

KONICA MINOLTA

# UNDERPIN YOUR HYBRID WORKING STRATEGY WITH MICROSOFT TEAMS

WORKBOOK: HOW TO USE THE FULL POTENTIAL  
OF THE TEAMWORKING HUB



Giving Shape to Ideas



# REMOTE AND HYBRID WORKING ARE HERE TO STAY

In the early days of the pandemic, organisations had to switch to remote working at a moment's notice. In many cases, Microsoft 365 – including Microsoft Teams – came to the rescue. These cloud-based services allowed people to continue communicating with colleagues and collaborating on projects while working from their own homes.

Working from home proved popular enough that many organisations are making it part of their new normal – in many cases, blending it with office-based work into a hybrid working model. Indeed, hybrid working is up seven points year-over-year, to 38%. In the year ahead, many hybrid employees (51%) say they'll consider a switch to remote working, while a slightly higher number of remote workers (57%) say they'll consider a switch to hybrid working.<sup>1</sup>

With remote and hybrid working clearly here to stay, organisations need to take a strategic approach to making it a success. This includes providing a digital environment that enables both

static departmental teams and dynamic project teams to collaborate effectively and be truly productive, no matter where individual team members are working. It's also worth taking the opportunity to include frontline workers in your hybrid working strategy, to help engage them more closely with the organisation.



Hybrid working is  
**up seven points**  
year-over-year, to  
**38%**<sup>1</sup>





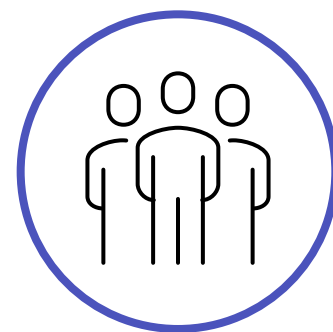


# WHAT CHALLENGES DO YOU NEED TO SOLVE?

However positive people may feel about working from home some or all of the time, being truly collaborative and productive as a dispersed team can be challenging.

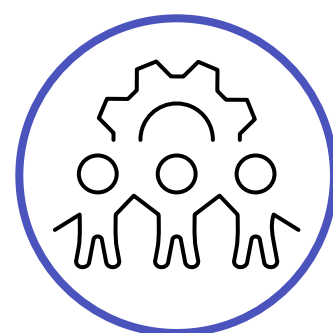
**As you develop and refine your hybrid working strategy, think about the issues and obstacles you may need to address.**

For example:



## People

- How easy is it for team members to communicate effectively with each other and with their manager?
- How do team members share notes and documents with each other?
- How easily can a new member be integrated into an existing team and get up to speed?



## Information

- Is it a struggle to ensure all project information is accessible to all members of the project team?
- How do frontline workers access documents and information relating to teams they belong to? Do they sometimes get left out of company-wide communications?
- Once a project has been delivered, do you have a way of archiving all the documents and information assets relating to it, for future reference?



## Tools

- Do teams find it annoying and time consuming to keep switching between different apps to work on documents and find information?
- Are you concerned that teams may resort to shadow IT to simplify communications or get things done more efficiently?
- How many different tools do people currently use to create, review, store and search for documents and information?

**Not sure which tools are being used? Our checklist may inspire you...**



# Tools checklist

**Tick all the tools used by individuals and teams in your organisation to create, review, store and search for documents and information.**

**When you add them all up, you may be surprised by how many there are!**



Digital	Analogue
<div><input type="checkbox"/> Email</div> <div><input type="checkbox"/> Network Drive</div> <div><input type="checkbox"/> Microsoft Excel</div> <div><input type="checkbox"/> Microsoft PowerPoint</div> <div><input type="checkbox"/> Microsoft Word</div> <div><input type="checkbox"/> Microsoft Teams</div> <div><input type="checkbox"/> OneDrive</div> <div><input type="checkbox"/> SharePoint</div> <div><input type="checkbox"/> Other Microsoft 365 apps</div> <div><input type="checkbox"/> Enterprise content management (ECM) system</div>	<div><input type="checkbox"/> Post-it notes</div> <div><input type="checkbox"/> Whiteboard</div> <div><input type="checkbox"/> Notebooks, notepads</div> <div><input type="checkbox"/> Scrap paper</div>
<div><b>Any others? Note them here</b></div> <div><div></div><div></div><div></div><div></div></div>	<div></div> <div></div> <div></div> <div></div>





# TRANSFORM TEAMWORK WITH MICROSOFT 365

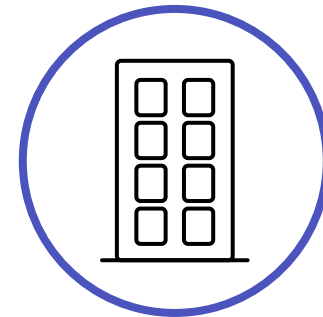
We're all familiar with Microsoft productivity apps like Word, Excel and PowerPoint; but Microsoft 365 has a great deal more to offer. It provides a complete platform for teamworking and business processes that lets you get rid of disconnected tools, manual routines and ad-hoc workarounds. At the centre is Microsoft Teams – the all-purpose hub for streamlined teamworking. Microsoft Teams:

- Brings people together across departmental, time and geographical boundaries
- Allows teams to communicate, collaborate and organise themselves
- Enables many professional tasks to be carried out remotely

Because Microsoft Teams can be used on any connected device, it also helps an organisation to engage more closely with its frontline workers – whose usage of Microsoft Teams has doubled year over year. <sup>2</sup>

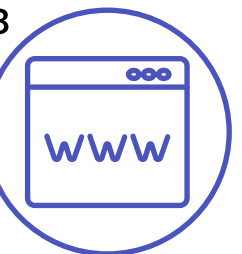
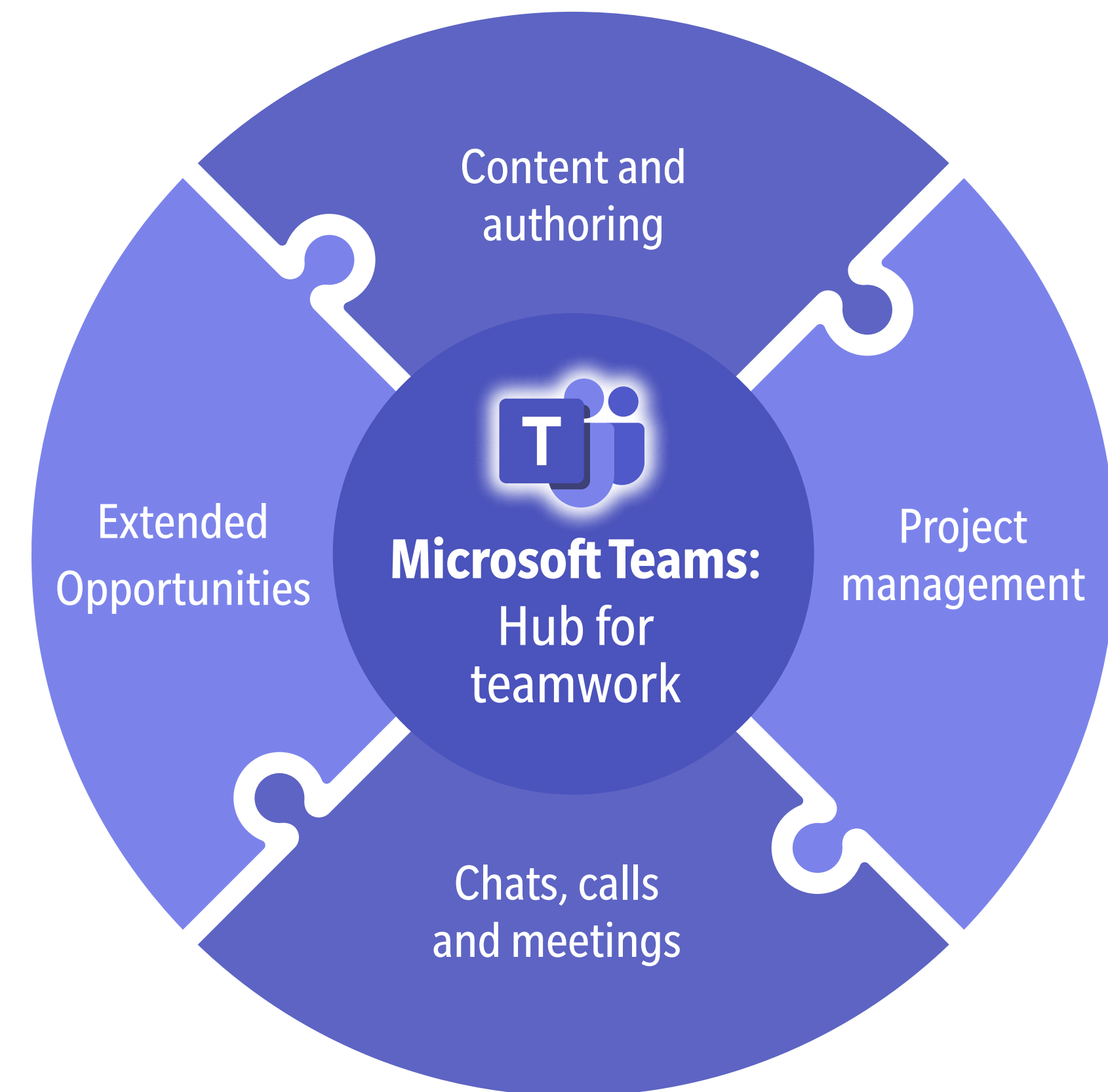


Today, more than  
**270 million people**  
rely on Microsoft Teams  
for hybrid work.



**Over 50%**  
of organisations  
have standardised  
on Teams<sup>3</sup>

## Microsoft Teams: your Swiss Army Knife for teamworking



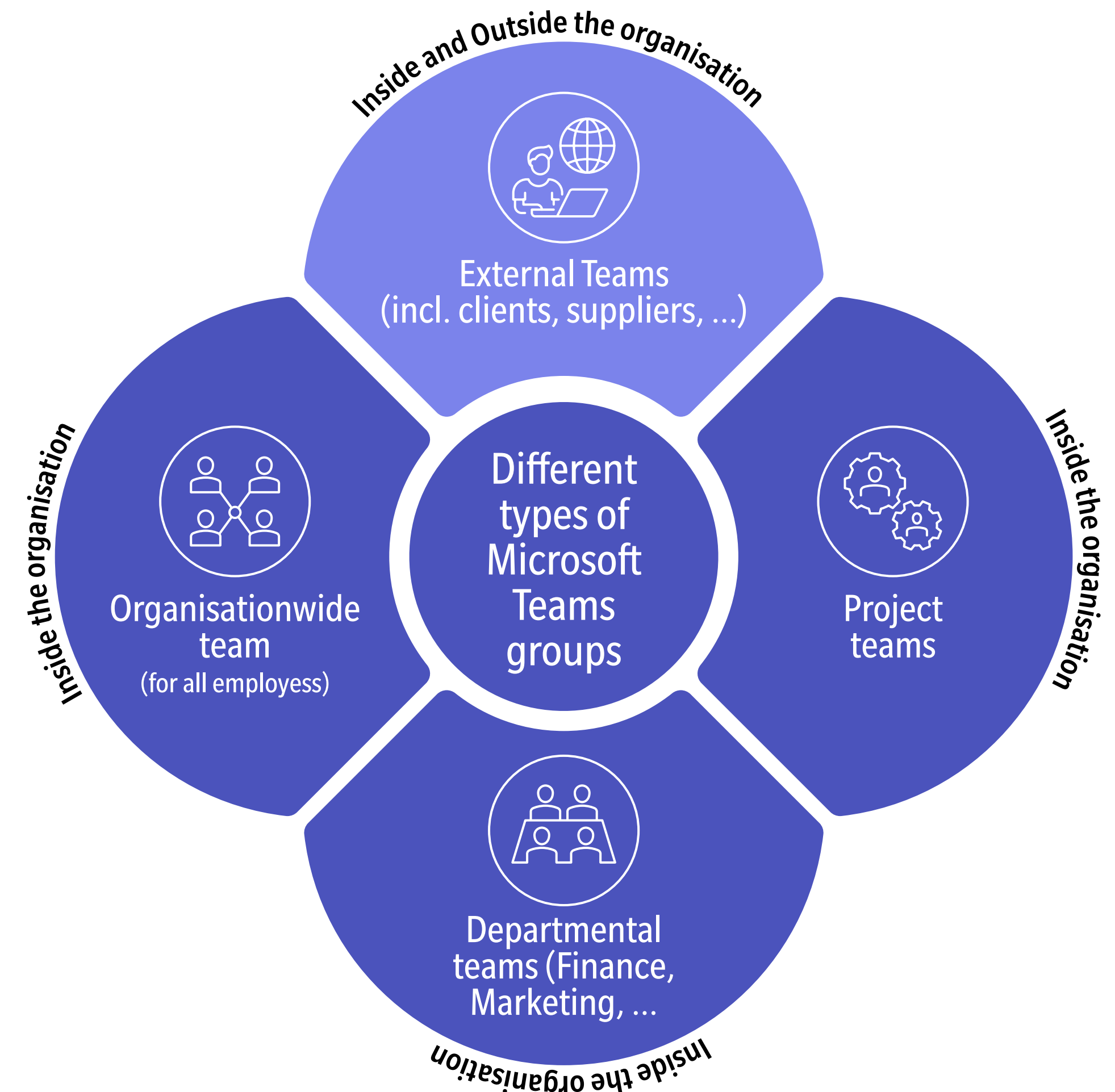


## Microsoft Teams: best practices

Microsoft Teams gives you the flexibility and control to create different types of teams depending on who needs to be involved and what type of information will be shared with and among team members. You could, for example, set up:

- **An organisation-wide team** for communicating with everyone across the business.
- **A static team for each department**, reflecting your organisational structure, with the right amount of protection based on who should be included.
- **A dynamic, time-limited team for each project**, with the right amount of protection based on who should be included – once a project has been delivered, the Team can be archived to ensure you have a record of the team's activities, communications and information.
- **External teams** for communicating with partners, clients and suppliers and keep them separate from anything sensitive for your business.

Within a team, you can create channels to keep conversations organised by topic, project or whatever else works for the team.



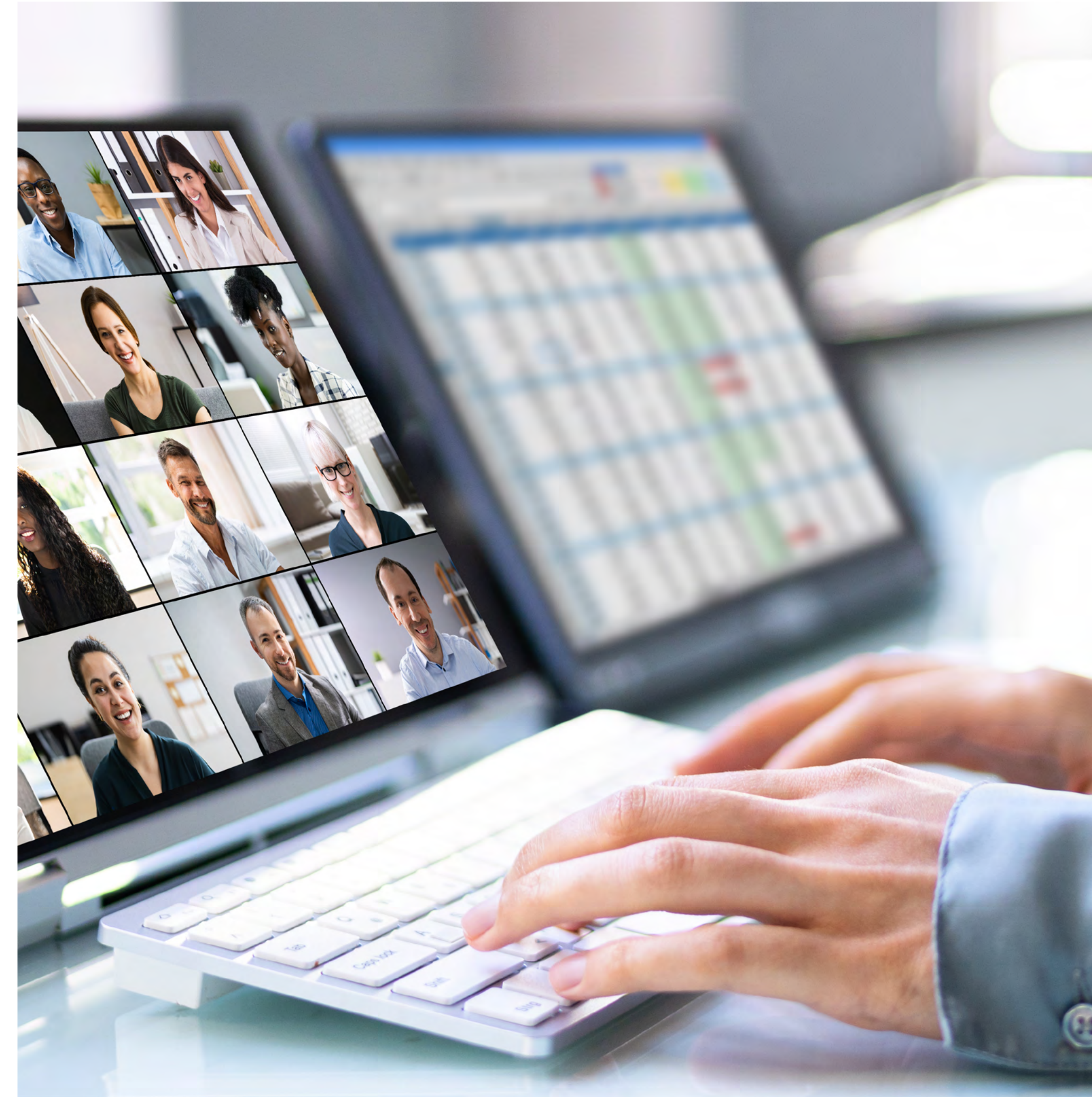


## What resources are included for each team?

When you create a new team in Microsoft Teams, the following are automatically set up so that the team can get started straight away:

- A **document library** for centralised storage of the team's shared files and documents
- A **digital notebook** shared by everyone in the team, that's stored in the SharePoint Online team site
- **Channels** to communicate, share information and stay up-to-date
- Links into **other Microsoft 365 apps** you may use

Everything is synced together, so that team members can collaborate effectively and get more done on any device, in any location.

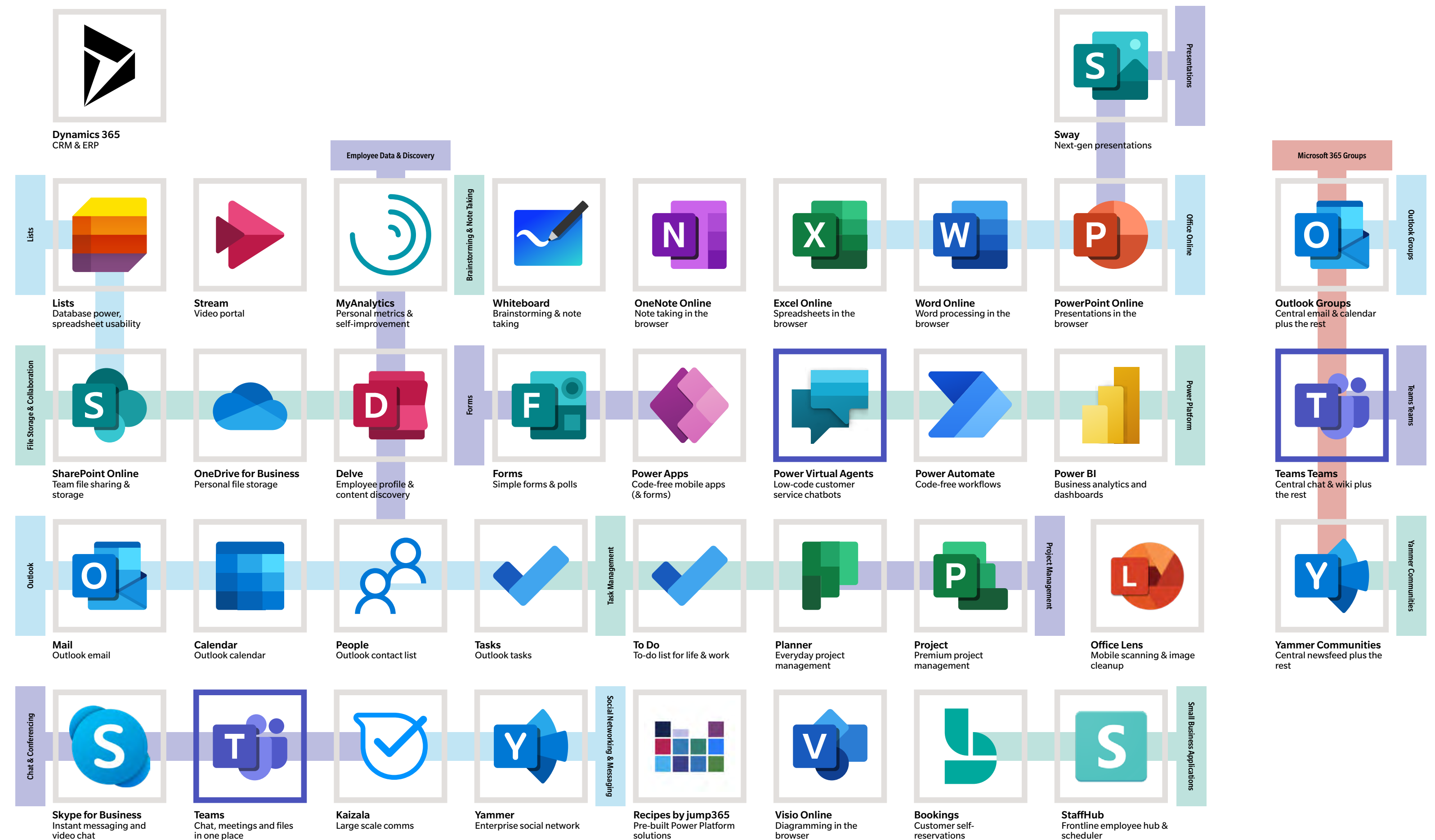




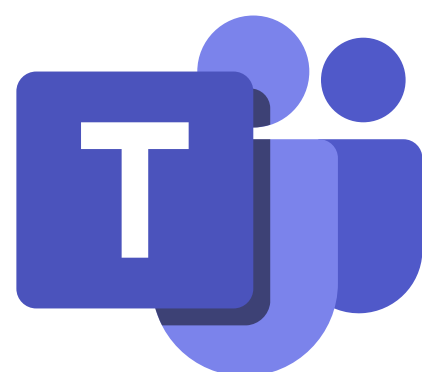
# THE MICROSOFT 365 COLLABORATION PLATFORM

## What's in Microsoft 365?

Microsoft 365 offers a wealth of applications to help organisations work more efficiently. Let's take a look at some of the key apps that help people in static and dynamic teams work better together.







## Microsoft Teams – the heart of teamwork and collaboration

**Most of us have experience of Microsoft Teams as a tool for scheduled virtual video meetings. But did you know you can also use Microsoft Teams for:**

- All sorts of communication – not just scheduled virtual meetings but also ad hoc virtual meetings, chats, messages and (if enabled by your organisation) phone calls
- Sharing files from your personal OneDrive or your computer with other team or channel members during a virtual meeting
- Finding documents created by the team or brought into the team environment
- Collaborating on and co-authoring files in real time – with no need to switch to other apps or share files by email

**Most importantly perhaps, Microsoft Teams is your single front door to a lot of other applications you use every day. In addition to familiar Word, Excel and PowerPoint apps, this includes:**

- Other tools on the Microsoft 365 platform
- Third-party solutions, such as the M-Files enterprise content management (ECM) solution or your enterprise resource planning (ERP) system
- Your own custom-built applications



## OneNote – your team's digital notebook

**You may already use OneNote as a personal digital notebook for organising your own work and keeping your own records. But did you also know that:**

- When a new team is created in Microsoft Teams, it's automatically provided with its own OneNote digital notebook for the team to use to organise its work; and manage projects, campaigns and other activities
- You can use OneNote to keep informal and formal notes, paste in content from other sources, and even add audio and video clips
- You can categorise information in OneNote using tags
- You can create separate sections in the OneNote notebook for different channels or projects; or create a separate OneNote notebook for each one





## SharePoint Online – all your team files are here

You're probably familiar with SharePoint as a storage location for shared files. In Microsoft Teams, all the files, documents and folders the team creates are stored in SharePoint for all team members to access. But did you also know that SharePoint allows you to:

- Collaborate in real time on documents – co-authoring and reviewing from any device
- Create a team website to make it easy to navigate around team documents, resources and processes (so that, for example, a new team member can find out how the team works)
- Access documents and files shared by participants during a Microsoft Teams meeting – they're automatically stored in SharePoint



## OneDrive – your personal USB stick in the cloud

You may already use OneDrive for storing your own documents and accessing them from any device. But did you know you can also:

- Copy files from your OneDrive into a Microsoft Teams SharePoint site
- Share documents or files from your OneDrive during a Microsoft Teams meeting using the Chat function
- Reduce the amount of email attachments by sharing OneDrive documents with your colleagues





# MICROSOFT TEAMS: YOUR GATEWAY TO EFFICIENT ONLINE BUSINESS PROCESSES

Using Microsoft Teams and the wider Microsoft 365 suite, you can modernise and digitalise business processes so that they fit seamlessly into your hybrid working environment and can be accessed anywhere, on any device.

In addition to Microsoft apps described above, process digitalisation may involve additional apps, including:

- **Microsoft Lists** – for tracking information and managing work
- **Microsoft Planner** – a simple visual way to organise teamwork
- **Microsoft Forms** – an easy way to create surveys, polls and quizzes
- **Power Automate** – no-code workflow automation that lets you streamline tasks and turn processes paperless
- **Microsoft Power Apps** – for rapidly building your own low-code apps
- **Microsoft Dataverse for Teams** – a built-in, low-code data platform for relational data storage and more

**Hereafter are three examples of business processes digitalised with the full power of Microsoft 365.**



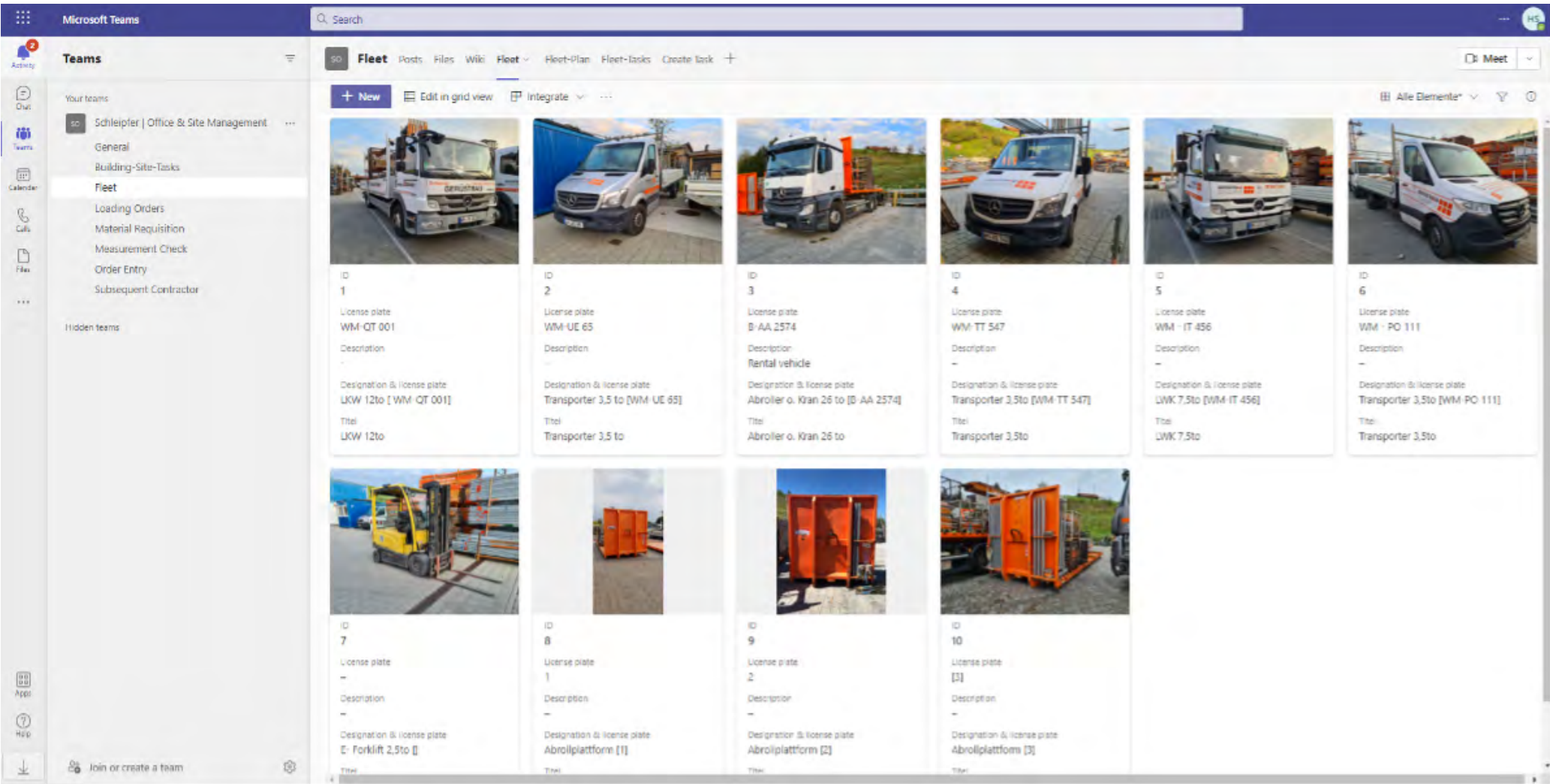


# Example 1:

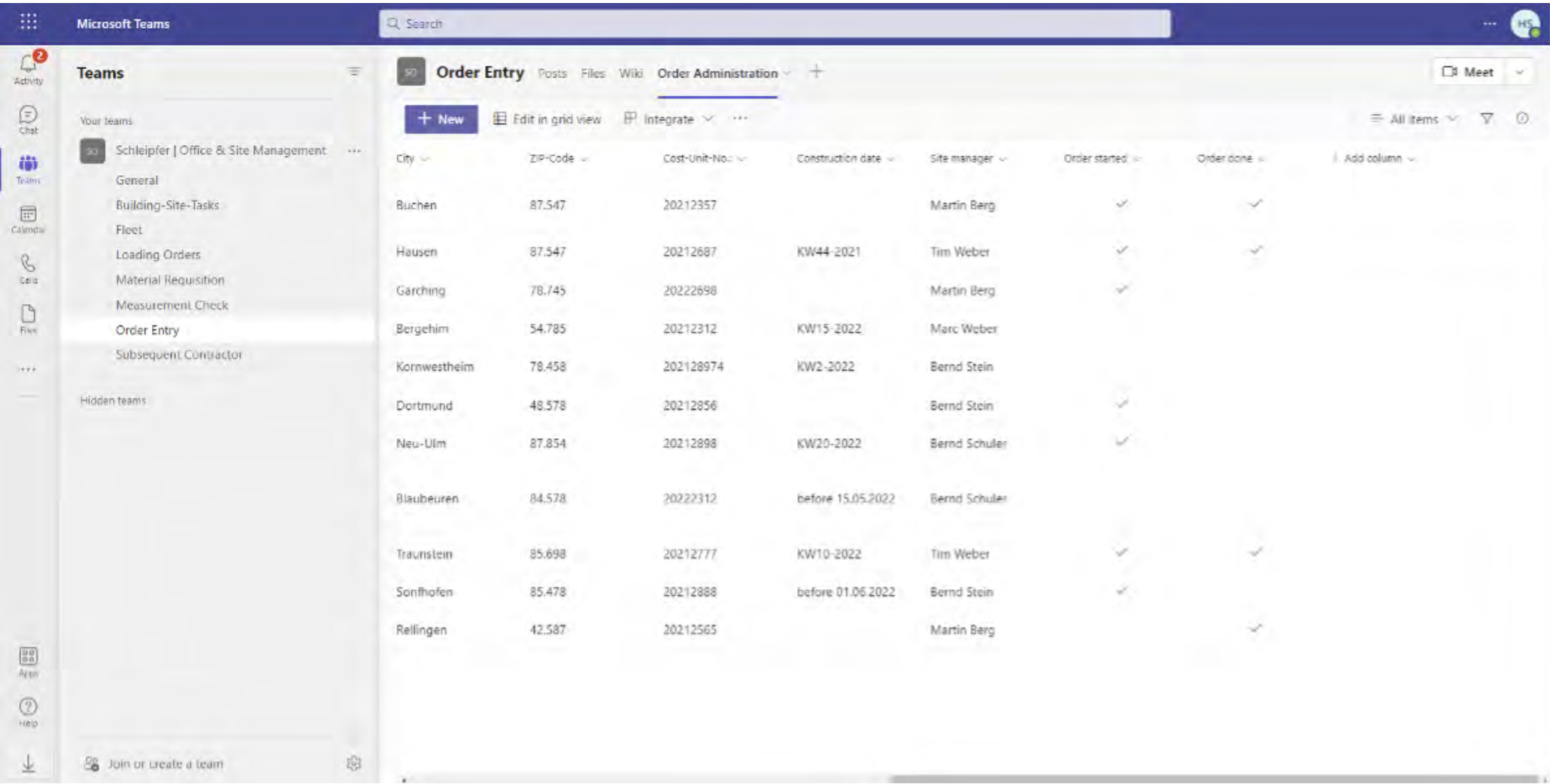
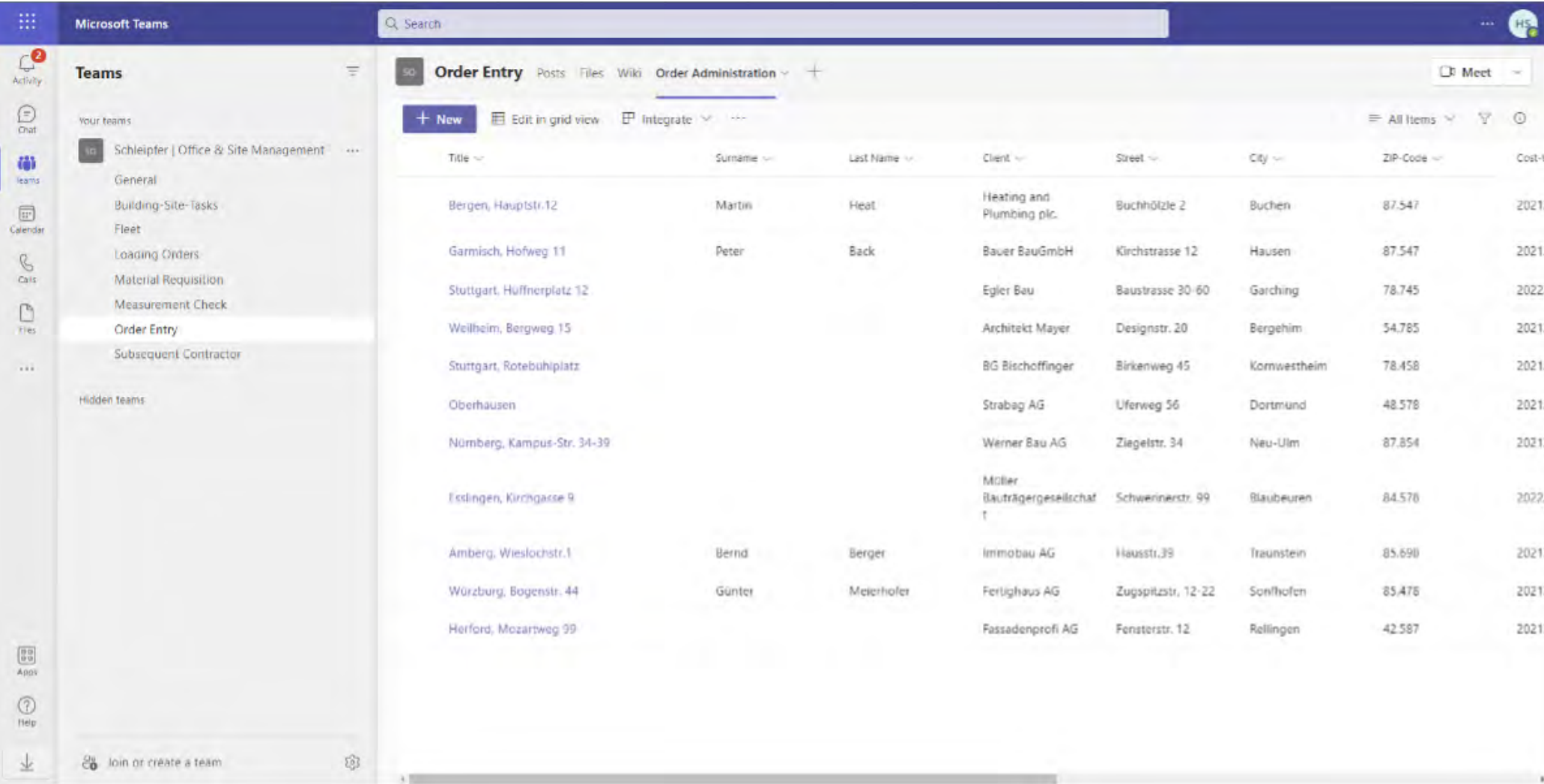
## Customer order management

Using Microsoft Teams, Lists, SharePoint, Planner and Power Automate.

A static team is set up in **Microsoft Teams** for the members and leader of a company’s order processing team:



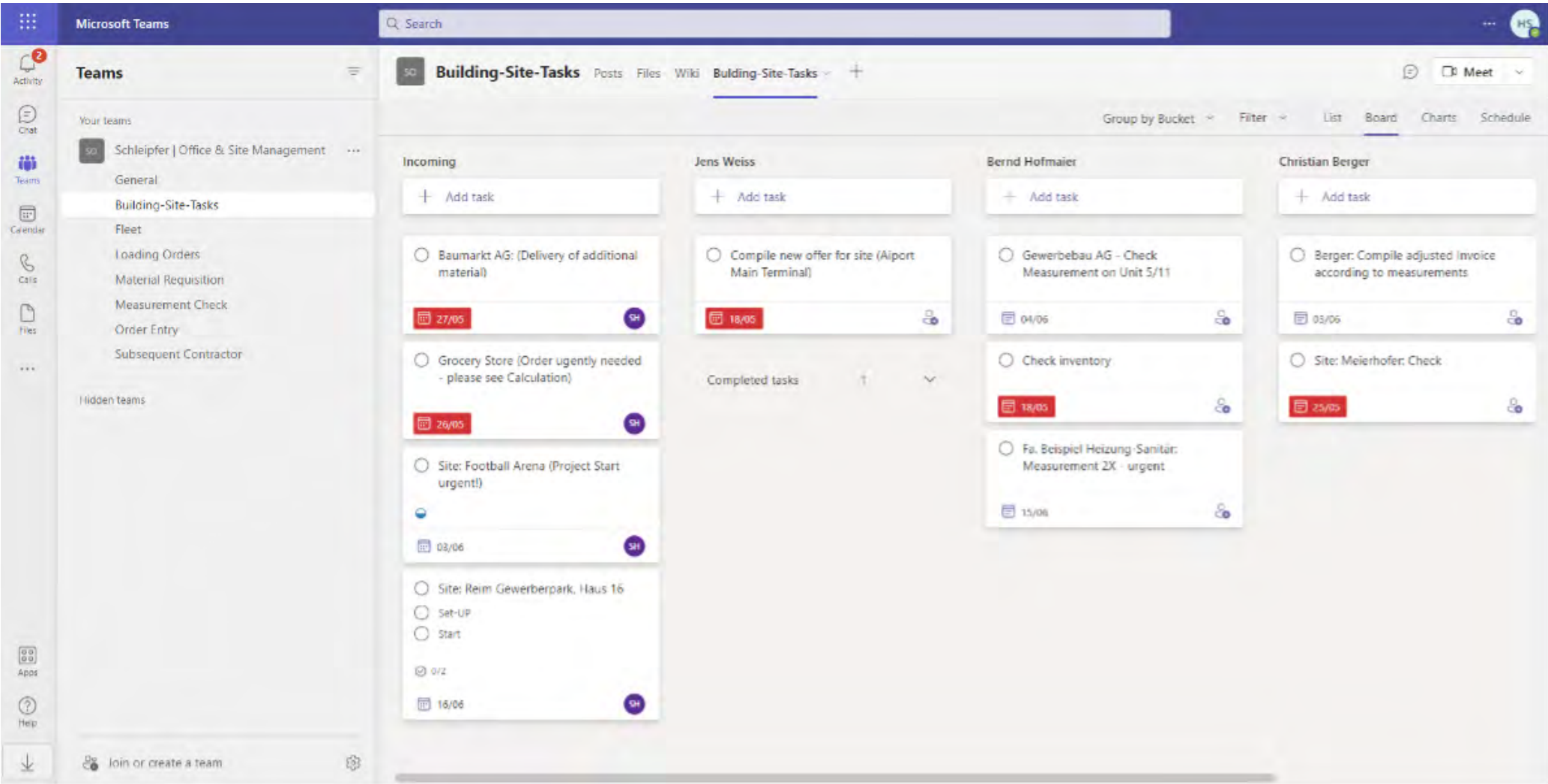
The team leader enters new customer orders in **Microsoft Lists**, which is stored in the team’s **SharePoint** area. All members of the team can access the list and see all the orders:



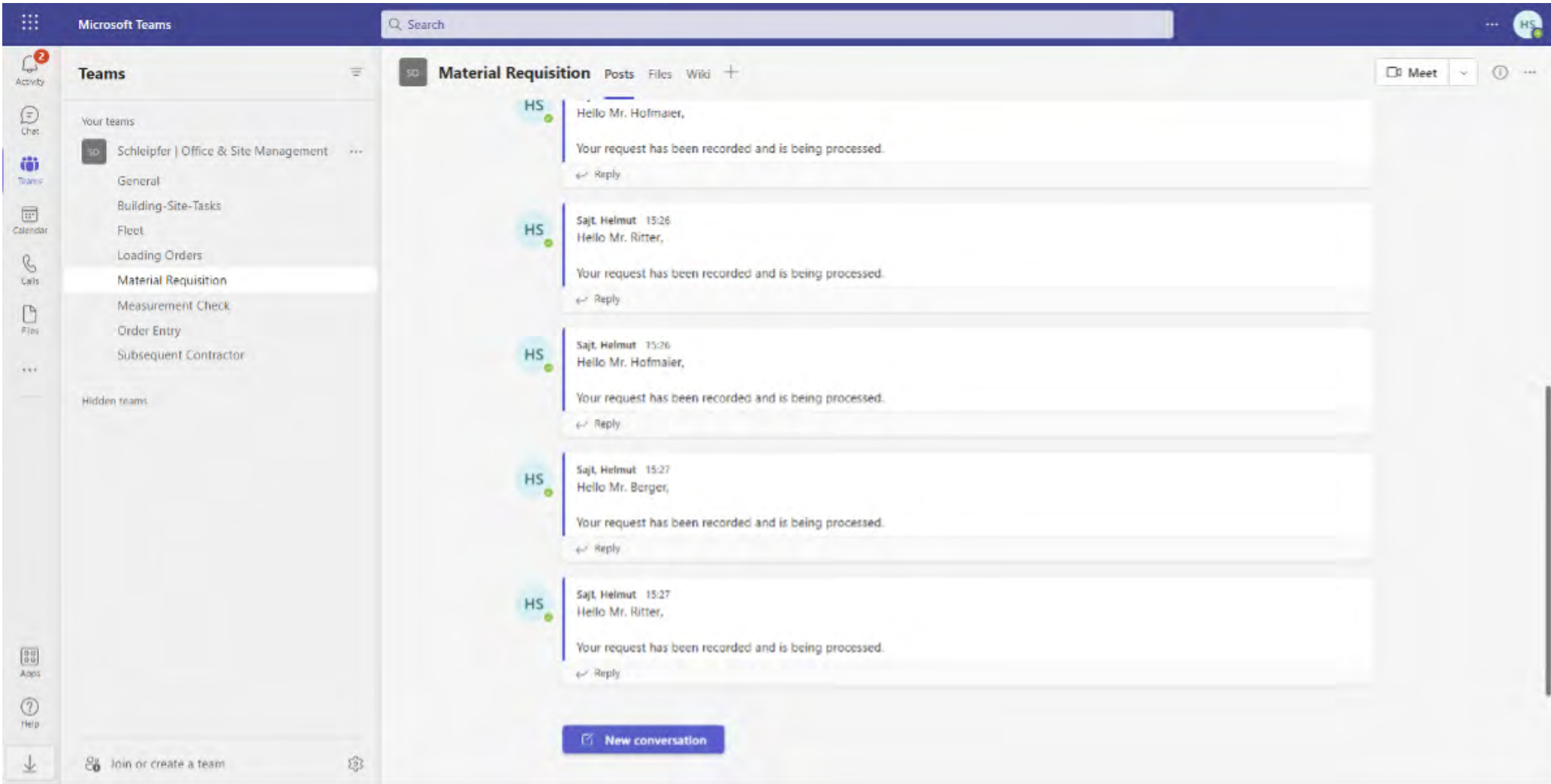


Once a customer order is ready for processing, a **Power Automate** workflow creates a task in **Microsoft Planner** for the new customer order and assigns it to a team member, who is automatically notified. In Planner, the team member can also:

- Define the deadline
- Add notes (such as customer address)
- Define subtasks and their deadlines



Questions that are relevant to the whole team are discussed in the channel, so that everyone gets updated:



In addition, individual team members can consult with the team leader using private chats.





With Microsoft Teams, we have digitalised our processes in customer order processing. This means, for example, that we create the orders and assign the responsibilities – all in Teams. This allows us to benefit from uniform, standardised processes instead of individual, analogue paper processing. We also get full transparency about the respective status of the customer orders, even if the responsible persons are absent, information is no longer lost and each employee always knows exactly which tasks he or she is responsible for at which deadlines.

**Matthias Türmer**

**Managing Director, Gerüstbau A. Schleipfer GmbH, Germany**



# Example 2:

## Transport order processing

Using Microsoft Teams, Excel, Power Apps, Power Automate and Dataverse for Teams.

The project managers upload an **Excel** spreadsheet with the data about the equipment to be transported into the Teams channel. The moment the Excel spreadsheet is in **Teams**, **Power Automate** copies the rows into **Dataverse for Teams**.

**Loading trucks.** The workers who load the trucks with equipment use a **Power App** on their mobile devices to tick each item off the list as soon as it’s loaded. This generates data about the time taken to load each type of equipment. Managers can then use this data to optimise equipment storage in the yard and speed up loading for future jobs:

GERÜSTBAU SCHLIPPER

John Doe

Load: Construction site A

⚙️

All parts

🛒

Open parts

✓

Loaded parts

🏠

Back

+

Artikel hinzufügen

✓

Start	End	Number	Description	Times	Duration (sec.)
<input type="checkbox"/>	<input type="checkbox"/>	20	AR O-Bar 0,86m LW Part-No: 2621386 Producer: Parts GmbH		
<input type="checkbox"/>	<input type="checkbox"/>	10	ZB Scaffold bracket 0,95m Part-No: 2134333 Producer: Whole Parts GmbH		
<input type="checkbox"/>	<input type="checkbox"/>	5	AR O-Bar 1,40m LW Part-No: 4345664 Producer: Westpart AG		

GERÜSTBAU SCHLIPPER

John Doe

Load management

📅

Open orders

✓

Completed orders

⚡

Active orders

📅

All orders

👤

My orders

Titel	Customer Name	Vehicle	Team	Status	To do until
Construction site A	Customer 1	Yellow Truck	Team A	Open	4/27/2022 9:00 AM
Construction site B	Customer 2	Green Truck	Team B	Open	4/27/2022 9:00 AM

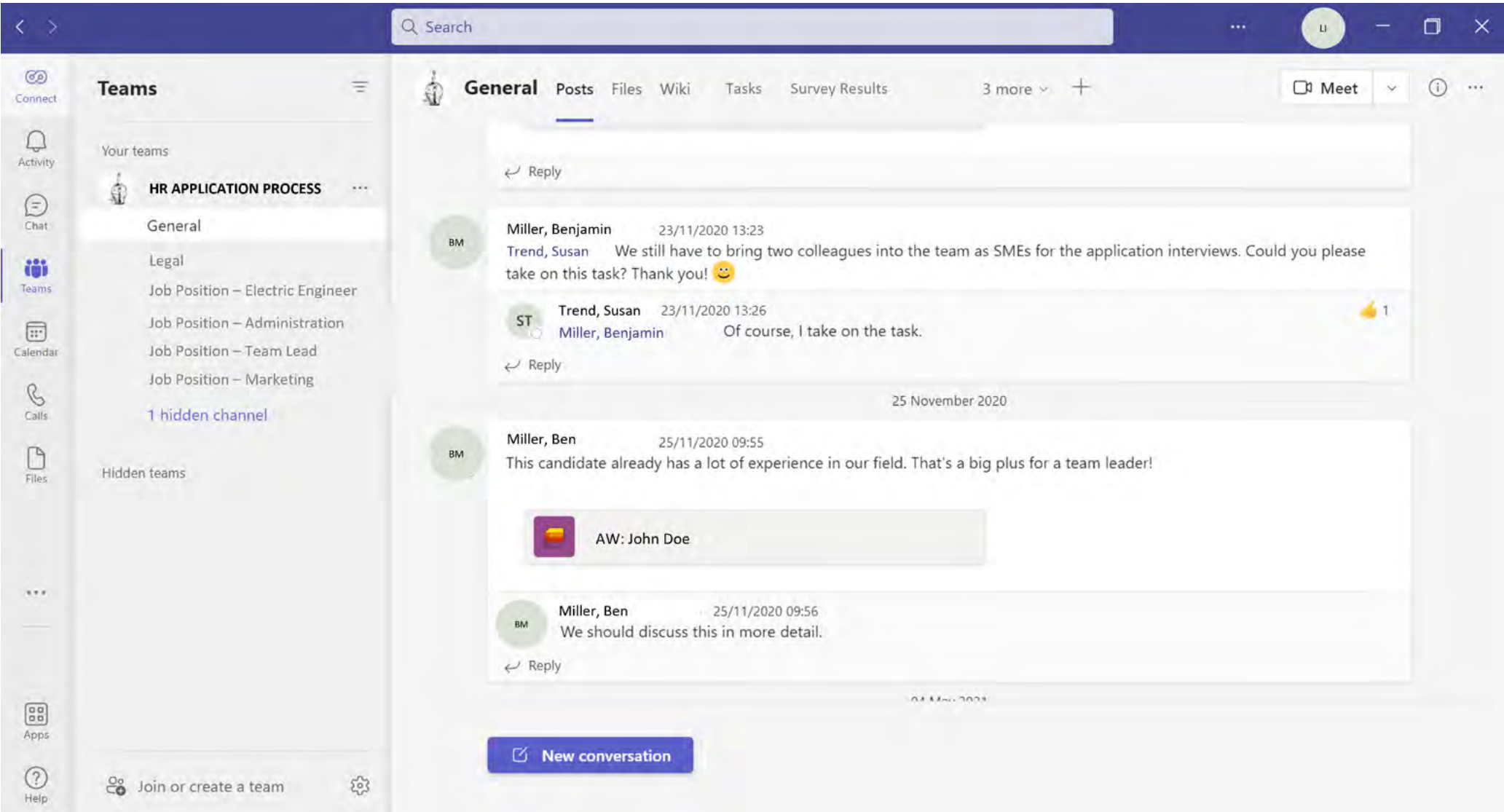
**Transport.** Once loading of a truck is complete, the driver gets a message via Teams Chat on their mobile device to say the truck is ready, along with the customer delivery address and confirmation that they can get going.



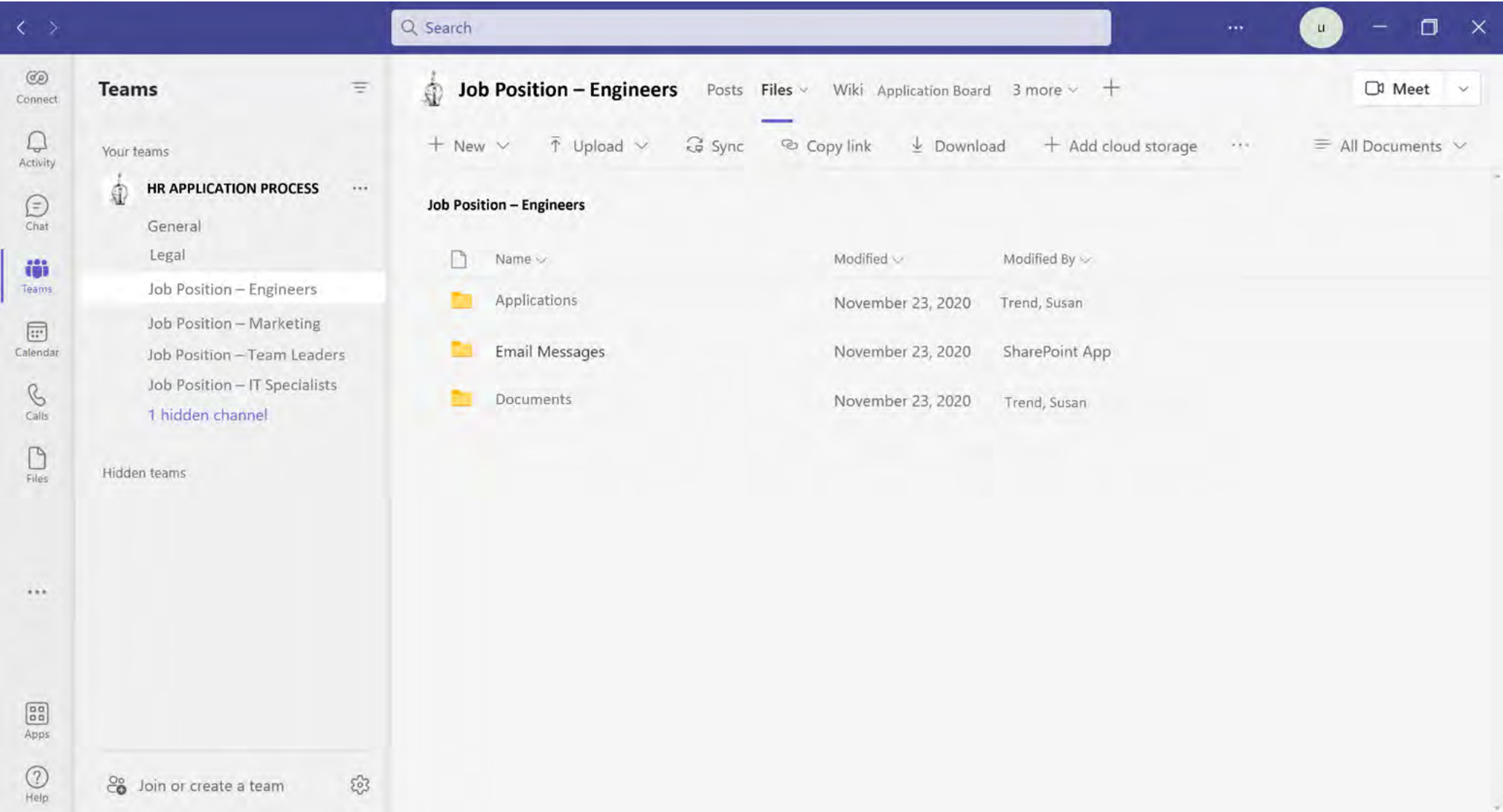
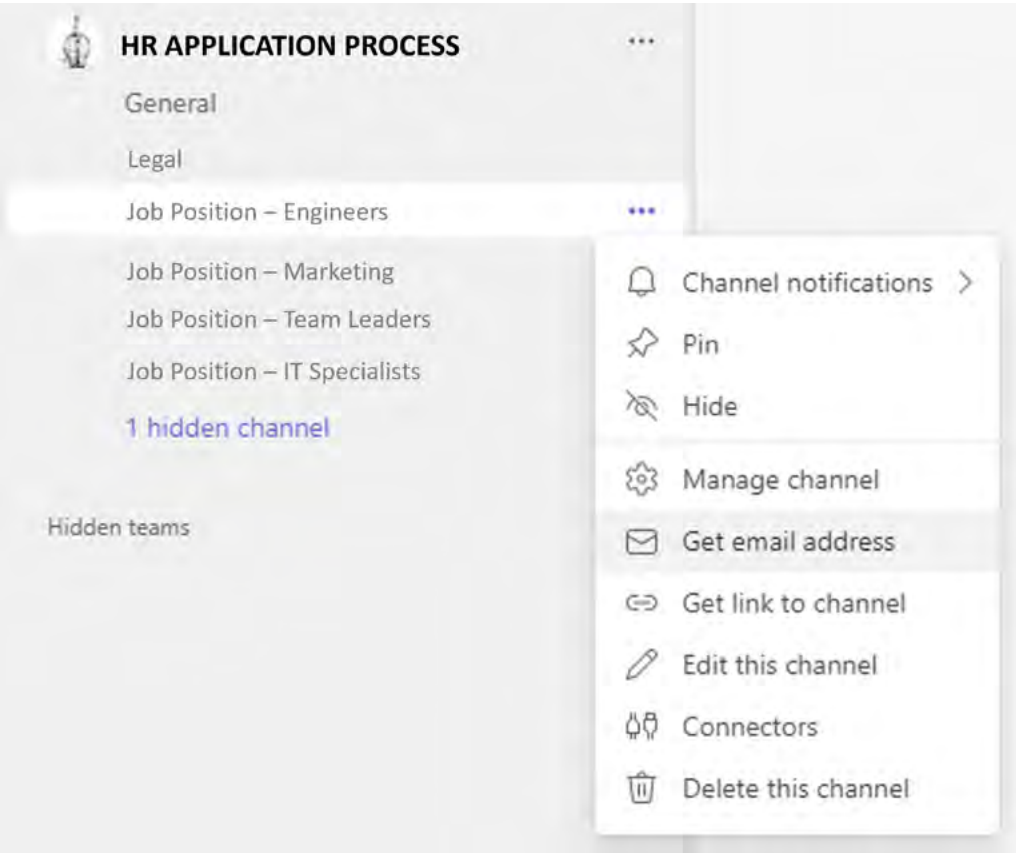
# Example 3: Processing job applications

Using Microsoft Teams, Planner, OneNote, Excel, Outlook and Forms.

Human Resources (HR) colleagues handling a company’s recruitment have their own (static) team in **Microsoft Teams**:

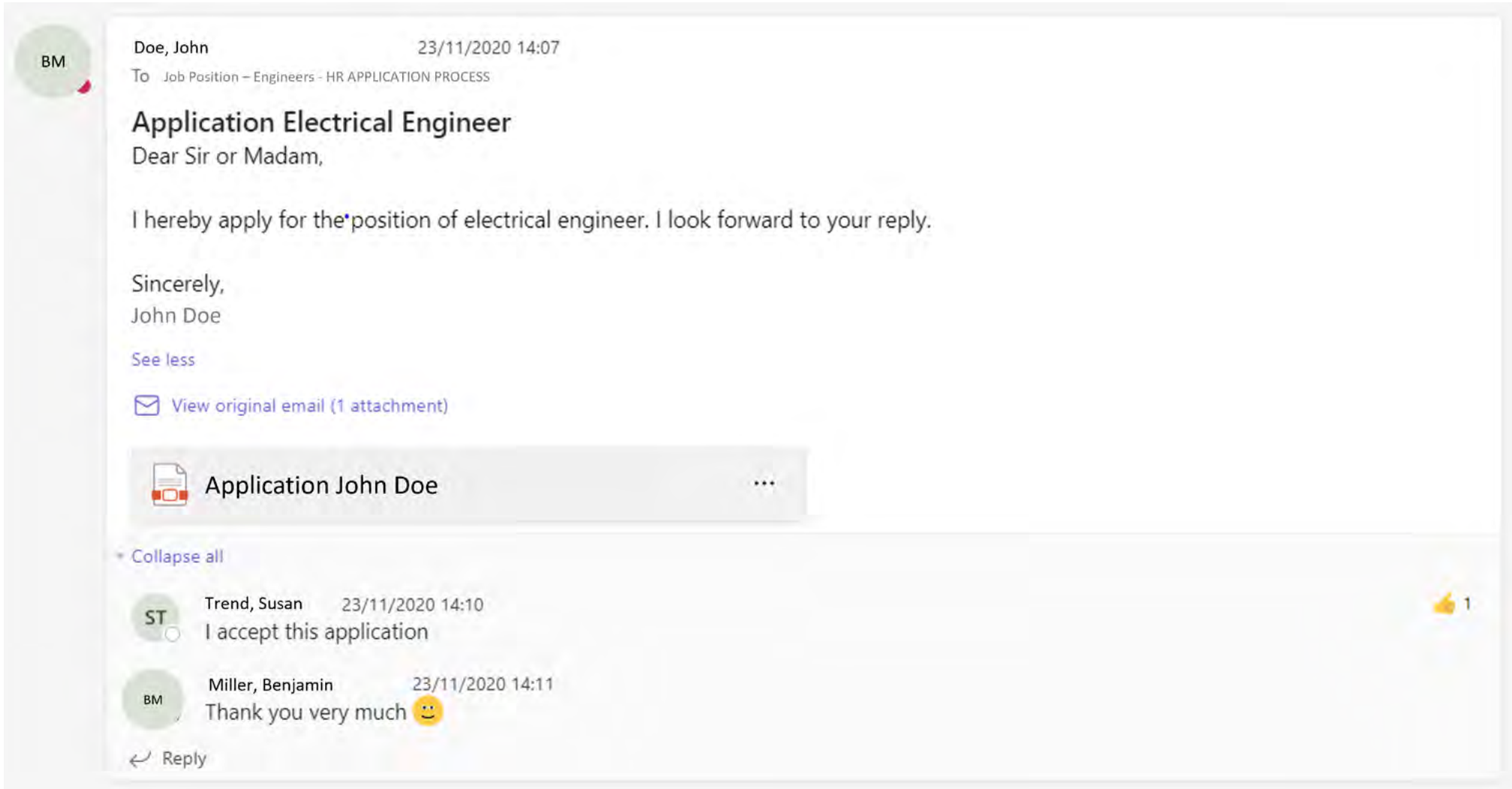


The positions being recruited for are split into categories, each of which has its own channel (e.g. Team Leaders, Engineers, IT Specialists):



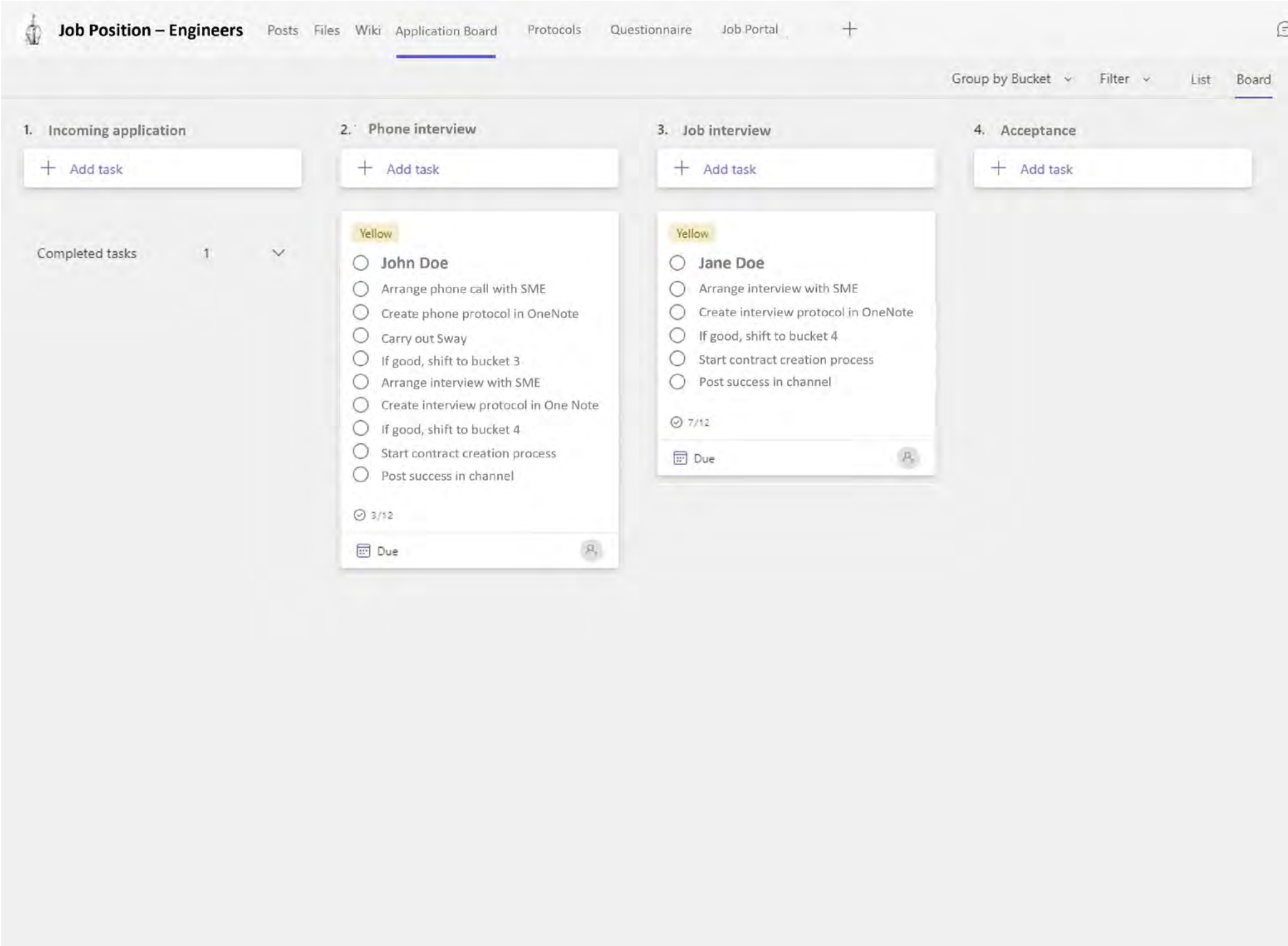


Each channel has its own email address. Microsoft Teams forwards applications from **Outlook** to the appropriate channel’s email address:



In **Microsoft Planner**, a bucket (or column) has been created for each step in the application process.

When an HR colleague starts processing an application, they create a task in Microsoft Planner to represent the candidate. As candidates advances through the application process, their tasks are moved on to the next bucket:

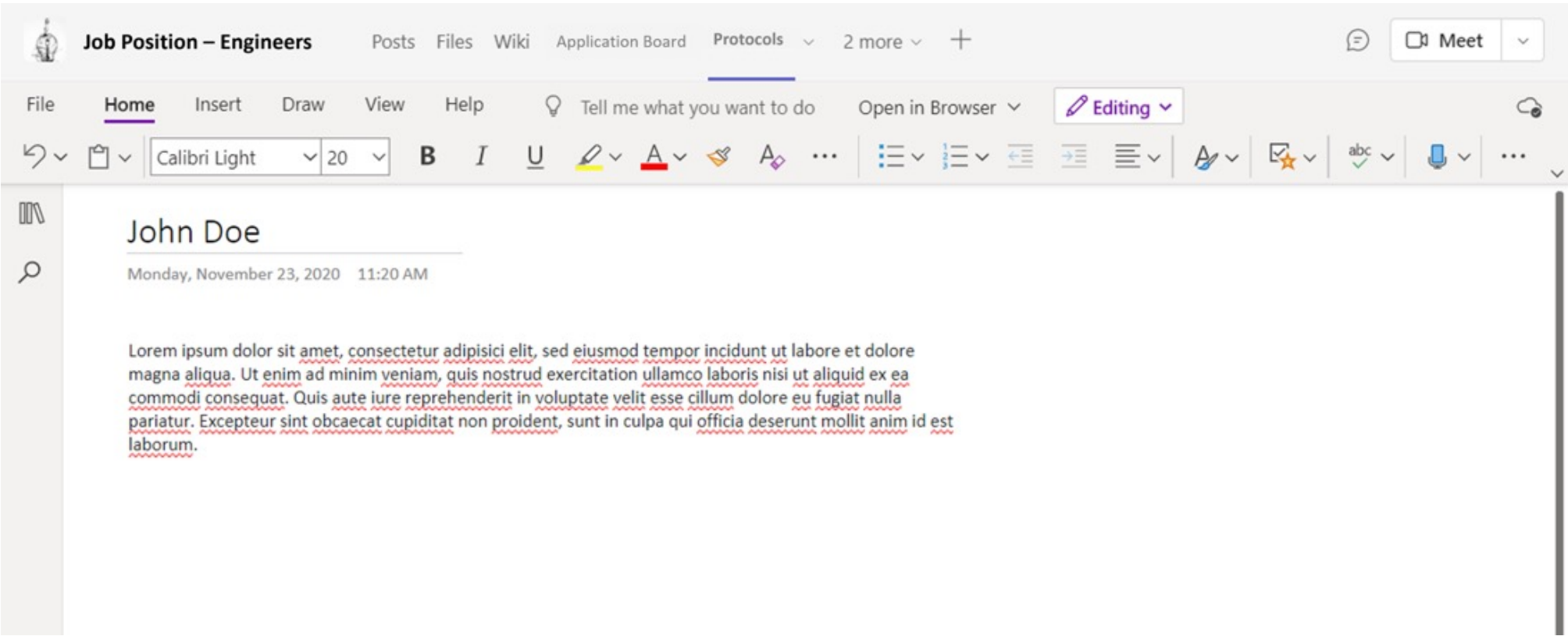


In parallel, an **Excel** file containing applicant data is maintained to enable analysis of the candidate pool, for example, male/female ratio.



During candidate interviews, minutes are taken in **OneNote** and pinned to the relevant channel. Reports from each round of interviews are added to OneNote in sequential order.

Templates and checklists can be integrated into OneNote to cover aspects like interview topics. After each interview, the template or checklist can be refined, allowing the HR colleagues to benefit from each other’s interview experiences:



Once the recruitment exercise is complete, the HR business partners can use a **Microsoft Forms** survey to ask candidates for feedback about their experience, to learn what went well and what could be improved.



# OVER TO YOU



**You've now seen three examples of using Microsoft Teams for process management.**

**Thinking about your own organisation, are there processes you can imagine mapping in Teams? If so, how might you go about it?**

## Type of process

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Potential Microsoft 365 apps to be used

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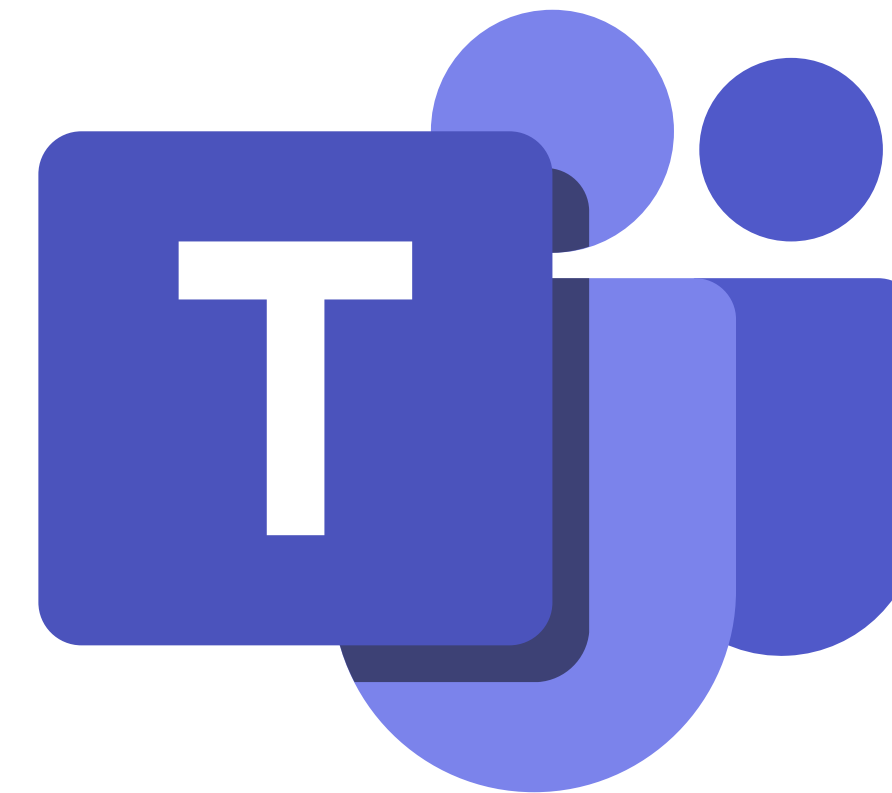
# GET MORE DONE, WITH MICROSOFT TEAMS

When you start using Microsoft Teams and the broader Microsoft 365 platform in a more strategic way, you can transform the efficiency and productivity of your teams.

You can help employees move away from the traditional email threads and multiple attachments, and become comfortable with a streamlined, real-time way of communicating, collaborating and managing information – all via Microsoft Teams.

It's an approach that can help everyone get more done, no matter what role they're in, where they're working, or what device they're using. At the same time, by optimising your use of Microsoft 365 apps in this way, you can drive a better return on your investment in the platform itself.

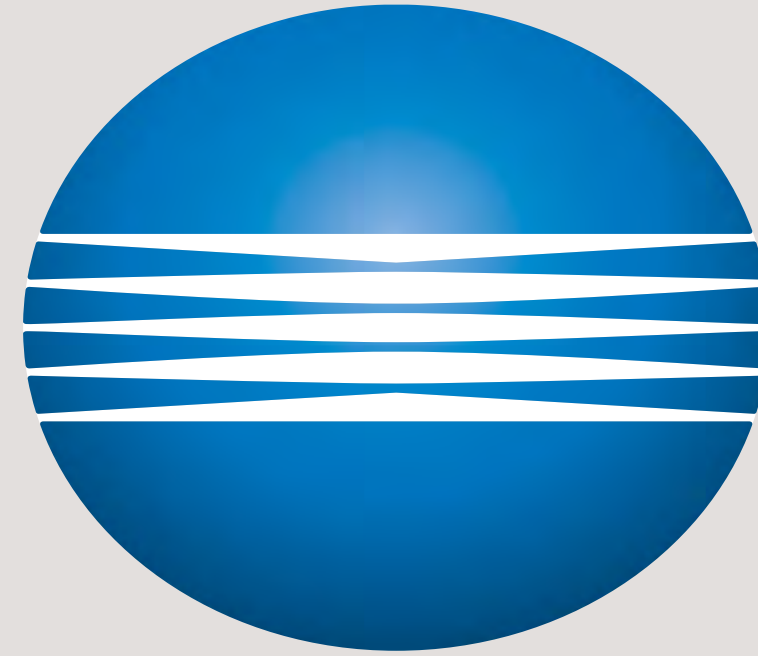
**Ready to learn more about transforming processes with Microsoft Teams? Talk to our experts – they're here to help.**



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