure, Manage and Improve the Performance And Satisfaction of Your Collaboration Tools

1. COMPLETE EXPERIENCE-LEVEL VISIBILITY OVER THE COLLABORATION PORTFOLIO

Digital workplace collaboration isn't based on a single tool – it's a combination of a wide solution portfolio, including video conferencing, file sharing, instant message, live editing and more, which is why IT teams need a single pane of glass that measures employees' experiences with all of their collaboration applications, across every computing environment, including both performance and a measure of how the employee feels about these tools. This enables IT and Service Desk teams to keep their fingers on the pulse of the organization's total collaboration experience to quickly and proactively identify and remediate collaboration disruptions.

2. FIX QUICKLY AND AUTOMATE TO AVOID A DOMINO EFFECT OF COLLABORATION-RELATED INCIDENTS

Collaboration is such a key focus for IT because once it fails, it impacts both the application user and every colleague trying to collaborate with them. For this reason, IT needs to resolve collaboration incidents as fast and proactively as possible. To do that, IT and Service Desk teams must be armed with rapid automation, self-help and proactive incident management strategies to ensure that collaboration issues can be fixed before a ticket is submitted or, better yet, before it impacts employees at all.

3. LASER FOCUS ON COMPLIANCE, VERSIONING, AND COMPATIBILITY

Digital collaboration relies on a range of different SaaS and on-prem applications across different thick and thin clients. The problem is that they all need to remain on the same version to avoid inevitable compatibility issues with different computing environments. With modern applications requiring frequent security and quality releases, it is very easy for key updates to fall through the cracks across thousands of devices and cause serious collaboration issues. IT teams need to equip themselves with a single collaboration "versioning cockpit" to gain real-time visibility over collaboration tool compliance, run new update pilots across targeted device groups, correlate new updates with changes in performance, and simplify troubleshooting.

4. UNDERSTAND THE REASON FOR POOR USAGE AND DRIVE EFFECTIVE ADOPTION

Modern collaboration tools go through frequent updates, changes, and migrations. While these changes are often for the best, employee resistance to change or lack of awareness can be a roadblock to effective business-wide productivity and collaboration. IT teams need to be hyper-aware of their collaboration tool portfolio's actual usage and satisfaction to better detect and understand the reason for inconsistent usage or poor adoption. With the combination of performance, sentiment, and usage insight, IT teams can quickly and proactively detect the source of poor collaboration experience to break down resistance to change and drive effective adoption.

5. KEEP SHADOW COLLABORATION AT BAY

Employees facing poor digital collaboration will quickly turn to alternative collaboration methods. For many organizations, these can create significant security risks – Dropbox or WhatsApp are just some of the known applications that employees rapidly turn to when corporate filesharing or instant messaging apps are not adopted properly. IT teams need easily accessible dashboards monitoring all shadow IT and shadow collaboration activities to cut it out before a security breach can take place. In addition, reaching out to non-compliant employees is a great way to understand why they are not using approved collaboration solutions.

Find Out More

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