



calltower



Microsoft Teams

CallTower's Microsoft Teams for Hybrid Work

eBook

Building a Hybrid Work Strategy

The slow transition to hybrid work suddenly accelerated with the onset of the COVID-19 pandemic. After months and years when virtually every employee who could work remotely did so, some are trickling back to workplaces on at least a part-time basis. That being said, a considerable proportion of the workforce - especially front line workers in retail, manufacturing, healthcare, and other fields - never left, instead adopting new safety practices while continuing to work on site.

Organizations worldwide are working hard to find the balance between remote and in-person work. Many are finding that the traditional boundaries have blurred. As they adopt new ways of working defined by flexibility, inclusivity, and ease of use across in-person and remote experiences, companies are embracing the multifaceted family of Microsoft Teams products and solutions. From setups like conference rooms to home offices, and with network options ranging from Operator Connect to native Direct Routing, Teams enables them to pursue their hybrid work strategy based on their business strategies.



Three Components of Hybrid Work

Effective hybrid collaboration enables everyone to feel like equal participants, whether in the office, at home, in the field, or on the go. Whether you need to create thoughtfully designed spaces and incorporate technology that brings people together where they're working, give people flexible solutions for one-on-one calling, or something in the middle, your technology decisions should stem from your business needs. To simplify the evaluation of those needs, look at these three components of hybrid work collaboration:

1

LOCATION

Where are participants located worldwide?

Today organizations face a diverse array of presence scenarios. Some companies embraced remote work many years ago. Others had their people work remotely during the pandemic but are bringing them back into offices, sometime gradually, sometimes quickly. In still other cases, organizations have large numbers of front line workers whose remote work options are limited yet who still need to integrate their workforce into the digital environment inherent in hybrid work.

2

PEOPLE

How many participants are involved and what is the direction of communications?

In the pre-hybrid era, the potential number of participants in a meeting was limited by the size of the room. Now, technology empowers organizations to hold meetings with hundreds or even thousands of participants. However, there's a difference between simply allowing people to join and giving them a high-quality experience that meets their specific needs. It's important not to sacrifice quality for quantity when you can have both.

3

COLLABORATION

What activities take place during the meeting?

It's critical to identify how many people need to participate in various kinds of meetings and where they are located to optimize your hybrid collaboration solutions. Just as critical, however, is considering the types of activities they will typically engage in. For example, some meetings serve the simple purpose of communicating information or sharing updates on a predetermined schedule or process. In other cases, a meeting may require intense creative thought, involving images, diagrams, drawings, text, and more. With the right tools, you can support any level of collaboration regardless of where people are located.

By looking at these components, you can discover the Microsoft Teams solutions that are perfect for your business.



Know & Meet Your Organization's Unique Collaboration Needs

Whether your organization is a solo operation or a global enterprise, remote-only or hybrid by nature, the important thing is to focus on the value and variety of the meetings that bring people and ideas together. In fact, the transition to hybrid work is an invaluable opportunity to take a deeper look at which aspects of meetings are simply organizational habits and which ones truly drive productivity and innovation.

By choosing tools that emphasize the valuable aspects of meetings—and always keeping employee engagement and experience top of mind—you can help your people contribute their best no matter where they are working. With Microsoft Teams, you get a solution that supports how your people meet in the present and grows with them in the future—one that's designed to emphasize human interaction and optimize hybrid work scenarios.

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