Office Online (O365) Adoption: Remote Working Coupled with Productivity Improvements

COVID-19 or Coronavirus is continuing to disrupt the lives of people around the world. For public health and safety reasons, authorities / governments have implemented travel restrictions. Organizations across the world are taking measures to ensure their employees are not affected by the pandemic. Where the nature of work allows people to work from remote locations all organizations are exploring & deploying solutions at pace to enable their employees to work from home.

O365: The key enabler for secure remote work and improving employee productivity

Remote working is being enabled by a myriad of communication and collaboration solutions with Microsoft O365 being one of the most widely used collaboration and productivity tool. Many organizations have implemented O365, but its use is limited to mails and Office tools such as Word, Excel and PowerPoint. Leveraging these tools provides the base level of remote work possibility. This is also an opportunity to extend the power of these tools to realize the potential of enhanced productivity. This can be achieved by harnessing the power of other modules including Teams, OneDrive, Yammer and PowerApps solutions that are part of the O365 suite. We have observed that most organizations have not been able to successfully roll out these solutions and when rolled out, user adoption of these tools is very low. This is due to the lack of change management processes and creating awareness amongst users.

For an organization ready to implement mass work-from-home measures, there is no better time than this crisis to kick-start organization-wide adoption of all modules of Microsoft O365.

Driving employee productivity with O365: The Microland Way

A traditional approach of implementation, rollout and management of a cloud-based solution such as O365 will not give the desired outcome. Microland takes a user-centric change management approach and focuses on the end goal of user experience and productivity improvements over and above the technology implementation. For this, the approach must change from infrastructure availability/capacity management to user experience management, from license utilization to user adoption measurements and from service uptime SLA to user productivity gains. Microland's methodology ensures productivity enhancements of 30 minutes/day to your employees.

Our 4A framework for O365 helps in effective change management and adoption of O365 solutions within an enterprise.

Advisory

Microland works with the client during this phase to identify key business processes that can be automated using O365 tools. In our experience we have observed the quick wins in these areas are the business processes where multiple teams collaborate to achieve business outcomes e.g. Bid management process, Knowledge management process etc.

In a rapidly changing O365 world, where every month new changes or features are introduced, organizations and its employees must be fully aware of the changes and new features that can have a positive impact on employee productivity, IT Security and management.

At the end of this phase, Microland will develop a roadmap for automation of business processes and implementation of new features along with adoption plan by employees

Adoption

In this phase Microland team enables the implementation of outcomes of the Advisory phase. We have pre-defined templates that enable automation of the business processes. Analytics is leveraged to identify usage patterns and user behaviors to drive the utilization of the workloads. In addition, persona-based analysis is conducted to map workloads to roles to optimize the license spend.

Microland also has training toolkit involving

- Focused communication and training for employees based on their usage pattern
- Effective and short (2 mins) video-based training and chatbot for anytime, anywhere support to user community

Assurance

As O365 enables a seamless communication and collaboration experience across the organization from any device and from anywhere, ensuring security and compliance around this environment becomes a focal point. While O365 provides many security features, it is upto the organization to implement the right features that are important to them without impacting the user experience. As part of O365 lifecycle management, Microland helps organizations strike the right balance between security and user experience.

- Help define and implement the security policies based on the use case
- Frequent checks and audit of O365 security score to optimize the security posture

Administration

Contrary to popular belief, there is a lot of day-to-day management activities required for a cloud-based SaaS solution, in this case O365. As part of our cloud lifecycle management, Microland takes care of day-to-day management and support of O365 with an automation platform including Tenant management and User account administration and management

Microland's Analytics and Automation Platform

In addition, we have also built a robust migration framework and project management toolkit that can help you with a seamless and quick migration to O365, saving upto 35% in effort and timelines compared to a traditional migration.

Our **SmartMigrate** solution helps enterprises plan end-to-end, track and report migration status and communicate with end users as part of change management. It also contains automation modules to fasten migrations and is integrated with Active Directory, ADMS and SCCM. The key features of this solutions include

- Comprehensive compliance auditing
  - Easily audit any action executed by admins and end-users
  - Maintains visibility into employee activity and find deviations from defined user policies
- Office 365 adoption analytics
  - Impactful insights and analytics enabling stakeholders to make informed and faster decisions
  - Drives user adoption across the Office 365 stack, including Exchange, SharePoint, OneDrive, Skype for Business, and more
  - Evaluates usage trends to identify and reassign unused licenses
- Increasing business efficiency and streamlining management
  - Manages and measures user interactions with a single-pane-of glass view
  - Automates routine tasks with a click of a button
  - Enhanced user experience: Enhanced user engagement and improved user satisfaction self-scheduling and automated user communication

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Raj Kumar Thakur has over 20 years of experience in the IT Infrastructure Management space and has played various roles in Service Creation, Service Delivery, Service Management Consulting and Solution Engineering.   In Microland as Head of Digital Workplace Services Practice, he is responsible for building service capabilities in the areas of Digital Workplace, Cloud based messaging & collaboration and NextGen End user support ecosystem.

About Microland

Microland's delivery of digital and "Making Digital Happen" allows technology to do more and intrude less. We make it easier for enterprises to adopt nextGen Digital infrastructure. We enable this using our expertise in Cloud and Data Centers, Networks, Digital Workplace, Cybersecurity and Industrial IoT, ensuring the embrace of brilliance is predictable, reliable, and stable.

Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.