CloudSoft

Navigating the future of work:

Advancing communication, collaboration, and security

Get started

Microsoft Teams



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Introduction

Over the past several years, it has become clear that what a modern workplace looks like is a moving target. As employee expectations and customer needs evolve, businesses must be able to adapt seamlessly without jeopardizing productivity, connectedness, and security.

In the past, it seemed that only large organizations had the resources to invest in software solutions that could adapt to these changes, while small and medium-sized businesses often struggled to find ways to accommodate their employees' and customers' needs. However, this is no longer the case.

Small and medium-sized businesses can easily access and implement solutions built specifically for their needs when they work with a trusted IT partner, like CloudSoft. A strategic partnership provides them with the expertise needed to deploy solutions that empower a cohesive and collaborative workforce while maintaining the highest levels of data security.



Three trends shaping the future workplace

Three main trends will influence what the future workplace will look like.



1 Virtual communication and collaboration

The U.S. number of fully and remote and hybrid knowledge workers will account for 71% of the U.S. workforce in 2023.[1] This number is expected to grow as many employees are willing to leave their current roles to find an employer that can offer the flexibility needed to achieve their desired work-life balance.

As businesses implement and refine their hybrid work options for their employees, they will recognize that there will be an increase in virtual communication and collaboration. Since February 2020, the number of Microsoft Teams calls and meetings increased by three times.[2]

Organizations that rely solely on email or disparate collaboration systems will struggle as it will impact their employees' ability to access their work and efficiently collaborate with their colleagues in and out of the office. In turn, there will be delays, errors, and miscommunications that can negatively impact the organization's quality of work and reputation with customers.

CloudSoft helps businesses address these challenges head-on by providing affordable services to tailor communication and collaboration solutions as their business scales. Whether adding new users or deploying a new feature, we manage it all so that employees can focus on the work that matters most.

2 Evolving employee expectations

Many employees no longer see flexible work opportunities as an additional perk but instead see hybrid work options as mandatory to support their work-life balance and productivity. As mentioned in the previous section, many organizations have started implementing these options. However, they need additional support to fine-tune these policies.

68% of organizations report maintaining cohesion and connectivity across teams as challenging since the shift to hybrid work.[3] These difficulties in maintaining these relationships have led to employees feeling less connected to their work, with 51% reporting feeling weakened relationships with their co-workers.[3]

In-office time cannot be the only solution to offer employees the opportunity to connect with their colleagues and work. Business owners need to implement a communication and collaboration system that all employees can use, whether they are remote or in-person. CloudSoft is an expert in identifying, deploying, and managing software solutions so businesses get the most out of their investments. We work with our customers to ensure they have the right solution to create the flexibility necessary for hybrid work while supporting the employees' social needs.

3 Increased data security threats

From Q3 to Q4 of 2022, there was a 142% increase in vishing attacks.[4] These data threats will only increase as the workforce becomes more digital.

Small and mid-sized businesses often face increased threats as they do not have the resources or infrastructure as larger organizations to prevent cyberattacks. It becomes even more difficult as employees work from multiple devices (i.e., mobile phones and tablets) and locations. CloudSoft can mitigate these risks.

As hackers become more creative in stealing valuable data, we offer ongoing support to update software, troubleshoot issues, and train users to address potential risks across employee devices and locations before they arise. Additionally, as experts in the field, we can implement the right solution that provides built-in security measures to simplify a business' tech stack and protect its reputation and viability to survive.



How to successfully transition to a modern workplace with CloudSoft & Teams

Why Teams Essentials?

- Have unlimited meetings with recordings and transcripts
- Include up to 300 participants per meeting
- Get 10 GB of cloud storage per user
- Enjoy unlimited chat, including guest access
- Connect your calendar with Outlook or Google
- Share files, assign tasks, and create polls
- Get data encryption for meetings, chats, calls, and files
- Access customer support anytime

As a trusted Microsoft partner, CloudSoft has the Microsoft Teams Essentials expertise so businesses unlock the full potential of collaboration to accommodate changing workplace trends easily.

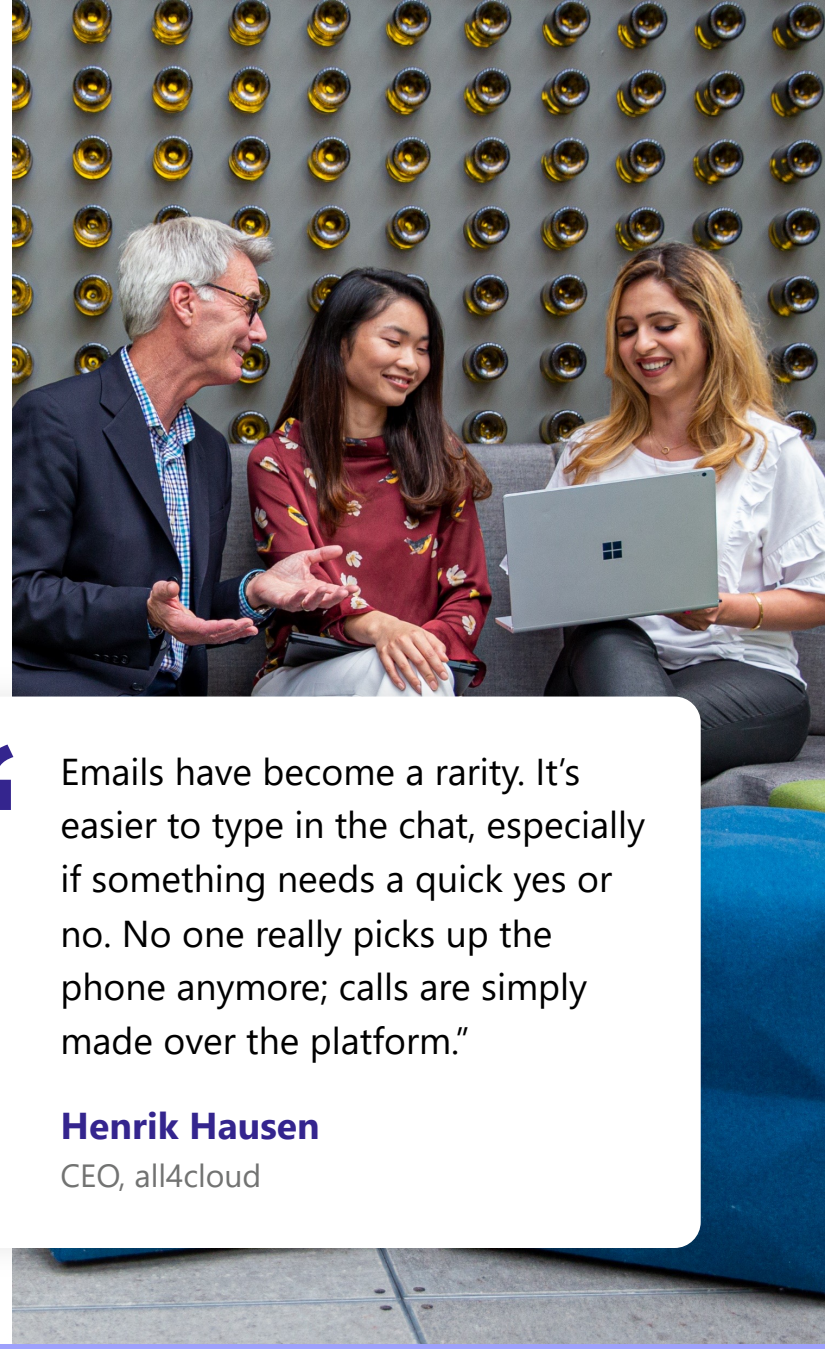
Unlock the future of collaboration

Businesses can boost efficiency by eliminating manual and redundant work and making it easier for employees to focus on high-value work. This is especially true when they do so with a trusted IT provider that takes on the heavy lifting and optimizes their investments to meet their changing needs.

As CloudSoft has worked with small and mid-sized businesses to adapt a modern workplace, we have seen that Microsoft Teams and Teams Phone makes it easier to work smarter by bringing together calling, chat, and meetings. Users can be more productive and make faster decisions by collaborating without switching between applications and systems. Additionally, businesses can optimize their external communications with customers with intelligent call routing and automated flows to deliver a better experience and reduce the time spent on administrative tasks.

The Microsoft 365 Copilot also helps businesses enhance productivity by leveraging artificial intelligence (AI) capabilities to establish more productive collaboration practices. Copilot in Teams will summarize meeting notes to provide invitees with decisions made, suggested next steps, and contingent action items. Copilot can also be used in Teams Phone to draft notes and highlight key points like names, numbers, dates, and tasks so employees can give their full attention to the conversation.

Business owners and decision-makers can also utilize the AI functionality to set their businesses apart by making smarter decisions, getting ahead of potential challenges, and better forecasting needs. Users can bring data across chats, emails, presentations, and documents related to customer feedback to quickly and efficiently identify improvement areas. They can then work in real-time on Teams to collaborate on edits, collect feedback, and present their findings to stakeholders.



> “Emails have become a rarity. It’s easier to type in the chat, especially if something needs a quick yes or no. No one really picks up the phone anymore; calls are simply made over the platform.”

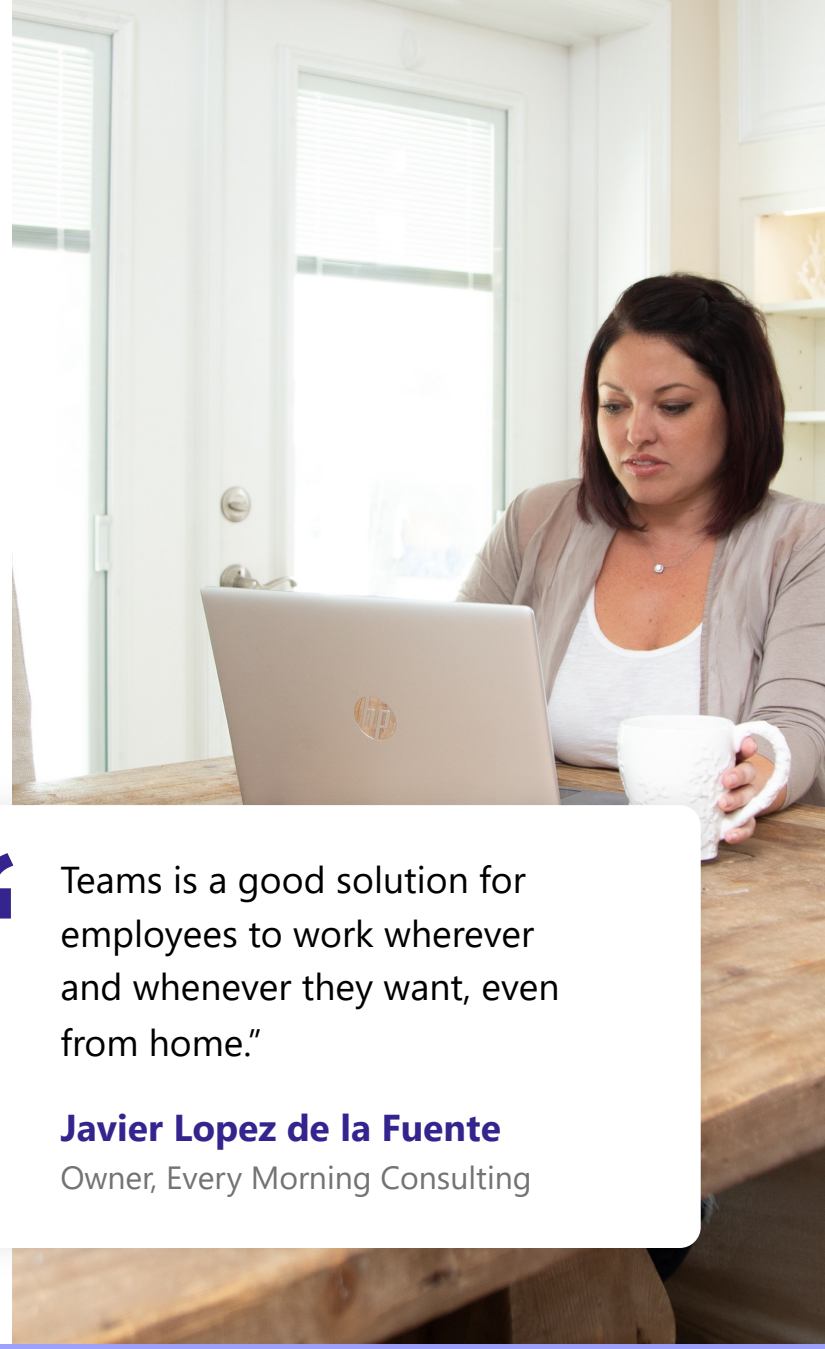
Henrik Hausen
CEO, all4cloud

Collaborate and connect from almost anywhere

CloudSoft offers ongoing support so that as employees take advantage of the increased flexibility to work from anywhere, they can still seamlessly and securely access the applications, files, and data they need. Teams' intuitive interface makes it easy for everyone to collaborate and communicate across the organization to maintain connectedness in hybrid environments. Host unlimited meetings allowing attendees to dial-in from any device, take notes, assign tasks, and brainstorm and collaborate on a shared whiteboard. Additionally, meeting hosts can foster greater collaboration with polls to ensure every attendee feels heard through inclusive and interactive connections.

These collaboration features also extend before and after meetings. Invitees can work on the agenda to align talking points through chat and file collaboration to ensure time is spent on the most critical topics. Additionally, the meeting recap, recordings, transcripts, and shared content are saved for attendees or participants to reference later, reducing the time spent finding files or follow-up calls to recap how the discussion went.

As business owners think about what their hybrid policies look like moving into the future, CloudSoft with Teams gives them peace of mind knowing that their employees can easily connect from anywhere, at any time to feel engaged with the work they do and each other. It also helps reduce turnover rates as employees can work when and where convenient to ensure their well-being and prevent burnout.



> "Teams is a good solution for employees to work wherever and whenever they want, even from home."
>
> **Javier Lopez de la Fuente**
> Owner, Every Morning Consulting

Protect, control, and manage access to data

As an expert in Microsoft solutions, CloudSoft thoroughly understands how to deploy this technology while addressing the unique compliance and security needs across industries. Teams offers small and mid-sized businesses enterprise-grade security to unlock secure remote work by providing employees with the apps and information they need to get done wherever they are. Individual calls and group meetings are fully encrypted to help keep sensitive discussions confidential. Additionally, automated meeting controls deter data leaks so that employees can securely collaborate without putting the company at risk.

Increased built-in security features also mean employees can be more productive and focus on meaningful work. The advanced call features in Teams limit the potential spam and fraud phone calls that get through and distract employees from what needs to get done.

As businesses replace their third-party security solutions with Teams, they save money by reducing extra spending on multiple platforms. They also simplify their IT infrastructure by unifying device management in a single solution and having it managed by a single provider. These improvements save time and help business leaders gain visibility of where company data lives and how it is being used to address potential risks in real-time.



> Technology defines the employee experience. I can't say enough about what our teams accomplish through the connected collaboration they enjoy with Microsoft solutions."

J. Trinidad Garibay (Trini)
Chief Executive Officer and Cofounder, Elite Construction & Development

Taking the next step

Businesses cannot afford to continue using disparate communication and collaboration tools that make day-to-day operations more difficult and jeopardize data security. These inefficiencies will impact employee retention, the customer experience, and the organization's long-term success.

CloudSoft with Teams Essentials and Teams Phone offer small and medium-sized businesses what they need to meet their customers' demands, improve team productivity and collaboration, and scalable solutions as the company grows. The Microsoft 365 Copilot also allows organizations to get ahead of their competition by revolutionizing how they work and think about productivity with AI-powered capabilities.



As a trusted Microsoft Partner, CloudSoft is committed to helping businesses like yours succeed. We simplify license provisioning, renewal, and billing with our seamless cloud solution provider (CSP) support to save you time so that you can focus on your core business.

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1. Gartner, Press Release, Gartner Forecasts 39% of Global Knowledge Workers Will Work Hybrid by the End of 2023, March 1, 2023. GARTNER is a registered trademark and service mark of Gartner, Inc. And/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.
2. "Will AI Fix Work?", Microsoft, 2023
3. "Hybrid Work Is Just Work. Are We Doing It Wrong?", Microsoft, 2022
4. "The Threat Report", Trellix, 2023