

# Modern workplace

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**cmi**  The business IT experts



# Modern Workplace/Digital Transformation Process & Information

## What is a Modern Workplace?

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Modern Workplace is a buzz word, but at its essence, it separates businesses who’re seeking positive change, enabled by the benefits of our digital ‘Modern Workplace’ is a term used to define organisations who recognise digital collaboration, technology and tools as the way of the future. Modern Workplace is a buzz word, but at age, from those who’re keeping their heads in the sand.

Becoming a Modern Workplace isn’t a simple process and it isn’t about simply installing a chat tool for your team. It has to be driven from a deep desire and understanding within the business – a desire to create a positive, collaborative, flexible working culture suited to the modern employee and an understanding that digital technology and tools are enablers of productivity and efficiency.

The nature of work has changed. Employees expect to work securely from anywhere, on any device, and they put a high premium on work that enriches and fulfils them. When their productivity tools enhance the quality and effectiveness of their work experience, they’re happier, more valuable, and more likely to stay. Companies need to provide that empowerment, but they also need to protect vital IT assets.





# Digital Transformation Objectives

Digital transformation is journey to a modern workplace, it is the integration of technology into all areas of a business, fundamentally changing how you operate and deliver value to clients. It's also a cultural change that requires organisations to continually challenge the status quo, experiment, and get comfortable with failure.



## Improve Service

Service improvement is one of the cornerstones of digital transformation. Any internal enhancements cannot be for the sake of themselves. Clients must enjoy a better service and their needs must be met faster and more fully. This will have a positive effect on revenue and profits.



## Increase Internal Collaboration

If a digital transformation project is large enough, it can touch the whole enterprise and foster better internal collaboration. Typical examples are company intranets being used to improve document management processes. Intranets can also open channels of discussion among workers on teams who would otherwise have had little contact.



## Optimising Processes

Every business operates through a series of repeated processes, digital transformation allows competencies to be refined and processes automated or improved, and the positive results can be felt by all.



## Increasing Efficiency

Efficiency is the natural result of improved processes. Using the unmatched power of modern technology, workflows can become faster, slicker, and more repeatable. Staff spend less time on mundane tasks so they can focus on ideas and innovations.



## Become More Agile

In a fast-moving marketplace, organisational agility is a desired trait. Technology enables businesses to become connected yet flexible. Decision-making time reduces, and learning cycles are made shorter. With digital transformation, vast amounts of data points can be measured and analysed with the goal of improvement and greater agility.

# Digital Transformation Objectives



## Reduce Costs

desired in business, since the days of the industrial revolution which mechanised hand-driven processes, cost reduction has been the difference between business survival and failure. Today, powerful automation performs menial, repeated tasks and takes headcounts out of businesses to save costs.



## Improve Employee Performance

Digital transformation can create a work environment where employees can improve productivity in their daily work lives. Enterprise collaboration tools are great examples of this, they can reduce waste and increase productivity in organisations.



## Comply with Data Security

Data security is a major concern of businesses today, with so many traditional tools now having a digital interface, security becomes paramount as almost anything can be hacked. Your business cannot remain an island of manual processes expecting to compete in a digital marketplace, advanced security needs to be planned, implemented and monitored effectively.



## Keep your Competitive Advantage

As some of the major wins of digital transformation are process enhancement and improved efficiency, it holds that businesses that do this best will reap the rewards. They will create and increase their competitive advantage over rivals.



## Allow you to Focus on Core Competencies

It is not uncommon for rapidly growing companies to expend time and effort on non-core competencies. Digital transformation provides a good opportunity for firms to take a long, hard look at what is essential to their business and what is a sideshow.

# CMI's Digital Transformation Process

## General Awareness



The first step of any digital transformation is to make clients aware of the possibilities, understand what is available and how they can help your business.

## Audit & Consultancy



Now you have a good idea of the process and products available to you, our consultants will work alongside your digital champions to audit your existing environment and articulate a plan to achieve your required goal

## Initial Remediation Work



A plan is now in place for your transformation and we will conduct initial remediation work in your environment to ensure a successful deployment.

## Deployment



This stage is where all of the technical work is conducted, it is usually broken up into several actionable stages, your new systems will be implemented ready for production use.

## User Training



As this process is a big cultural change, it is important that we ensure your staff are adept in any new solution used. We will provide on-demand videos and documentation for your staff to review at any time.

## Go Live



Your new systems are ready, and your users are trained, it is now time to cut over to your new environment and begin reaping the benefits of your transformation.

## Governance



Using our internal dashboards, we will monitor your environment and ensure all areas of investment are being used to their full potential. We will work with you to highlight new areas of interest and continuously develop your chosen platform.



# Cloud & Productivity Solutions

# What is Microsoft 365?

Microsoft 365 is a line of subscription services offered by Microsoft. The brand encompasses plans that allow use of the Microsoft Office software suite over the life of the subscription, as well as software as a service product for business environments, such as hosted Exchange, Teams, OneDrive and SharePoint, among many others.

All Microsoft 365 plans include automatic updates to their respective software at no additional charge and the platform supports many businesses who wish to run an entirely cloud based operation.



## Microsoft Exchange

With Exchange Online, it is easier than ever to provide your users with the business-class email they need to stay productive. Automatic patching and updates eliminate the time and effort of maintaining your system and thus reduces costs.

Additionally, you can provide them with access to email, calendar, and contacts on all major browsers and across devices no matter where they are. They will enjoy a rich, familiar email experience with offline access thanks to integration with Outlook



## Sharepoint

Microsoft SharePoint is a browser-based business collaboration and document management platform suited for businesses of any size.

Whilst it is not that easy to explain what SharePoint is, it is important to understand that SharePoint is not a single tool, it is a collection of many different technologies wrapped up in one name.

An easy first step is to see SharePoint as a cloud-based file server, at its core this is the most commonly used functionality, however, it is able to grow into a fully fledged document management system with automation and a place for hosting intranet sites.



## OneDrive / OneDrive for Business

OneDrive is your personal storage location within Microsoft 365, it is the place for you to save content that you do not need to collaborate with others and is available to be accessed via the web browser, or your computers file explorer.

This tool can also be used to backup your computers desktop, documents & pictures folder. OneDrive for business is a synchronisation tool, it allows you to access your SharePoint data libraries on your computer via the file explorer, similar to when you had a server in your office.





## Microsoft Teams

Microsoft Teams is the hub for teamwork in Microsoft 365 that brings together people, conversations and data – along with the tools that teams need – giving you the complete collaboration and communication solution your business needs.

Microsoft Teams helps your staff stay organised and have conversations, from any device. You can use the tool to have instant conversations with members of your staff or guests outside your organisation. You can also make phone calls, host meetings, and share files. Teams can be best described as a hub for teamwork it brings together all the collaboration and communications capabilities using the full breadth and depth of Microsoft 365. You have the opportunity to collaborate, meet, and share in a more open, fluid, and modern workspace.



## Microsoft Forms

This tool allows you to create surveys, quizzes and polls and see results as they come in. As an example, if you had a new staff member and you need them to be setup on all of your systems, you could create a new user form within this platform, which will identify all of their details, as well as the access they require. HR could complete this form and it would go to the new staff members manager for approval before being sent to the relevant departments to be actioned.

This would ultimately reduce unauthorised access and providing clear instructions of work to be completed before the new user starts.



## Power Automate

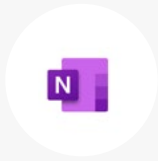
This tool allows a user to automate workflows across applications. You can use power automate to connect email and instant messaging alerts, synchronise files between applications or copy files from one service to another. As per our Microsoft Forms example, this would be the tool that automates the approval process, connecting the applications together and creating the flow.



## Microsoft MyAnalytics

This tool shows you how you're spending your work time: everything from how much time you're spending on email to who you collaborate with the most, along with other information like how many meetings you attend a week. The tool is broken down into a few sections: Your Time, Network, Meetings, Email, Focus Hours, After Hours.





## Microsoft OneNote

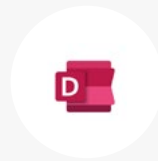
Microsoft OneNote is an app that is designed for research, note-taking, and information storage, it lets you store text and images in free-form documents which you can keep private or share with others. OneNote is a part of the Microsoft Office Suite, along with programs like Word, Excel, and PowerPoint.



## Microsoft Planner

Is your team distributed across the globe with many simultaneous projects and deliverables due at the same time? This tool can quickly move your current task management process into the digital age. Planner gives users a visual way to organise teams. It provides four primary functions: an information hub, flexible categorisation, communication and insights.

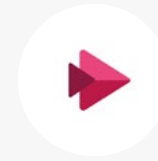
Users on a team can create plans, assemble and assign tasks, share files, communicate with other users on the team and receive progress updates.



## Microsoft Delve

This data visualisation tool incorporates elements of social media with machine learning. Delve discovers content across four Microsoft integrated platforms — Exchange, OneDrive, SharePoint and Yammer.

But it doesn't just aggregate data points. Instead, it looks for relevance in the information such as past interaction and activity between users and allows you to find data more easily. It can also be used to find staff members with specific skill sets in your company and learn how to contact them.



## Microsoft Stream

Microsoft Stream is an Enterprise Video service where people in your organisation can upload, view, and share videos securely.

Microsoft appreciate that not everyone has a lot of spare time, so they have created stream which is a great way to share information around things like company processes, procedures, training videos & introductions.



## Microsoft Sway

Sway is a professional presentation tool which may at some point replace PowerPoint. It has a built-in design engine that helps produce visually appealing reports and presentations, allowing you to drag and drop images, text, videos and charts in a canvas-based format.



## Microsoft Intune

Microsoft Intune is a cloud-based service that focuses on mobile device management (MDM) and mobile application management (MAM). You control how your organisation's devices are used, including mobile phones, tablets, and laptops.

You can also configure specific policies to control and deploy applications. Intune also allows people in your organisation to use their personal devices for work. On personal devices, Intune helps make sure your organisation data stays protected, and can isolate organisation data from personal data.



## Microsoft AutoPilot

Windows Autopilot is a collection of technologies used to set up and pre-configure new devices, getting them ready for productive use. You can also use Windows Autopilot to reset, repurpose, and recover devices. This solution replaces your traditional new computer build process and provides the end user with a fully configured machine out of the box, meaning a new device could be sent directly to your new staff member and is ready to go.

After the initial configuration of the service, this will reduce the time required by your IT representative to configure new machines and ultimately lead to reduced cost.



## Microsoft Azure

Microsoft Azure is Microsoft's cloud computing platform. It provides a range of cloud services, including compute, analytics, storage and networking. Users can pick and choose from these services to develop and scale new applications or run existing applications in the cloud.

Microsoft charges for Azure on a pay-as-you-go basis, meaning subscribers receive a bill each month that only charges them for the specific resources they have used, this enables many businesses to reduce large capital expenditure on on-premise servers and enables a remote workforce whilst integrating seamlessly to your Microsoft 365 environment.



# Microsoft Security



## Multi-Factor Authentication

Multi-factor authentication (MFA) adds a layer of protection to the log in process. Typically, you just use one way to verify you are who you say you are - a password - to log in to most services, including Microsoft 365.

MFA uses more than one way. It combines two or more of something you know (a password), something you are (biometrics like a fingerprint or retinal scan), and something you have (like a passcode on a dongle or on your phone). If a cyber-criminal is able to get your password, they still won't be able to access your files without the other verification method(s).



## Data Loss Prevention

Data Loss Prevention (DLP) ensures sensitive information doesn't get sent outside of your organisation (it applies to more than just email - also includes SharePoint Online and OneDrive for Business and Office programs like Excel and Word). DLP policies monitor your environment for sensitive data and prevents users from sending that information outside your organisation.

There are already templates set up to fit most major regulatory and compliance needs (like HIPAA). CMI can also create and customise the DLP policies to fit your specific needs. We can customise the rules to fit everything from the location of the data, type of information (credit card numbers, national insurance numbers, etc) conditions (type of information and in what context it's being used) and the action taken (block the content completely or send a notification).



## Azure Identity Protection

Knowing that your account has been compromised can be almost impossible until it's too late. You usually don't find out until the hacker has already gotten into your system and taken some sort of action.

Azure Identity Protection can catch this - and help stop the hacker from actually getting in. Azure Identity Protection uses machine learning to understand how you work and flags unusual activity. For example, it will learn where and when you typically log in, so if you log in from an unusual place and time, it can flag that. It'll also detect multiple log ins in a short amount of time from multiple locations (like your office and a hacker in another country). If suspicious activity is detected, there are steps you can take to keep the hacker out. You can force the user to perform multi-factor authentication to verify their identity or stop the sign in completely.



## Azure Information Protection

Azure information protection is a cloud-based service that uses encryption, identity, and authorisation policies to help secure files and emails across multiple devices, including phones, tablets, and PCs. Protection settings remain with your data, even when it leaves your organisation's boundaries, keeping your content protected both within and outside your organisation. With information protection, you have the ability to revoke.

# Complimentary Modern Workplace Solutions



## Mimecast

Mimecast is an international company specialising in cloud-based email management for Microsoft Exchange and Microsoft 365, including security, archiving, and continuity services to protect business mail



## Printix

Printix is a cloud-based print management service especially designed and structured to provide a complete print infrastructure and secure printing environment, that guarantees efficiency, productivity and cost savings. Printix is built to work for you and grow with you.



## Microsoft 365 Backup

CMI's managed Microsoft 365 backup supplies organisations with reliable backup and recovery for their Microsoft 365 Mail, Calendars, Contacts, OneDrive for Business, OneNote and SharePoint Online. Unlimited storage space and an unrestricted retention policy guarantee that your valuable Microsoft 365 data will remain fully backed up and recoverable at all times.



## Shortpoint

ShortPoint is a subscription software that helps teams build gorgeous and engaging intranets with no coding from their existing content systems, such as Microsoft 365, SharePoint, and SAP Portal. ShortPoint also available for Microsoft Teams to all teams design channel Tabs just like an intranet site.



**If you would like assistance with your Digital Transformation, you can contact us below to speak with a member of our team.**

### **Contact CMI**

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