



## Is your organization ready for remote working?

Connect, communicate and collaborate effectively with Microsoft Teams



The scale of the COVID-19 pandemic has impacted everyday life across the globe. The long-term implications will affect not only how we view, react and manage future contagions, but also how we function in our familial, social and work environments. Faced with remote-work mandates, enterprises must make prompt decisions to safeguard critical business functions and operations while meeting business continuity requirements. For many organizations, enabling workers to be productive from remote locations hasn't been a priority, especially if a physical presence has been considered a prerequisite.

### Effective remote working with Microsoft Teams

Microsoft's flagship product, "Teams," part of the Office 365 family, empowers a workforce to be effective anywhere. It offers the following benefits-



**Real-time collaboration hub:** Teams assembles multiple communication tools and methods to provide a real time collaboration hub for various business units and geographies.



**Enriched in-person meeting experience:** Teams enables robust staff meetings with simultaneous content sharing and review in real time.



**Integration capabilities:** MS Teams integrates with the full Office suite, SharePoint, Planner task management app, Stream video portal, and even Power BI. This ensures employees immediate access to the information and tools to stay productive remotely. Further, MS Teams can complement usage across different collaboration channels such as Slack, Zoom, WebEx or Skype, thereby reducing the risk of relying on a single channel for day-to-day and critical communications.



**Enterprise grade security:** Enterprises consistently demand security, particularly when deploying or engaging remote workers. Teams benefits from the enterprise-grade security integrated with the Office 365 Security and Compliance Center and Azure Active Directory. Along with Microsoft 365, this allows employees to connect securely to an environment they trust for efficient collaboration regardless of location or device.

**In March 2020, Microsoft highlighted that MS Teams has hit 44 Million daily active users, spiking 37% in one week amid remote work surge.**

### Meeting the needs of the insurance sector

MS Teams is a useful tool for insurance companies as it can effectively support prompt decision-making to safeguard critical business functions / operations and also meet the immediate business continuity requirements in the post COVID-19 environment.

Insurance companies have unique operating structures with multiple internal and external users who need different level of access to critical business applications. Figure 1 maps remote working and collaboration needs of these user groups, which point to the relevant features of MS Teams to create a secured and efficient remote working environment.



### Persona 1

Constant access to core business-critical applications

CSR, UW, Claims Admin, Policy Admin, Actuaries

- Dedicated secured connection to core application(s)
- Provision of access from any device at anytime
- Advanced cyber security
- Data protection
- Multi-factor authentication
- Continuous monitoring for application performance and user experience
- Collaboration tools
- Dedicated IT support



### Persona 2

Frequent access to support applications and information feed from business-critical applications

Sales Manager, Claims Investigators, Agents, Brokers, Finance, Billing, Risk, IT Operations

- Secured connection to business applications
- Provision of access from any device at anytime
- Advanced cyber security
- Data protection
- Heavy usage of collaboration tools within insurance ecosystem including 3rd party integration
- Enable BYOD
- Self-help and self-heal IT support



### Persona 3

Limited access to business applications, information feed and/or MI from core applications

Marketing, Legal, CXO/Mgmt, Compliance

- Access to non-business applications
- Provision of access from any device at anytime
- Cyber protection
- Heavy usage of collaboration tools including internal and 3rd party integration
- Enable BYOD
- Self-help and self-heal IT support



### Persona 4

No direct access to business applications, need access to application environments for development, test and release activities

IT Development (internal and external)

- Distributed agile development
- Access to multiple environments for change delivery
- Availability of talent across geographies
- Heavy usage of collaboration tools including internal and 3rd party IT systems/vendors
- Enable BYOD
- Self-help and self-heal IT support

Figure 1: Workforce personas and their changing IT needs

MS Teams enables your employees across the organization to efficiently communicate and collaborate with colleagues, partners, suppliers and/or external parties.

## Accelerating deployment of MS Teams

Our MS Teams solution framework can help insurers as they transform and/or empower remote workforce to connect, communicate and collaborate within the ecosystem from home.

Deploying Teams begins with a quick assessment of the current landscape, planning the migration, piloting deployments to identify challenges or risks, and applying quick mitigations to ensure a smooth rollout. This rapid deployment model takes two to six weeks from beginning to end, after which employees can leverage a secure, highly reliable platform to collaborate and do their best work.

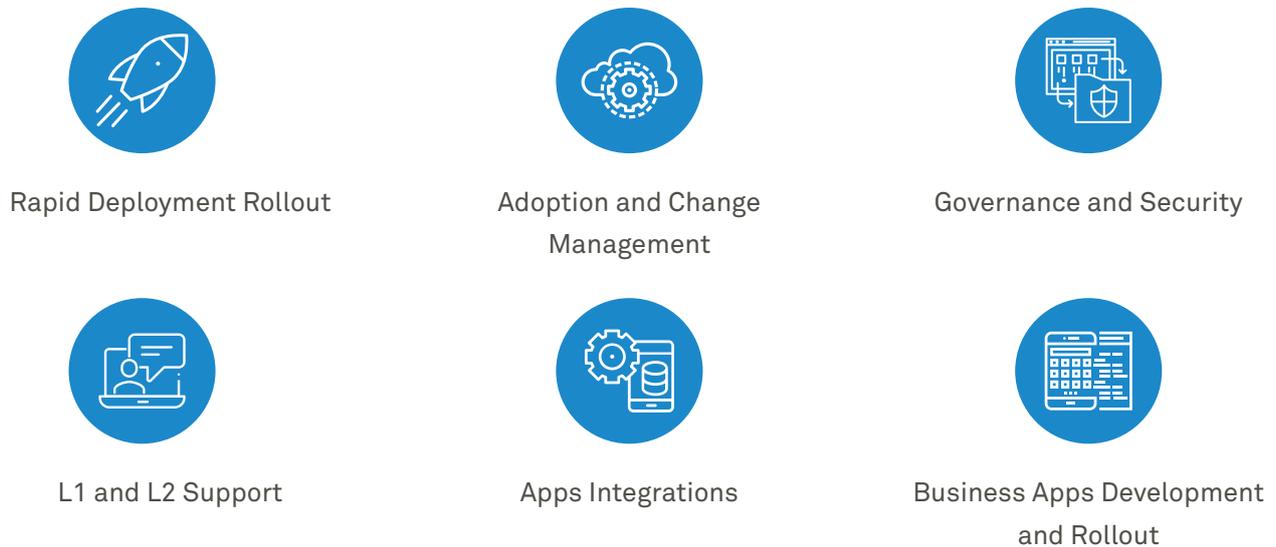


Figure 2: MS Teams deployment

### Rapid Deployment / Rollout

- Rapid current landscape assessment and migration planning and pilot deployments
- Rapid deployment and rollout to entire workforce
- 2-6 week rapid deployment covering end-to-end lifecycle
- Secure and highly reliable platforms for exchanging ideas, having conversations, collaborating, and doing their best work

### Adoption & Change Management

- Easy to follow adoption framework
- Guides through the change management with readily available toolkit
- Readily available multilingual training materials, user guides and videos, leveraged from Microsoft standard material tailored to suit customer needs

### Governance & Security

- Employee safety by enabling remote workplace during current crisis and ever evolving global situation
- Setup of well governed and secured environment - controlled creation & retention, data loss prevention, e-discovery automation, conditional access (MFA), device management using Microsoft Intune etc.
- Additional solution features with light agent requires some degree of integration with the organization's internal communication channel. These can be made available as required for further protection.

## Sustain - L1 & L2 Support

- Hyper care support during rapid rollout
- Shared services model with optimal pricing

## Application Integration

- Microsoft, third party and other in-house application integrations and selective deployments

## Business Apps Development & Rollout

- Extensive experience in designing, building and deploying in-house custom MS Teams apps
- Partnered with Microsoft MS Teams growth team as part of slate program, providing developer support across globe for all Microsoft customers
- Migrate Skype / Slack customizations to MS teams

## Embracing the change

As employees adapt to a remote-working lifestyle, insurers embark on change-management exercises across their ecosystem. Successfully adopting Teams is not just about technology; it represents a behavior change. This change is as much about people and culture as it is about technology and skills. Having a readily available change management toolkit – inclusive of multilingual training materials, user guides and videos – can enable faster adoption and communication planning.

It is also important to consider employee safety across the remote-working environment. Using a governance and security framework can help companies rapidly deploy and setup a well-governed environment that respects corporate policies regarding retention, data-loss prevention, e-discovery automation, conditional access, device management, and more.

After migration, Teams should be supported using a shared-services model that enables increased tickets across L1 and L2 staff. Care should also be taken to integrate Teams with other Microsoft 365 service apps, third-party apps and tenant apps, deploying them selectively to enhance employees' productivity while protecting information. If desired, enterprises may also seek design, development and deployment of custom MS Teams apps to integrate line of business systems.

To address the current environment, Teams has several add-on features that are relevant to the pandemic, including



**FAQ Plus:** Conversational Q&A bots to provide frequently asked questions related to COVID-19



**Crisis Communicator:** Enables customers to coordinate their own information sharing and team collaboration



**Scrum Bot:** Helps with asynchronous remote stand-up meetings and provides an easy way for users to share their daily updates



**Contact Communicator:** Assists end users in their search for online contacts from important teams/distribution lists



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