Nexthink and MS Teams

Using Digital Employee Experience to successfully deploy
and sustain Teams across the enterprise

ADDRESSING TEAMS CHALLENGES AND OPPORTUNITIES

As the long-awaited successor to Skype for Business, Microsoft Teams represents the next generation communication and collaboration platform from the reputable Office 365 Suite. Extendable and customizable, this productivity-facilitation tool was designed to meet modern workplace needs and expectations by improving collaboration, increasing employee satisfaction and allowing significant impact savings*.

In larger enterprises, however, the mass deployment of Teams requires substantial IT operations support to ensure its efficient implementation. Indeed, without the right IT tools and engagement, migrating to Teams can be more confusing than constructive for employees, generating compliance issues, adoption resistance and digital frustrations. IT departments must then blindly navigate through scores of technical complexities throughout the deployment process which inevitably lead to declining Digital Employee Experience (DEX), impairing Teams ROI and, ultimately, business bottom-line.

STREAMLINING THE DEPLOYMENT OF MS TEAMS

By collecting a combination of both technical and sentiment data, Nexthink empowers enterprise IT with comprehensive real-time visibility over their IT infrastructure, contextualized with employees' digital experiences. This allows IT to not only stay in control of their Teams deployment efforts from a data-center perspective, but also ensure employees are aware and satisfied with the service rollout — pre to post-migration. By leveraging DEX intelligence, Nexthink provides IT with the actionable insight to ensure the seamless deployment, adoption and management of Microsoft Teams.

The Nexthink platform provides IT with control and visibility at each stage of the deployment process in terms of both technical performance and employee satisfaction. It allows IT to efficiently ensure pre-deployment readiness by evaluating devices and infrastructure capabilities before initiating the piloting and monitoring of early adopter rings. Once successfully implemented, IT can then sustain high service quality by engaging with employees for feedback and easily solve issues using remote actions, one-click fixes or automated remediations.

* Forrester Teams total economic impact study, commissioned by MS, 2018

BUSINESS BENEFITS

- Gain visibility and control during deployment
- Promote user adoption and awareness
- Reduce migration complexity and overheads
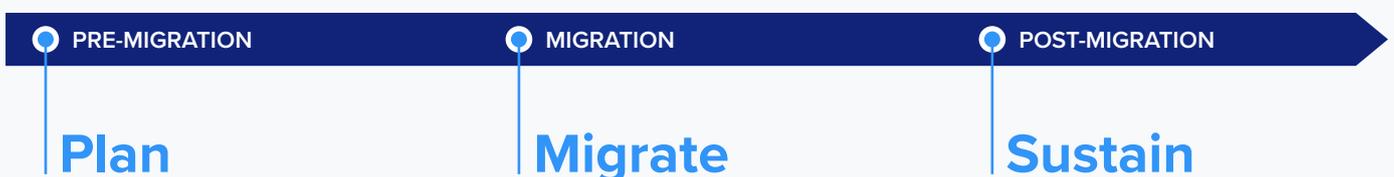- Improve employee productivity and satisfaction

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Nexthink allows us to kill blind spots, it shows absolutely everything going on with our devices and end users.

André Spölming
IT Lead, Apetito

Streamlining the deployment process of MS Teams across the enterprise

PRE-MIGRATION	MIGRATION	POST-MIGRATION
Plan	Migrate	Sustain

Plan

Visualize the current communication and collaboration ecosystem and ensure pre-deployment readiness

- Detect hardware, infrastructure and performance capabilities to plan migration based on available resources

- Track usage of current software and collect feedback about preferred collaboration tools and features

- Identify and sign-up early adopter rings based on chosen criteria to ensure representative testing
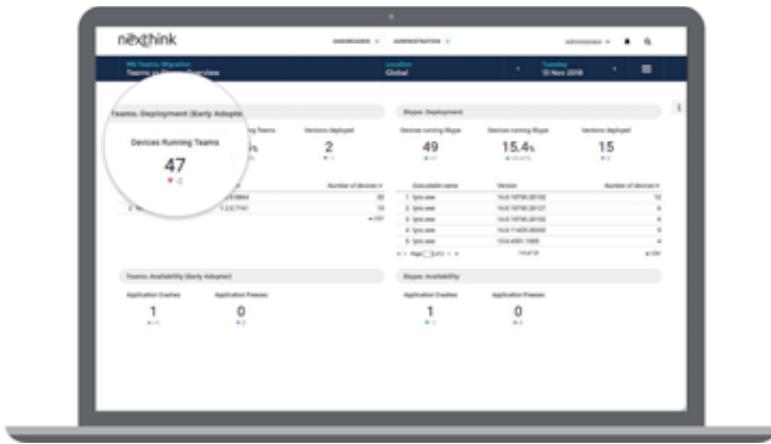
Migrate

Pilot user groups and monitor technical performance and employee adoption

- Pilot, monitor and engage with early adopter rings to collect technical device data and employee experience feedback

- Record performance, usage and satisfaction data to compare with alternative communication tools to validate progress

- Track, score and analyze adoption rates to address usage resistance and promote awareness

Sustain

Maintain Teams service quality and continuous improvement using metrics, remediation and engagement

- Use dashboards and metrics to maintain landscape visibility and detect any performance or compliance deviations

- Simplify service diagnosis and rapidly solve issues with remote actions and automated remediations

- Track collaboration and communication effectiveness and monitor employees' overall Teams experience
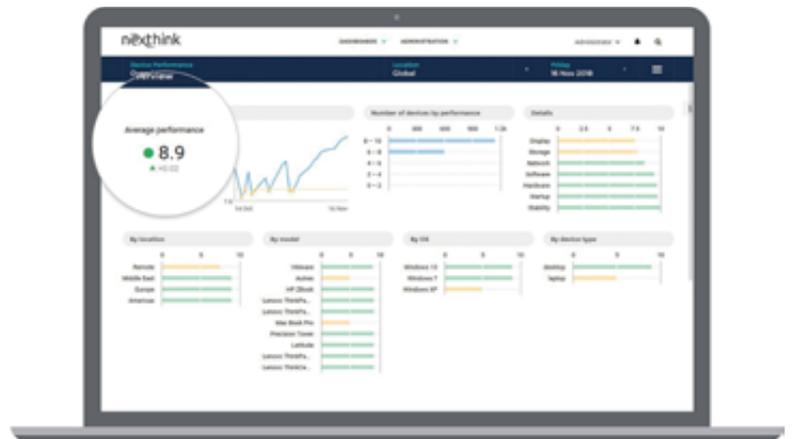
LEARN MORE

The Nexthink platform enables enterprise IT to measure, monitor and improve Digital Employee Experience. It drives the collection and aggregation of real-time data from all of your endpoints, facilitates automated remediation and provides high-level metrics for instant visibility and continuous improvement. Learn more and schedule a demo at www.nexthink.com