



MODERN WORKPLACE

Enterprise-scale secure remote work tools for everyone

Strategies for reliable location-agnostic business success



Necessity is the mother of a communications revolution

One of the clear outcomes of 2020 has been a complete shift to a new normal for workplace collaboration, communication, and productivity. The idea that remote employees can get their work done and feel connected to each other with the right tools is clearly here to stay. Many businesses of all sizes have leaned into this notion, investing in tools that help teams and individuals stay productive and connected to each other and to their business world—even when they need to work apart. These companies have a substantial (and necessity-driven) head start in this new working environment with stable and happy employees.

The fact that this shift to remote and hybrid work has been driven by necessity has led to hyperfast shifts in remote everything. And those same companies that have leaned into new communication tools have also already tried, tested, and refined a host of systemic structural changes across all their organizations that will define the way they live and work going forward.

The opportunities of hybrid work

Suddenly, face-to-face interactions—and even phone calls—have become rare, or things of the past, replaced by data-driven modes of communication. And remote or hybrid work is here to stay. Leading the growth in the software category in the video conferencing market will be cloud-based video conferencing software services.¹ With all this growth in the video conferencing category, businesses small and large are being offered new tools and innovations almost every week that provide:

- **Improved encryption and password protection** for cloud-based video conferencing systems—driven by well-publicized breaches.
- **New 3D technology** in video conferencing solutions for more effective collaboration.
- **Advanced virtual reality** functions that are making video conferencing a more realistic interpersonal experience while helping reduce issues such as poor lighting and sound.

The good news for productivity: Remotely collaborating teams are 5x more likely to be high-performing.

¹Transparency Market Research 2020 Video Conferencing Market Report.

Shifting to the remote-work fast lane

As many businesses have discovered, moving from traditional communications and modes of work to remote, digital collaboration will have its challenges—and innovations to overcome them. To meet the sudden scale of all-digital remote work, companies will need to consider:

- **How to keep IT and capital expense budgets under control as the need for more hardware capacity grows.**

Rather than ballooning those line items, consider hardware-as-a-service (HaaS) in the cloud. Much like other as-a-service innovations in the cloud age, HaaS enables virtually instant scaling of computing capacity without buying infrastructure or expanding facilities.

- **How cloud providers will be able to expand data flow capacities to meet demand without downgrading service.**

Many are already expanding capacity to meet the increased demands of both paid and free users. Look for these improvements from your provider—or consider others who might offer you better service for money.

Shifting to the remote-work fast lane (continued)

- **When your provider might be reaching the limits of their platform.**

With the explosion of video and other data, many providers have exceeded their threshold for additional network capacity and require added physical hardware within existing datacenters. Be on the lookout for limitations to new signups, or for reductions in quality and consistency for existing users. Providers with a truly scalable and globally distributed architecture will stem the tide better than others.

- **How to meet security and manageability standards during a tidal wave of data.**

The rapid introduction of video tools for workers across the organization and in educational settings has already resulted in breaches. However, businesses also have to be aware of data collection, security, and user privacy. Now—or sooner—is a good time to ask your provider about their global security, manageability, and monitoring. They should offer you comprehensive support. If not, you've got bigger problems.

Supporting the location-agnostic future

LET'S MAKE "WHERE ARE YOU" MATTER LESS THAN "WHO ARE YOU"

Even for smaller businesses, the norm is becoming more and more one of cross-country, or even intercontinental collaboration. It presents both a challenge and an opportunity for better supporting remote coworkers and collaboration technology. For smaller and medium-sized businesses, it may involve a shift in business model and adoption of video conference tools that are flexible enough to grow and change with them. These unprecedented changes in consumer behavior will continue to appear daily across virtually every sector for the foreseeable future. And not all of them will be what we expect. Your business depends on being ready with a solution built to adapt to emerging technology. That's one reason Microsoft Teams makes sense for a confident future.

A known quantity for the future

As we've seen, a lot of remote work tools have suddenly had to be scaled and are finding themselves in build-it-as-you-fly-it mode. This puts your business at unnecessary risk. For instance, businesses may have experienced rapid digital transformation, and they might be getting by with quick setups that are not always ideal. For instance, customers are:

- [Sharing videoconferencing licenses](#)
- [Forwarding office numbers to employees' personal mobile phones](#)
- [Using multiple different products that don't play well together](#)

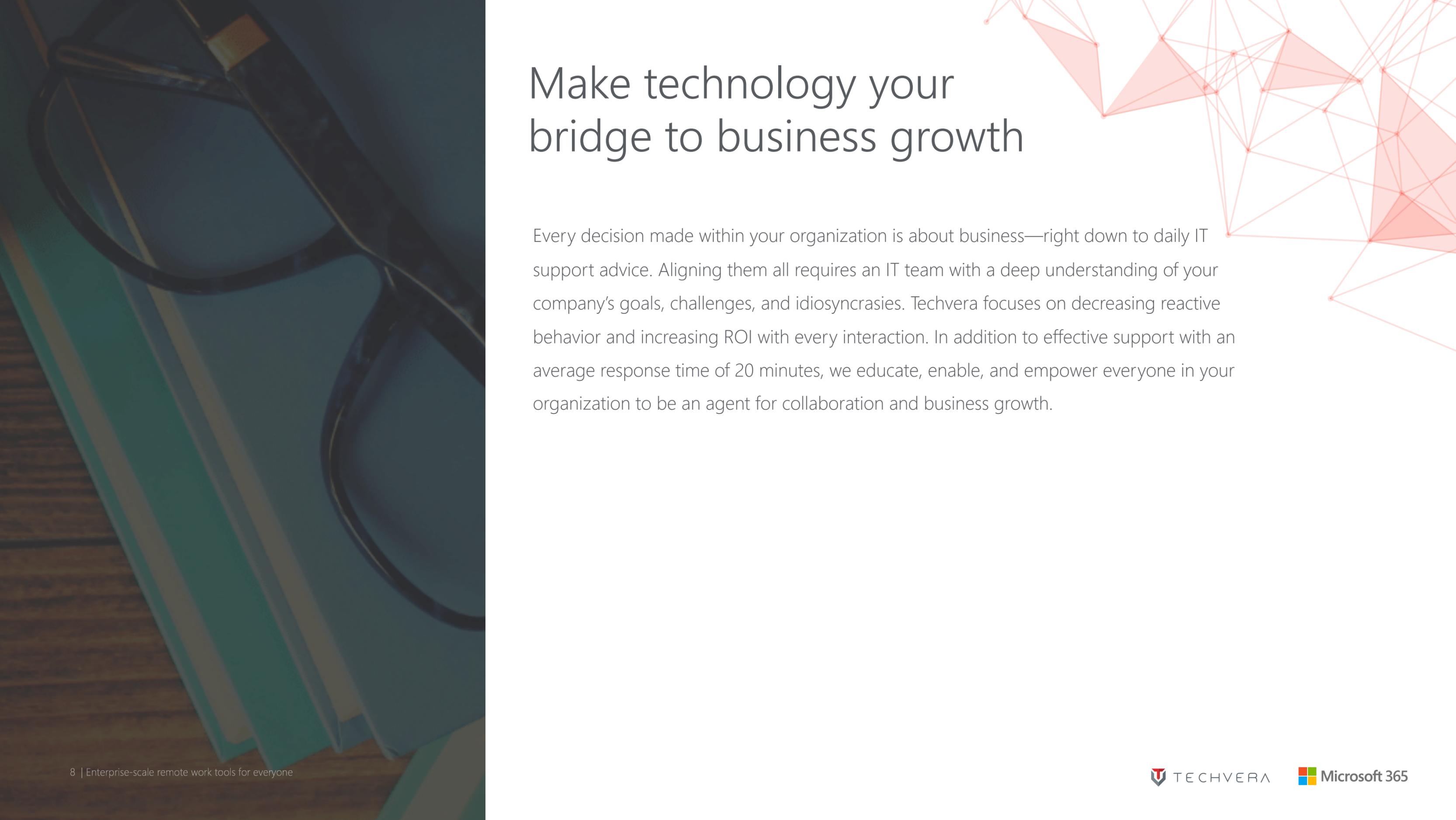
We advise that you consider Microsoft Teams as the solution that can take you into the future, no matter how usage rates have been expanded.

And at Techvera, we've embedded Teams into our culture. It's how we stay connected; it houses all of the capabilities we need on a daily basis, and it has become an important factor for getting every job done quickly, with certainty and excellence.

In short, Techvera is the Microsoft Teams meeting expert.

Our company has a long-standing partner relationship with Microsoft, where we have focused on their on-premises and cloud products for many years. Our architects focus on the Microsoft cloud platform, cloud productivity, collaboration and content, mobility management, communications, and messaging. We view security as the foundation for all these productivity services so you can focus on what you do best: growing your business.

We invite you to view our website for more information about the services we offer, our methodology to identify the right-sized business solutions, and the quality of our implementations.

A pair of glasses with a dark frame and light-colored lenses is positioned on a wooden surface. The background features a network diagram with red lines connecting various nodes, some of which are highlighted with red triangles. The overall aesthetic is professional and tech-oriented.

Make technology your bridge to business growth

Every decision made within your organization is about business—right down to daily IT support advice. Aligning them all requires an IT team with a deep understanding of your company's goals, challenges, and idiosyncrasies. Techvera focuses on decreasing reactive behavior and increasing ROI with every interaction. In addition to effective support with an average response time of 20 minutes, we educate, enable, and empower everyone in your organization to be an agent for collaboration and business growth.

How to make the remote workplace better than the physical one

In the remote work future, workers who used to stroll up the corridor to ask a quick question will instead open up a quick chat screen; sitting together to collaborate on a project will be replaced by screen sharing with recording; the morning status meeting will become a Teams conference. And phone calls? They're already being supplanted by video calls. All the functions your office location has provided now must be digitized and work just as reliably as the construction of your office building. Teams provides you all those functionalities and more—with the levels of reliability and security your company is going to need, including:



CHAT

Communicate and stay up to date with your team.



SCREEN SHARING AND RECORDING

Easily share and record your screen during meetings.



VIDEO MEETINGS

Use built-in group and one-on-one audio or video calling for your meetings.



LIVE EVENTS

Create and expand a live event wherever your team, audience, or community resides.

The 6 tactics for happier remote teams

1. INTEGRATE COMMUNICATION AND PRODUCTIVITY APPLICATIONS

Ensure that your workers can easily access all the resources they need and share the files they work on. Microsoft Office apps across the web, mobile, and desktop store content in the cloud by default, making integration the normal state. We recommend using cloud storage such as OneDrive, which is as simple as saving files on the old traditional C: drive.

(Remember the C: drive?) This makes it simple to do real-time coauthoring and commenting in documents in the cloud, which has proved extremely useful for a distributed workforce.

2. CUSTOMIZE YOUR EXPERIENCE

In remote work situations, every meeting is a Teams meeting, often with video. Explore features like background blur to block out mischievous kids, barking dogs, and mismatched furniture. Recording meetings makes it easy for absent participants to catch up and hear the most relevant parts.

3. GET MORE FROM MEETINGS THAN YOU EVER DID IN A CONFERENCE ROOM

You can make remote meetings more valuable experiences than in-person meetings. For instance, when you make it a Teams Channel meeting, everything is captured in a single channel conversation for your reference. All the documents, all the chats, and of course, the recording of everything everyone said is in one place, and much of it is searchable. It's a huge timesaver that also improves the quality of everyone's work.

The 6 tactics for happier remote teams (continued)

4. CREATE TARGETED SELF-SERVICE GROUPS

Within Microsoft 365 you can also collaborate through self-service creation of Office 365 Groups or teams within Teams. These give you appropriate security, compliance, and manageability for your information.

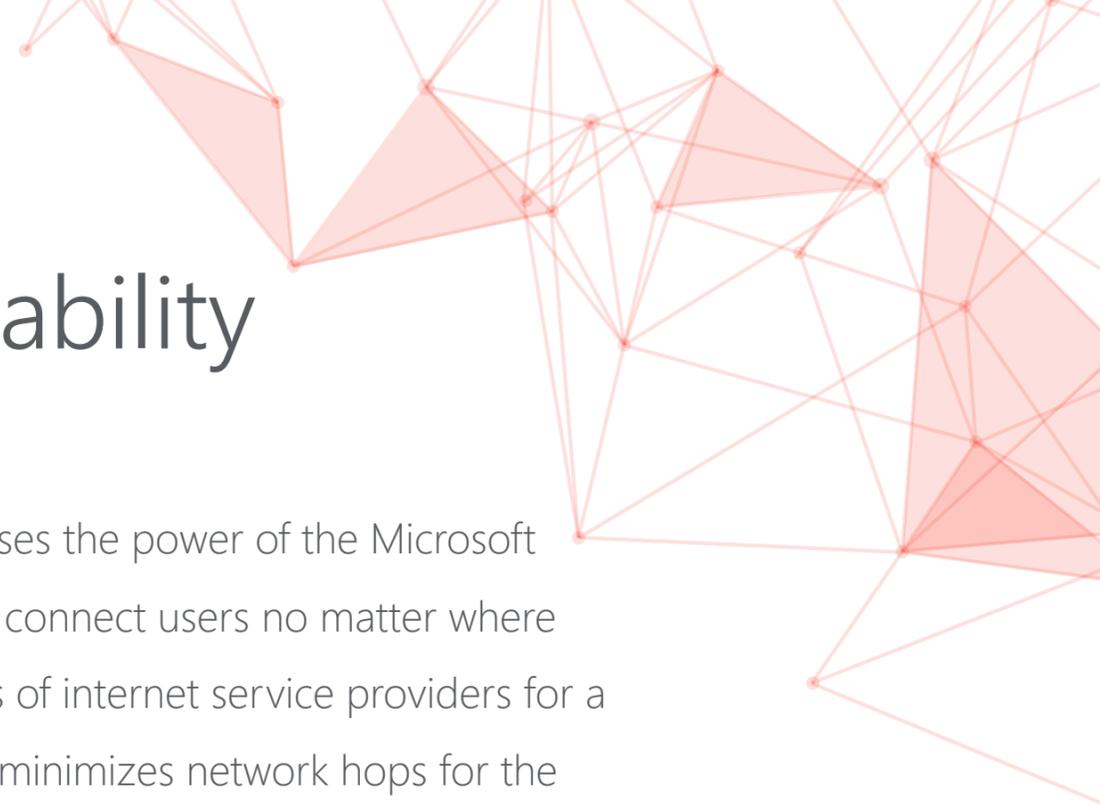
5. BE SURE OF YOUR MEETING QUALITY

With the increased load and usage from so many people working remotely, service monitoring has proven crucial to making sure everything is operating as it should. Microsoft carefully monitors Teams and application and network performance to check reporting for user satisfaction metrics and changes to service behavior.

6. THINK OF TEAMS AS YOUR OFFICE SPACE IN THE CLOUD

To use Teams to its fullest, you could hold every call and meeting there; use channels, rather than email or group chats, for team-level conversations. Turn on your camera to connect during meetings. Use Live Events for larger gatherings. If your organization allows, record meetings to access the transcript later.

[Source:](#) "How Microsoft Is Enabling Its Employees to Work Remotely with Microsoft Teams," Lukas Velush, Microsoft IT Showcase Blog, Mar. 6, 2020.



World-spanning network power and reliability

Unlike other online meeting solutions, Microsoft Teams uses the power of the Microsoft Azure global network (one of the largest in the world) to connect users no matter where they are located. Microsoft has partnered with thousands of internet service providers for a direct connection to their infrastructure. This connection minimizes network hops for the best possible meeting experience. Other cloud meeting solutions depend on the public internet to route their calls, making call quality impossible to predict or control.

CASE STUDY:

A new law firm partner—the IT team

COMPANY

In the last 15 years, Burrows Law Group has grown rapidly into a successful and respected family, estate, and probate law group, winning multiple awards and high praise from their many satisfied clients.

CHALLENGE

As both the firm's client base and staff grew, they needed a solid IT infrastructure and roadmap to reliably support ever-increasing workloads. When they asked other firms who was the best IT partner around, the same name kept coming up— Techvera.

SOLUTION

Techvera stepped into the IT management and planning role for Burrows, taking responsibility for the reliability, security, and efficiency of the firm's entire IT estate.

And when the COVID-19 pandemic hit in 2020, Burrows was 100% ready thanks to Techvera's proactivity. Employees literally left work on a Friday and logged in as remote employees on Monday. It was that simple.

RESULTS

The principals and staff of Burrows Law Group couldn't be more pleased. When asked how their business and day-to-day operations have changed since working with Techvera, Managing Partner Adam Burrows says:

"It is simple, they have become easier. We get to focus on running our business, not keeping our business up and running...which is a big difference. Knowing that Techvera is just an email ticket/phone call away from solving any issues with our computer systems, telephones, servers etc...helps me concentrate on providing good legal work without worry."



3 ways to get more from IT

Whether you're using Microsoft solutions or not, contact Techvera today for a quick outside assessment of your IT performance.

- Determine if Microsoft is right for you with a **FREE Microsoft Fit Consultation.**
- Measure your Microsoft 365 performance with our **FREE Microsoft 365 Audit.**
- Contact us for a quick discussion of your current IT needs and goals—we'll be glad to offer our expertise.

[Request Consultation](#)

[Begin Audit](#)

[Let's Chat](#)

