



# TEAMWORK ANALYTICS

Improve and continually develop the use of Microsoft Teams and Office 365 with detailed activity insights.

## PUTTING IT TO THE TEST

Modality Systems Teamwork Analytics is a software driven insight tool that proactively measures and collates detailed usage and activity data from your Microsoft Teams environment.

Teamwork Analytics is designed to help service owners and businesses maximise the consumption and return from your Microsoft Teams investment. Through a series of agile reports, it provides instant visibility of adoption, utilisation levels, trends and actionable insights – helping enterprises drive collaboration improvement initiatives and greater business value.

## IN DEPTH INSIGHTS

The Teamwork Analytics provides detailed insights on several key areas shown in the overview table below.

## DELIVERING BUSINESS VALUE

### DRIVE

Adoption, best practices and efficient collaboration.

### IDENTIFY

Collaboration improvement initiatives based on trends and insights.

### IMPROVE

The user experience and adoption by highlighting the pain points.

### MEASURE

And report on the impact and business value of implementing Microsoft Teams for collaboration.

High level report features	Availability
Global and monthly usage reports (7, 30, 90 and 180 days)*	✓
Current month summary of global usage by Active Directory (AD) location, company or department*	✓
Summary reports on device usage*	✓
Activity view per Team and per Channel - manage your global environment	✓
Customer definable reporting	✓
User usage per day and activity score - support adoption and engagement	✓
Which Teams and Channel are users using - avoid content sprawl	✓
Teams usage by department - who is collaborating with who	✓
Collaboration momentum scoring - single score to measure user collaboration	✓
AL and Machine Learning insight into message content, threads and likes	✓
Bots to support adoption	✓

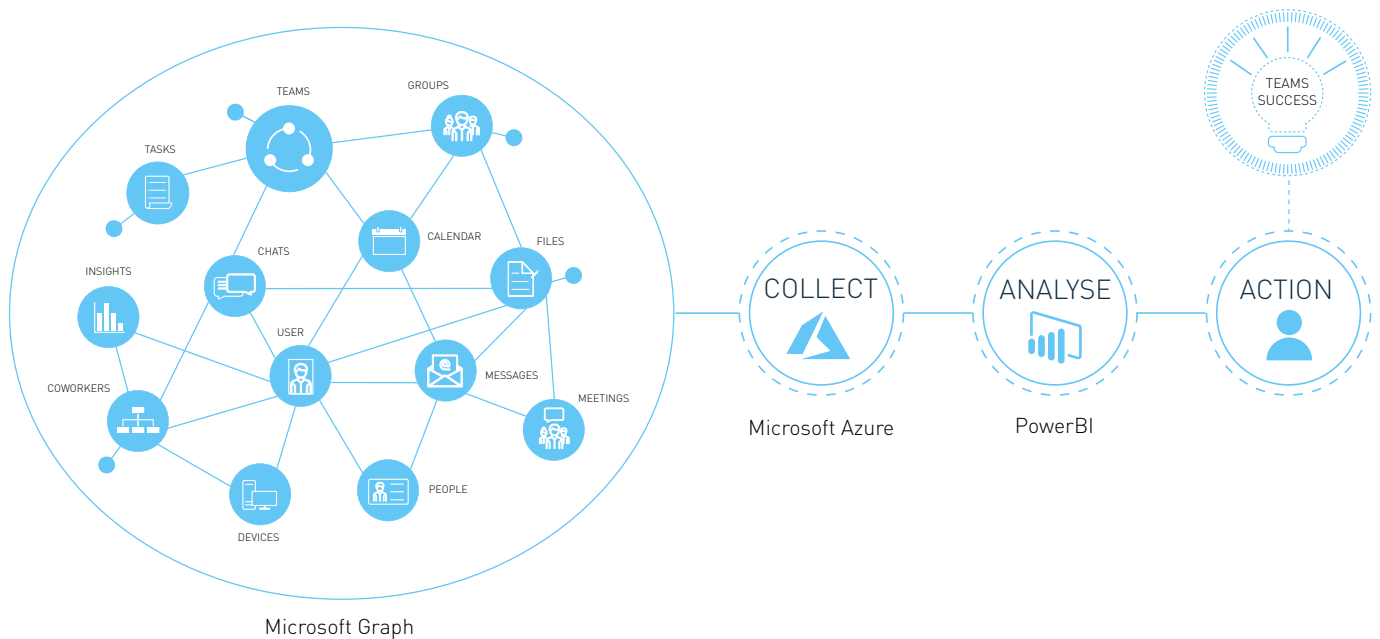
\*Also available through the native Teams reporting in Microsoft Office 365

## HOW IT WORKS

Teamwork Analytics collects data from Microsoft Graphs API and collates it with your Microsoft Azure environment. The data remains in your environment. The data collated includes the native information available through Microsoft Office 365, plus additional data extracted by our Teamwork Analytics solution to provide greater depth of insight.

Using the power and flexibility of Microsoft PowerBI, the data is then surfaced in a series of specially designed reports, providing instant access to the insights needed to drive the utilisation and value of collaborative working with Microsoft Teams. PowerBI also provides the ability for the data to be interrogated and filtered in a flexible and agile manner, delivering greater insights personalised to your environment.

Teamwork Analytics can be consumed on its own or as part of our Teams Success service, offering a range of service wraps to help you interpret and deliver action on the insights.



## BUILDING CONFIDENCE

Modality Systems Teamwork Analytics combines 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 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.