



SUPPORTING THE CONTINUAL DEVELOPMENT OF COLLABORATIVE TEAMWORK

Grow and develop your Microsoft Teams for greater engagement and increased value to the business

PUTTING IT TO THE TEST

Modality Systems Teams Success Service provides with the support and tools to grow your Microsoft Teams deployment throughout your organisation, helping you drive better engagement and ultimately maximise the value gains for the business.

Delivered as a managed service, the Teams Success Service grows with your business, providing advice, resource combines Modality Systems Teamwork Analytics tool, bot technology and expert services to provide the insight and support you need to drive the positive user experience and utilisation of your Microsoft Teams environment.

Designed with users and service owners in mind, the Teams Success Service utilise the analytics to identify continuous improvement measures which could include the automated delivery of alerts and self help assets to end-users, empowering them to get the most from the tools available.

As well as monthly reviews with our Digital Teamwork experts and strategic consultants, the Teams Success Service also has add-on options including:

- Diagnostics service - to measure the health and performance of the technical aspects of the environment
- Management Support - to assist in the running and scaling of your Teams deployment
- End-user and change management support - to support your users in getting the most from the service

DELIVERING BUSINESS VALUE

MANAGE

The growth and development of your Microsoft Teams deployment in a controlled and supported manner.

NURTURE

The adoption and utilisation among users to ensure maximum value.

INSIGHT

Into the activity and usage behaviour, enabling you to identify continuous improvement areas, as well as measuring success and value to the business.

DEVELOP

The Microsoft Teams environment by unlocking advanced features and adding applications and add-ons to drive even greater value.

ACCELERATING SPEED TO VALUE

Designed for organisations wanting to grow and develop their Microsoft Teams deployment to drive better teamworking and business value. Modality Systems Teams Success Service provides you with the support and insights you need to ensure you have the best chance of success and empower your users to adopt new and more productive ways of working.

The Teams Success Service is part of Modality Systems Teams Accelerator Services portfolio, designed to fast-track the planning, deployment and successful adoption of Microsoft Teams, by combining people, process and technology considerations. This proven approach - evaluating individual user, team and enterprise communications and collaboration needs against strategic business goals – addresses the under-utilisation of applications within the Office 365 toolkit and provides the platform for the enterprise wide adoption of Microsoft Teams.

WHAT IS COVERED

The Teams Success Service has several standard components with a number of add-on options.

Service deliverables	Included
Modality Systems Teamwork Analytics (a powerBI based tool that delivers customisable insights and reports on who, how and when Microsoft Teams is being used)	✓
Automated adoption service using Modality Systems bots	✓
Monthly Digital Teamwork reviews providing advise and guidance on utilisation trends and improvements	✓
Monthly strategic Consultant reviews providing Microsoft roadmap updates and insights	✓
Diagnostics service - to measure the health and performance of the technical aspects of the environment	Optional
Management Support - to assist in the running and scaling of your Teams deployment	Optional
End-user and change management support - to support your users in getting the most from the service	Optional

BUILDING CONFIDENCE

Modality Systems Teams Accelerator Services combine the learnings and experiences gained from delivering communications and collaboration services in over 100 countries, for more than 1000 organisations, and over 5 million people. Today, as the world's largest dedicated Microsoft communications practice, Modality Systems has the skills and expertise to help you navigate the complexities of a Microsoft Teams deployment – maintaining control, reducing costs and driving adoption.