

eGuide

Is Your Organization Ready for a Teaming Collaboration Application



Change in the Modern Workplace

Today's modern workplace continues to evolve. Work once done by individuals is now increasingly done by teams.

This concept of team-based work even extends to traditionally individual research pursuits. For example, Nobel Prize officials are under increasing pressure to award the prestigious prize to cross-academic research teams rather than individuals, as has been done in the past.

But, there are other important trends occurring in the workplace that are driving the necessity for greater team collaboration.

7 Workplace Trends & Challenges

- Teams are becoming more mobile. Users now live on their phones and use many more devices than before. In the past five years, the number of devices per user has increased 400 percent.
- Teams are using more apps. More than three-quarters of knowledge workers report using more apps than they did five years ago. But more apps can also hinder productivity.
- Teams are becoming more social. Fifty-eight percent of respondents in the Gartner Digital Worker survey reported using real-time mobile messaging tools daily, and 45 percent reported using social media networks daily.
- Teams are becoming more diverse. For the first time ever, five generations coexist in the workplace—Traditionalists, Baby Boomers, Gen X, Millennials, and Gen Y—but all have different communication preferences, making collaboration challenging.
- Teams are becoming more dispersed. According to IDC, mobile workers—those who travel from one destination to the next—will account for 72.3 percent of the total U.S. workforce by 2020, challenging these geographically distributed teams to have face-to-face conversations and manage time zone differences.
- Teams are becoming more team-based. The need for greater transparency and inclusivity in decision-making is flattening organizational structures and creating cross-functional teams.
- Teams are becoming more collaborative. Workers now spend 85 percent of their time collaborating via meetings, email, conference calls and instant messaging—but can be hindered by multiple and disparate applications.

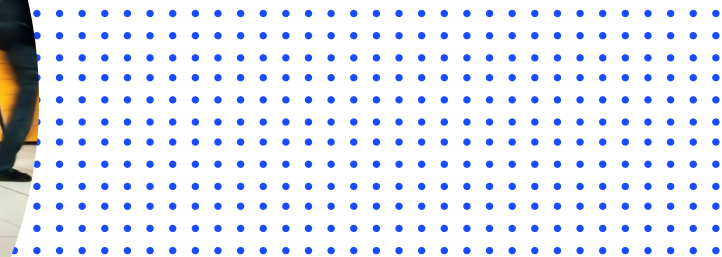



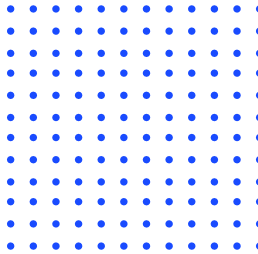
UC&C: Driving Greater Workplace Collaboration and Productivity

Clearly, collaboration is key. But, without enterprise unified communication and collaboration (UC&C) tools to support these new workstyles, users simply download consumer-grade apps to help them do their jobs. In fact, sixty-eight percent say they spend at least 30 minutes a day switching between apps and 56 percent report that switching between apps makes it harder to get essential work done.

The risk of shadow IT for organizations, of course, is the loss of control over security and management of these many and untethered apps.

An enterprise UC&C solution can drive greater team collaboration and workforce productivity, while enabling IT teams to simplify management and ensure security.





The Age of Teams: Open, Transparent, Easily Accessed, Shared

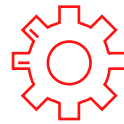
Teams thrive when information is shared in an open and transparent way and when those with diverse workstyles can easily access information. Hallmarks of a great team solution include:



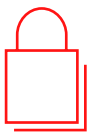
**High-value tools,
in one place**



**Meetings, calling and
messaging, and content-
sharing and editing features**



**Open and accessible
to anyone**



**Exceptional security
and compliance**



**Superior mobile
experience**



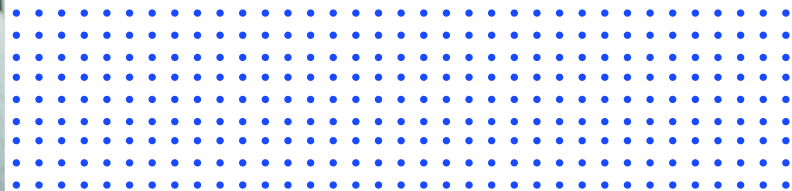
**Ability to integrate with
existing investments**



Today's Teaming Applications

Enterprise class teaming applications provide all the tools you need for teams and workgroups, including features such as one-to-one/group chat, online meetings, screen sharing, video calling, etc. Their user experiences go beyond the simple chat features found in more basic UC&C tools to deep and rich collaboration platforms. You start to see increased productivity along with financial return when you have:

- **High-value tools, in one place**, with meetings, calling and messaging, and content-sharing and editing features.
- Availability and **accessibility for everyone**, with pricing structures from free to enterprise licensing, and a **superior mobile experience**.
- The ability to **work with existing investments** (for example, Office 365 and Cisco room systems) and provide **exceptional security and compliance**.



9 Criteria to Look for in a Unified Communication and Collaboration Solution

Today's modern enterprises require the business agility to compete in a digitally transformed global market. Your UC&C strategy should go beyond voice and email. It should address future needs by protecting you against fast-changing future demands and technologies, while leveraging your existing IT assets. Make sure the solution you choose offers:

1. **Enterprise functionality** – Make sure that the solution you choose is an end-to-end solution with advanced functionality that gives teams the tools they need, while eliminating shadow IT and streamlining management, support, and more.
2. **Exceptional security and compliance** – Make sure that the solution you choose has your security top of mind; particularly as data grows, employees become more dispersed, and regulations continue to evolve.
3. **Interoperability** – Make sure that the solution you choose can, as much as possible, leverage and integrate with existing applications and hardware so users aren't forced to open multiple apps.
4. **Excellent user experience** – Make sure the solution you choose delivers a top-notch experience that teams will use, no matter what device they're using.
5. **Fast deployment** – Make sure that the solution you choose deploys fast so you can begin taking advantage of enterprise functionality right away—and provide fast access to the new features.
6. **Future-proofing and scalability** – Make sure that the solution you choose future-proofs your organization against fast-changing technologies, and that you can flexibly scale as needed.
7. **Easy management and configuration** – Make sure that the solution you choose allows you to easily add/delete users and change settings as needed, even in remote locations.
8. **Reliable performance** – Make sure that the solution you choose delivers on SLAs and enables optimization to deliver the performance your organization needs.
9. **Trusted advisor** – Make sure that the solution you choose comes from a provider with the experience to ably implement the right solution for your business and long-term partnerships with industry leaders like Cisco and Microsoft.



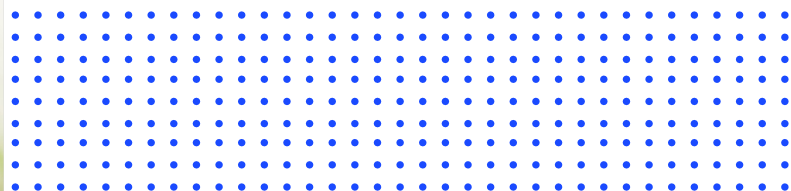
Logicalis:

Enabling Teams to Work

No one size fits all. Every organization is unique, both in structure and in style. A UC&C solution must meet your organization's needs and enable customization and personalization to meet the needs of your team.

Logicalis offers proven, comprehensive enterprise UC&C solutions—both Microsoft Teams and Cisco Webex Teams—that allow you to optimize their use, ensuring that you receive maximum value from them. Even better, our knowledgeable professionals know both solutions, inside and out, enabling you to tap expertise to help you make the best decision.

Ultimately, the solution you choose must meet your needs.





Schedule a Complimentary Collaboration Workshop

Logicalis offers a deep-dive Collaboration Workshop, with your experts and ours, that covers key benefits, challenges, industry best practices, and real-world use cases as they apply to your environment. After your workshop, you'll receive a recap with our recommendations for next steps.

Visit us.logicalis.com/workshops to schedule your workshop now.



Thank You

Award-winning Logicalis U.S. is part of an international, multi-skilled solution and managed services provider that helps customers harness digital technology and innovative services to deliver powerful business outcomes. Our partners are among the world's leading technology companies including Cisco, Dell/EMC, HPE, IBM, NetApp, Veeam, VMware, and Microsoft.

To learn more, visit www.us.logicalis.com/collaboration.

