

Thoughtfully Deploying Microsoft 365



Executive Summary

In the Modern Work era, seamless communication and collaboration is the cornerstone of business efficiency and innovation. Microsoft 365 (M365) has emerged as a transformative solution, enabling organizations to enhance collaboration and intelligently change the way work is done. This whitepaper delineates a comprehensive roadmap for deploying M365 with Teams, encapsulating crucial phases from planning and data preparation to deployment and ongoing management, aimed at equipping businesses with a strategic approach to bolster their collaboration framework beyond legacy stand-alone tools.



Introduction

Teams is not just a replacement for chat collaboration, but a gateway to a new paradigm of work. Unlike legacy approaches, which are siloed solutions, limited by hardware constraints and static features, Teams leverages the M365 cloud and AI to offer a flexible, scalable, and intelligent platform, that can adapt to the changing needs and preferences of users and businesses.

Unlike vendors who promise a self-service wizard-based approach for unrealistically simple deployments, T2M Works provides a guided approach by industry leading subject matter experts to ensure the greatest return for your Modern Work journey. With our solution, you will have access to experienced personnel that employ a comprehensive and proven process that includes planning, configuration, testing, and management.

Microsoft Teams and M365 holds the promise to revolutionize collaboration, incorporating bots, automation, AI, and yes, the PSTN. We deliver solutions that delight, on-time and on-budget with our streamlined process. As your Microsoft Partner, rest assured that we will support your organization during every step of the process to improve the flow of work and drive better outcomes. Successful Modern Work projects start with a proven implementation process.

Phase 1: Strategic Planning and Analysis

Defining Objectives

1

Success with Modern Work begins with clarity in goals; understanding the strategic possibilities sets the foundation. M365 provides a versatile, feature-rich, integration platform for companies to streamline workflows, digitize and automate processes, and connect and empower employees across departments and locations. It strengthens strategic alignment, engagement, and productivity.

2

Exploring existing business activities is critical to achieving the greatest return on investment. M365 has tools that can fundamentally improve the way accounts payable are processed, revolutionize access to data with chat bots, and provide a whole new way of coordinating work in real time.

3

By expanding beyond the traditional notion of collaboration, to include generative AI and automation, organizations can benefit from the best of both worlds: the flexibility and scalability of cloud-based collaboration and the rich functionality and user-friendliness of Teams powered by AI.

Phase 1: Strategic Planning and Analysis

Flow of Work Evaluation

Before introducing any new tools or platforms, it is essential to understand how the work is currently done within a company. Collaboration tools are critical business enablers, but many organizations now find themselves with multiple duplicative internal systems. This proliferation comes at the cost of both money and work fragmentation.

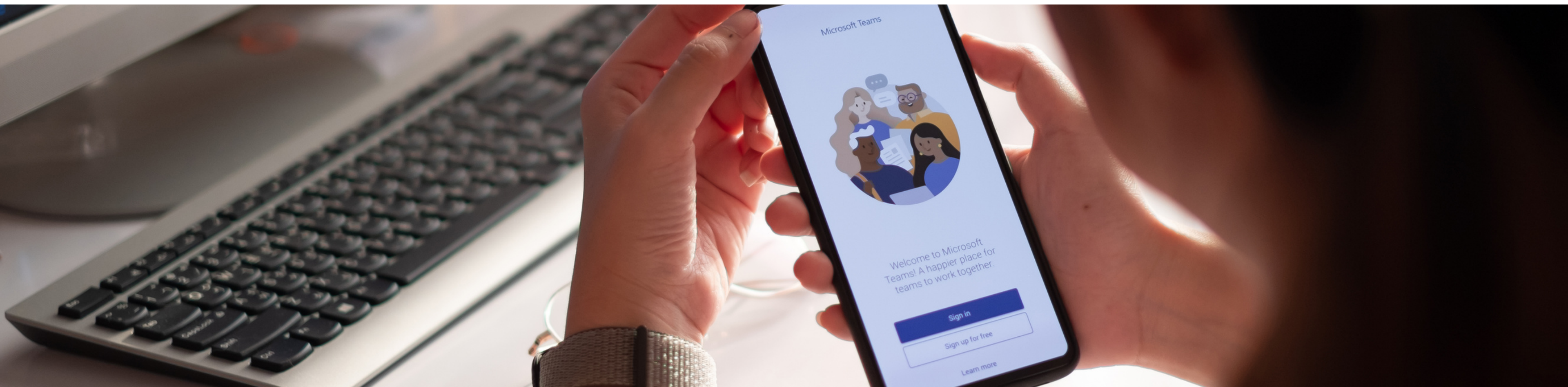
Evaluating the flow of work means identifying the key processes, data, roles, and tasks that are involved in achieving the desired outcomes, as well as the pain points, gaps, and inefficiencies that hinder them. By mapping out the current state of work, organizations can gain insights into how they can leverage the latest M365 tools to optimize their workflows, enhance collaboration and communication, and streamline decision making. A flow of work evaluation will help to align the stakeholders, set clear expectations, and measure the impact of the transformation.



Phase 1: Strategic Planning and Analysis

Licensing and User Analysis

Understanding user needs is essential for ensuring appropriate licensing so that each user has the capabilities they require. To select the appropriate M365 business license bundle, the organization needs to assess its current and future requirements for the M365 suite of tools and services. This includes identifying the number and type of users, devices, and data, as well as, the desired features and functionalities, such as security, automation, compliance, collaboration, or analytics. The organization also needs to consider its budget and return on investment for the M365 deployment.



Phase 2: Detailed Preparation and Configuration

Infrastructure Alignment

Before migrating to M365, the organization needs to prepare its existing environment and data for the transition. This includes assessing the compatibility and readiness of the current hardware, software, network, security infrastructure, and data quality and integrity.

The organization should also identify and resolve any potential issues or risks that might affect the migration process or outcome. T2M Works leverages a proven Microsoft 365 readiness checklist and experienced consultants to guide customers through the preparation phase.

Phase 2: Detailed Preparation and Configuration

Infrastructure Design

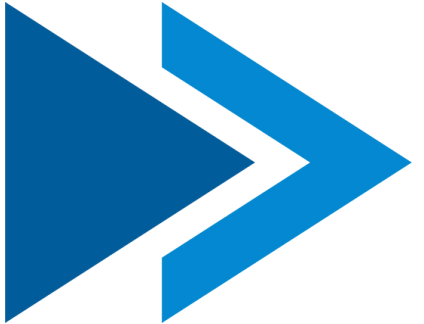
To ensure that the greatest value can be achieved from the Modern Work transformation, the organization must configure and customize the M365 tools and services according to its specific needs and requirements. This includes setting up the identity and access management, data protection and governance, device and app management, and communication and collaboration features.

The organization should also test and verify the functionality and performance of the M365 tools and services before deploying them to the end users. Over the years, T2M Works has developed best practices and recommendations to ensure the success of the configuration phase.



Phase 3: Implementation and Validation

Meticulous Deployment

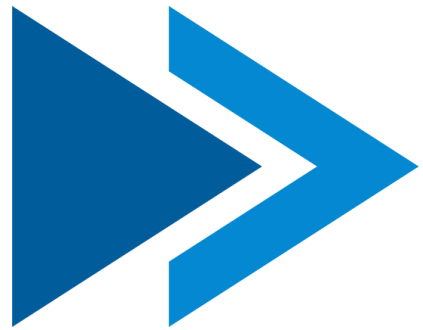


Ensuring a smooth transition and minimal disruption to the business operations and communication workflows, while setting up the business for transformational change, is a core element of our approach. One of the best practices for M365 deployments is to use a pilot group of users, who represent different roles and scenarios in the organization. The pilot group should be selected based on their willingness and ability to provide feedback, their level of technical proficiency, and their exposure to the most critical and common workflows within the business.

Phase 3: Implementation and Validation

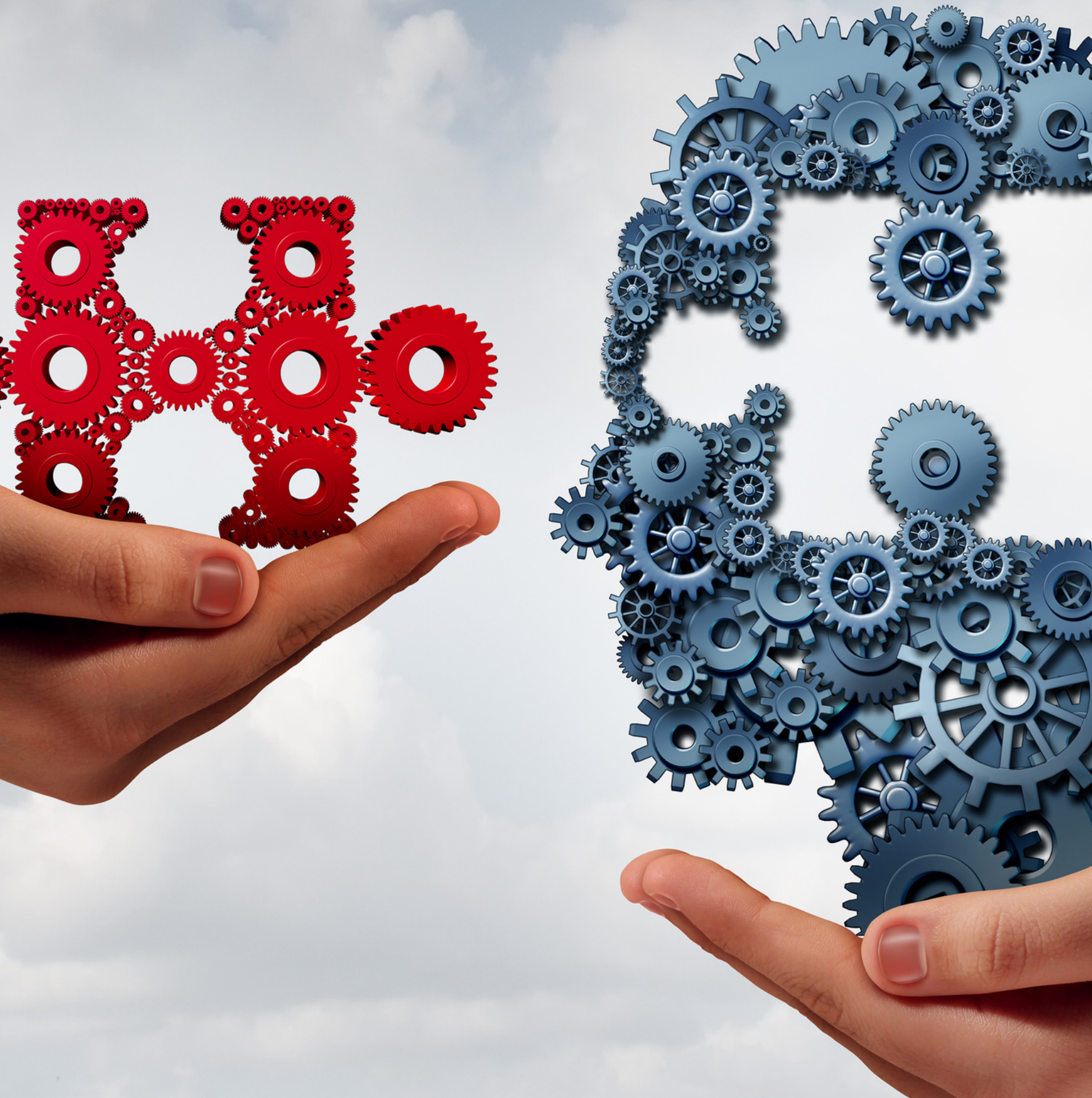
Comprehensive Testing

Rigorous testing phases validate every facet of an M365 services implementation, ensuring reliability and user satisfaction. The pilot group should be given access to the M365 tools and services that have been configured and customized for the organization and should be instructed to perform their regular tasks and activities using them. In partnership with you, we collect and analyze user feedback and data from the pilot group, such as user satisfaction, issues and errors, performance and reliability, security and compliance, and usage and adoption patterns. We use the feedback and data to identify and address any gaps or problems in the M365 infrastructure, and to fine-tune and optimize the configuration and customization settings. We also use feedback and data to create and update the training and support materials and resources for the end users. We repeat the testing process as necessary, with different pilot groups, until collectively we are confident that the M365 infrastructure is ready for production deployment.



Phase 4: Empowering Users and Continuous Improvement

Training and Engagement



Empowering users with the knowledge and resources to fully leverage M365 capabilities is key to maximizing its benefits. This includes providing training and support materials, collecting feedback and insights, measuring the impact and value, and identifying and implementing improvements and enhancements. Keeping up with updates and changes to the M365 product suite ensures your business maximizes the value of your investment. Engagement and training is key to continuous improvement and harvesting increasingly greater value from your Microsoft investment.

Phase 4: Empowering Users and Continuous Improvement

Maintenance and Continuous Improvement

Ongoing monitoring and iterative feedback loops are essential to refine, optimize, extend, and adapt the Modern Work environment to evolving business needs. After migrating to M365, T2M Works has the tools and expertise to monitor and optimize the usage and adoption of M365 services across your business. This includes providing training and support, collecting feedback and insights, measuring the impact and value, re-imagining business processes with digital automation, and optimizing your Microsoft spend. Maintenance customers have access to the T2M Works Microsoft 365 Adoption Center and experienced professionals who focus on optimizing M365 for your business.

Conclusion

Moving forward with a Modern Work project represents a strategic investment in your organization. A structured framework for deploying M365, designed to ensure a seamless, efficient, and scalable implementation ensures the greatest competitive advantage and return on investment. By embracing this comprehensive approach, businesses can unlock new levels of collaboration and connectivity, positioning themselves to reap the myriad benefits of Modern Work.

Empower your organization today with T2M Works M365 Services and transform your IT infrastructure into a dynamic, integrated, ecosystem that drives business success.

