



# Microsoft Teams

The hub for teamwork in Microsoft 365





# Teamwork trends

## Diverse

5 generations work together

## Team-based and collaborative

80% of employee time is spent collaborating

## Global

72% of workers will be working remotely in 2020



# Microsoft Teams

The hub for teamwork in Microsoft 365



Persistent 1:1 & Group Chat



Powerful Online Meetings

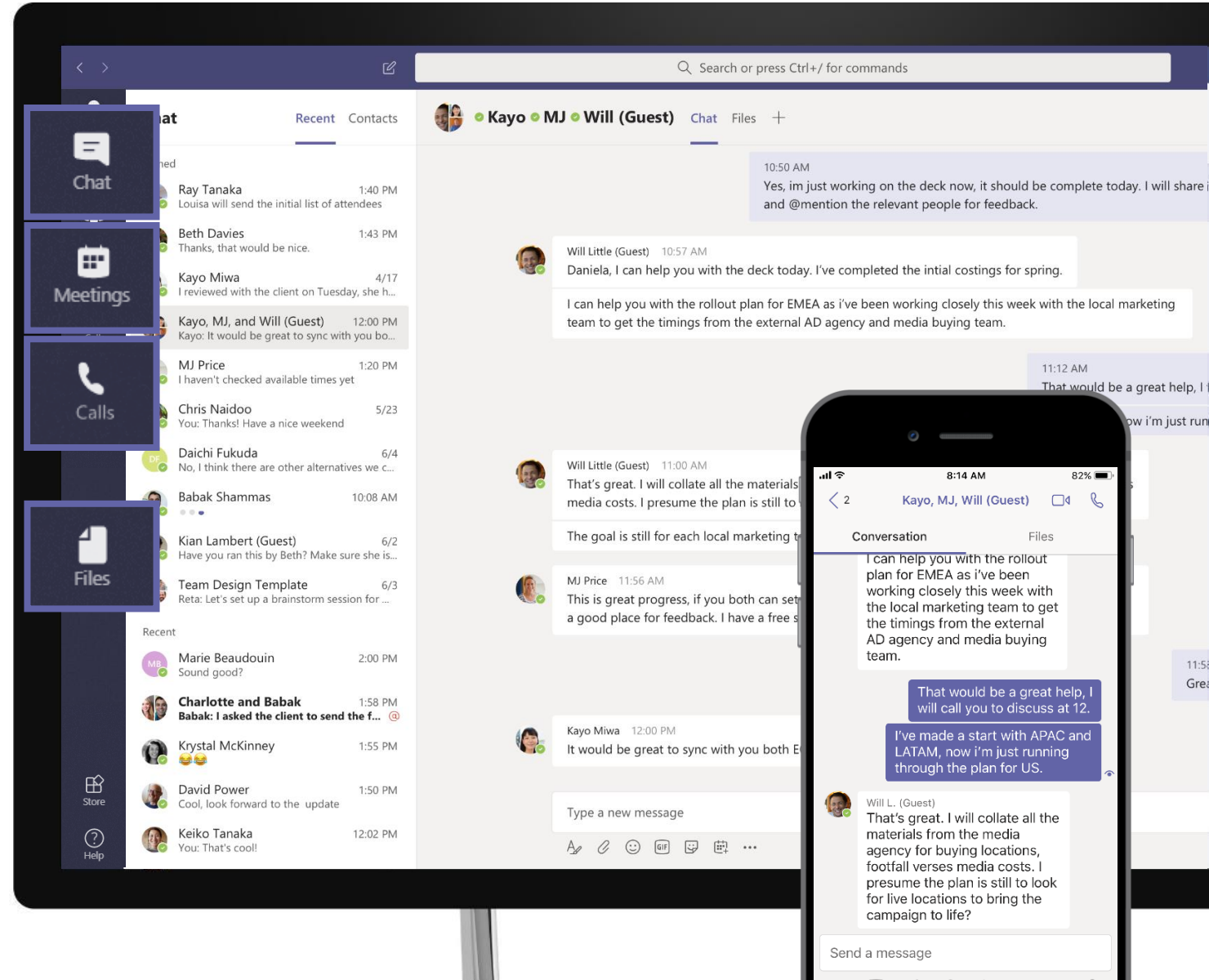


Enterprise Calling & Voice



Built-in Office 365 Apps

Built with the enterprise-grade security and compliance our customers rely on





# Teams is the fastest growing business app in Microsoft history

**500,000+**

organizations use Teams

**91**

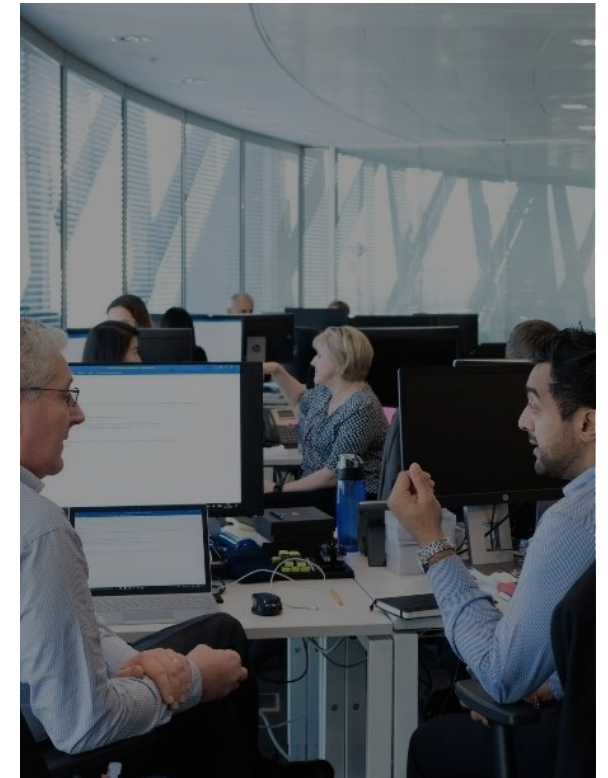
Fortune 100  
companies use Teams

**44**

languages are  
supported in Teams

**150**

customers have 10,000  
or more active users



# Product Demo



# Communicate through chat

Communicate across geographies, languages and organizations

Share information in an open and transparent way with **threaded, persistent channel discussions**

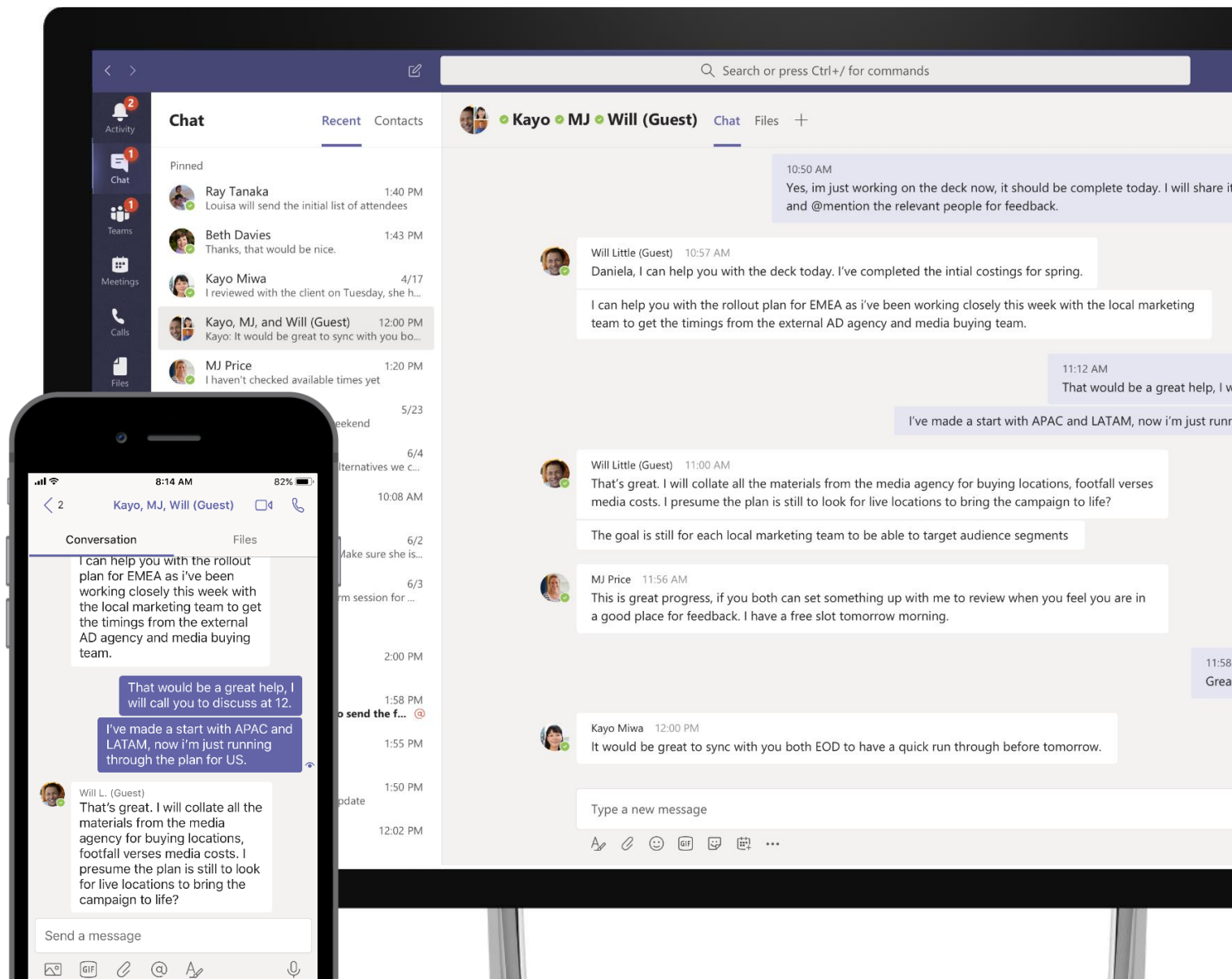
Manage private conversations with new **secure private channels**

Stay in sync with **1:1 or group chats**

Communicate across geographies, languages, and organizations with **guest access, federation, and translation**

Add some fun to your conversations with **gifs, memes, stickers & emojis**

Available across **mobile, desktop, browser**, and a wide range of devices







# Communicate through meetings

Communicate from anywhere with an intelligent cloud meeting solution

Stay connected with an **intelligent meeting solution** using video, content sharing, digital whiteboard, notes and chat

Engage in **all types of meetings**—spontaneous, scheduled, external and large-scale live and on-demand events

Make meetings more effective by having meeting history and **relevant content at your fingertips**

**Search through meeting content** with cloud recordings and automatic **transcription and translation**

Join from a **range of platforms and devices**, including desktop, browser, mobile, and meeting room devices





# Communicate through calling

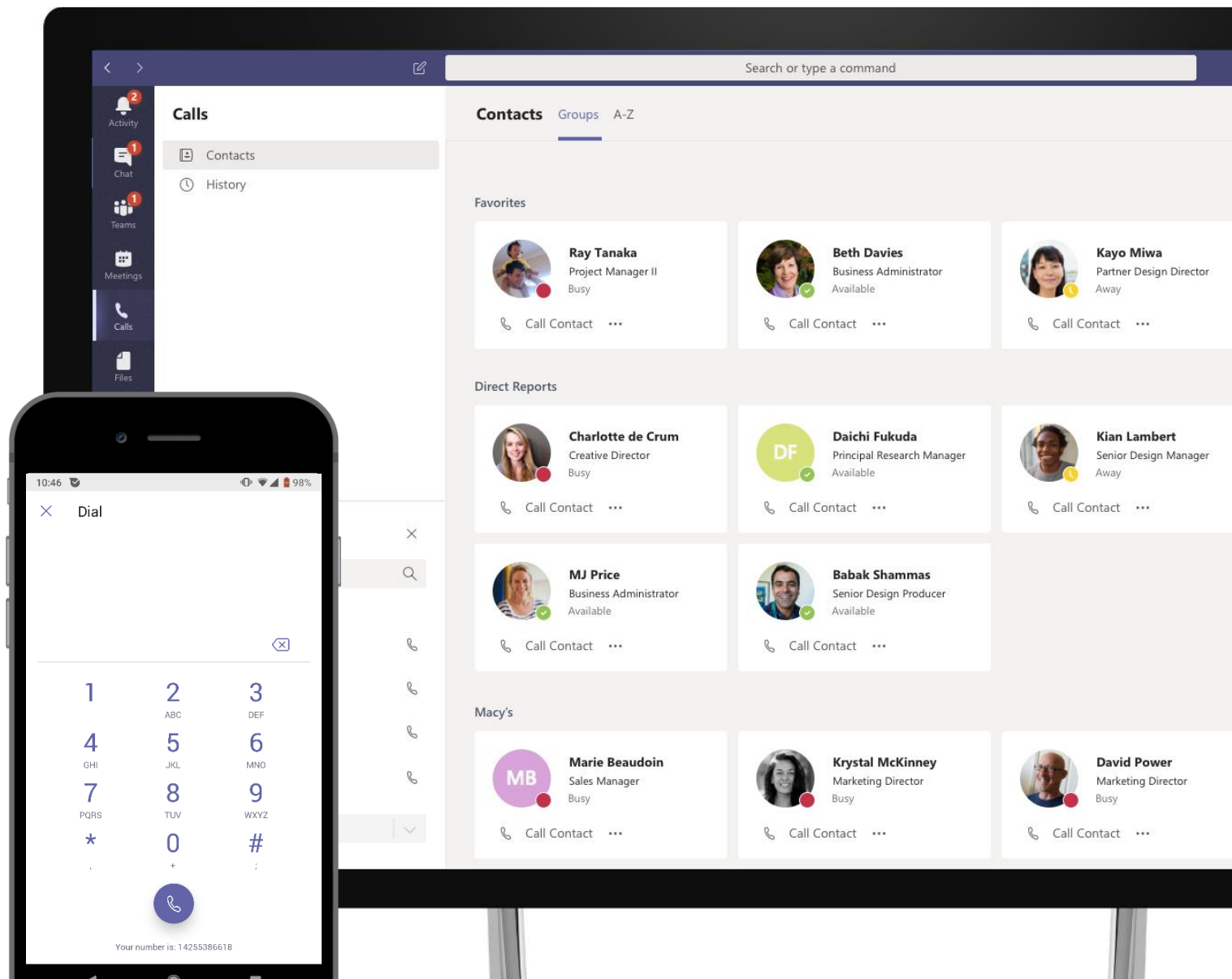
Connect with anyone through Phone System, Calling Plans, or Direct Routing

Provide software, service and phone lines for each user with **Microsoft Calling Plans**

Keep your voice trunks and configure as needed with **Microsoft Direct Routing**

Leverage the **latest key calling features** such as Cloud Voicemail, improved delegation, Busy on Busy, updated Cloud Auto Attendant, Call Park, Group Call Pickup, and Shared Line Appearance

**Future support** coming soon for Location-Based Routing, Dynamic e-911, and Call Recording







# Collaborate with integrated Office 365 apps

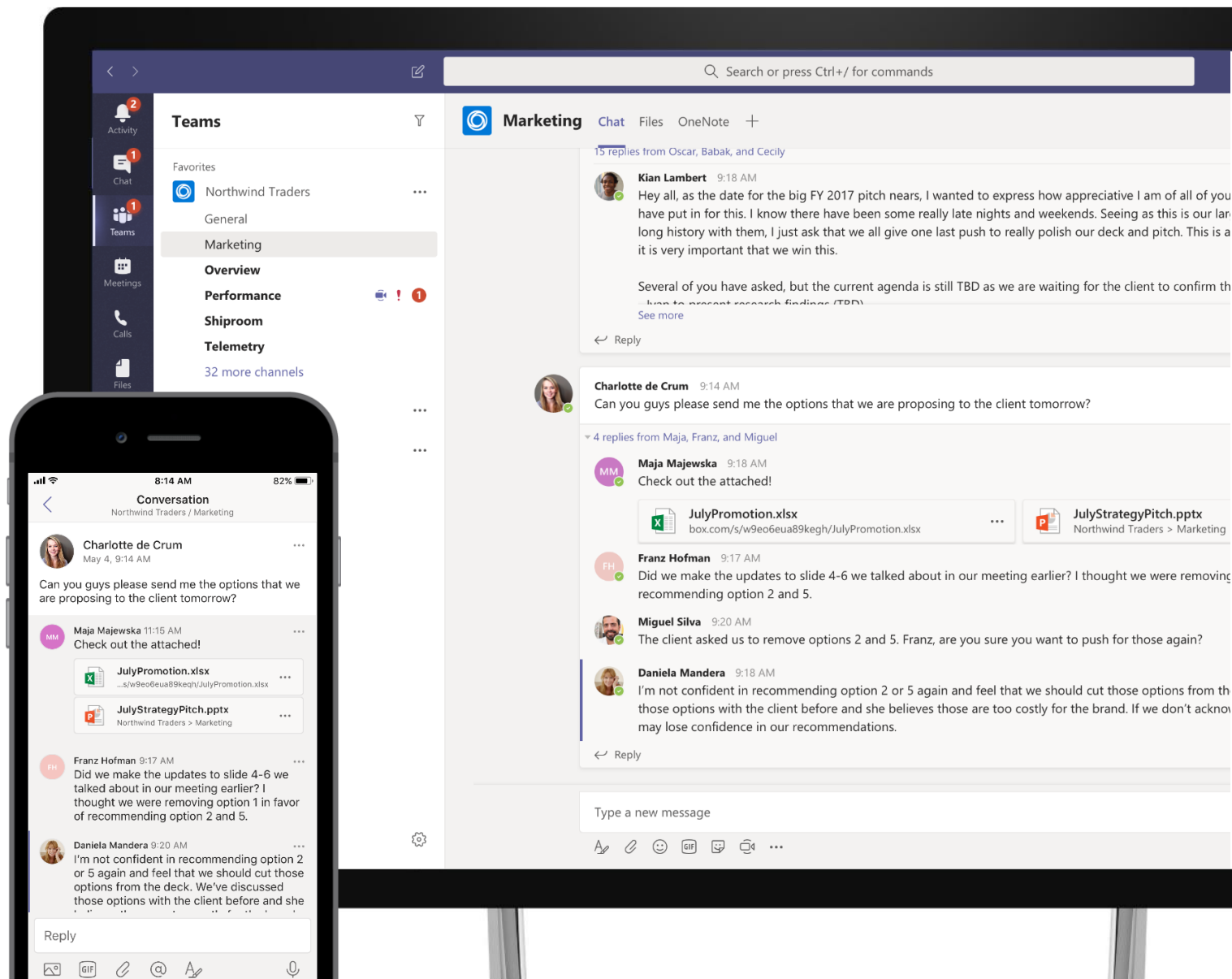
Quick access to the apps you love

Share and co-author Office documents from within Teams app

Reduce context switching with **built in access to Office 365 apps**—SharePoint, OneNote, Power BI, Planner, Flow and PowerApps

Search across people, files and chats to find what you need—**leveraging intelligence from the Microsoft Graph**

Keep the whole team in the loop with **email integration and notifications**





# Customize and extend

Personalize your workspace to include the apps and services you love

Customize your channels by **pinning important files, apps, or dashboard** for easy reference

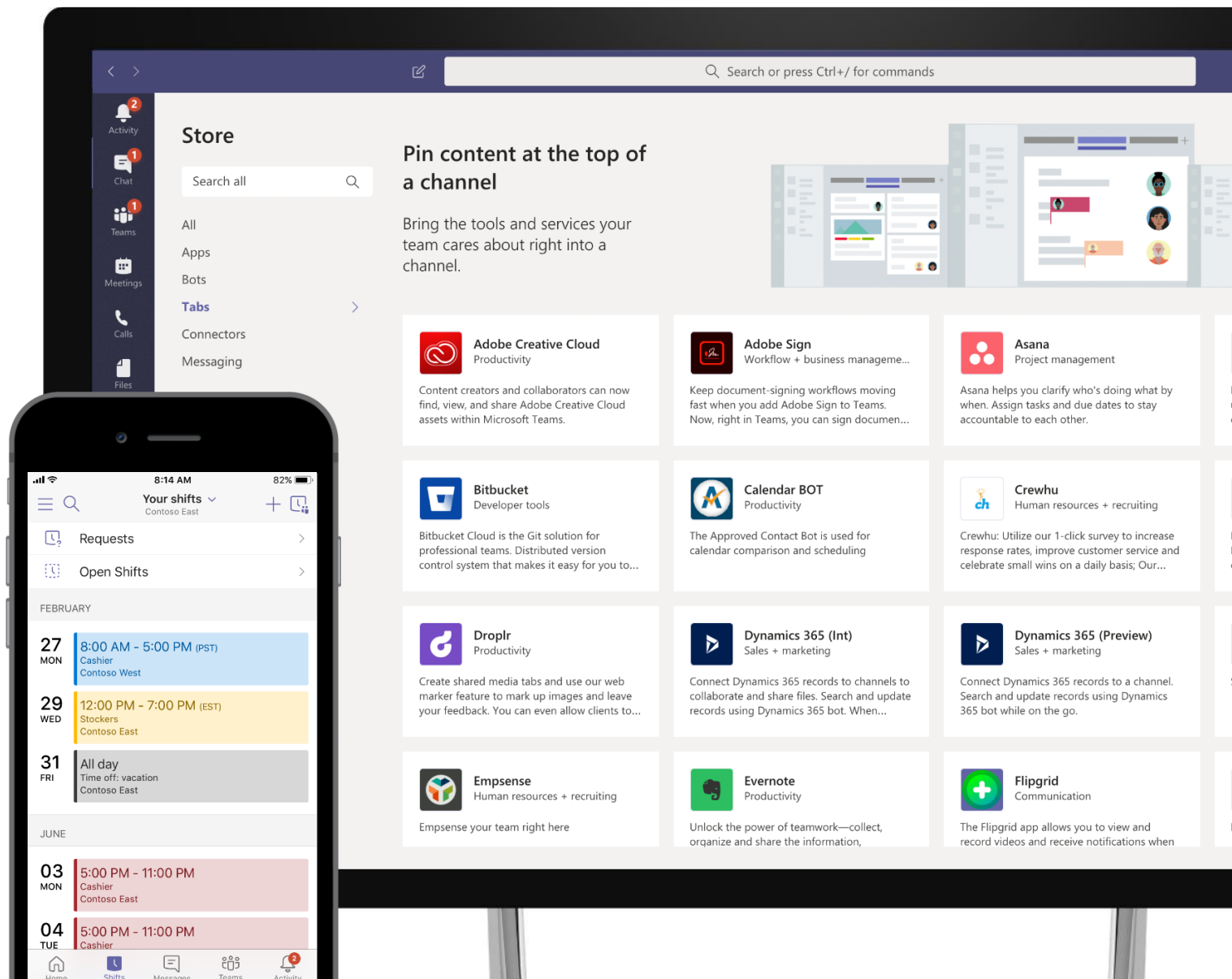
Add **3rd-party solutions** so the team can quickly access information when needed

**Integrate workflows** to simplify processes and accelerate decision-making

Build integrations to existing business apps with the **Teams developer platform**

**Simplify management** of these app & services with new App Policies in the Modern Portal

**Empower Firstline Workers** with tools to succeed every day, including schedule management







# Work with confidence

Get built-in security, compliance and manageability from Office 365

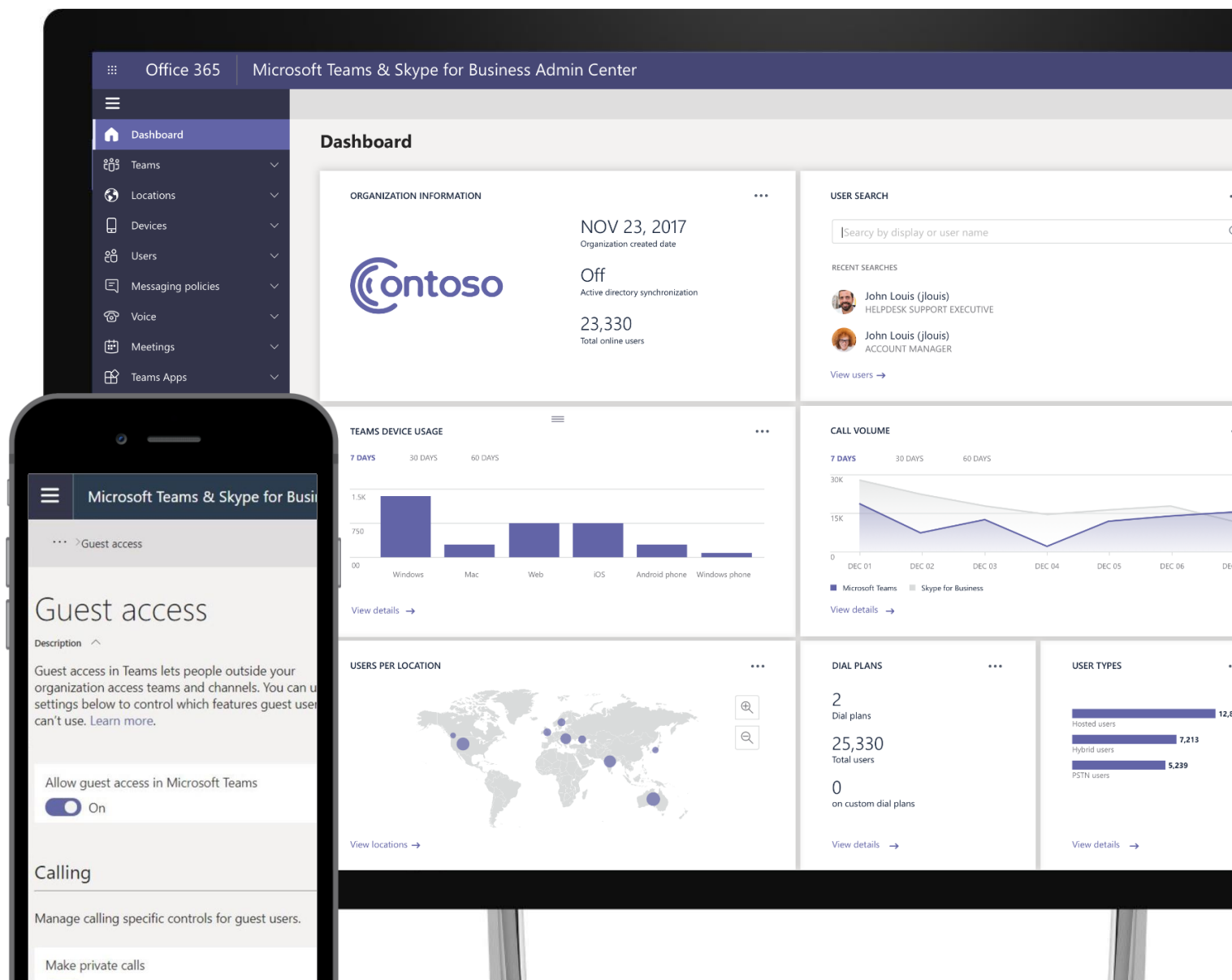
**Global hyper-scale cloud**, including ability for local data residency and global peering points for meeting join

**Compliance leadership** with EU Model Clauses, SOC 1 and 2, HIPAA, GDPR, and more

**Built-in information protection**, including eDiscovery, Data Loss Prevention even in chats & conversations, Information barriers, legal hold and audit

**Multi-factor authentication** for enhanced identity protection and secure guest access

Manage all aspects—users, usage and settings—  
In a **single admin experience**



# Microsoft Teams devices

## Access intelligent comms

Smarter and faster ways to connect and collaborate with your devices

## Built for purpose

Devices optimized for your spaces and work styles

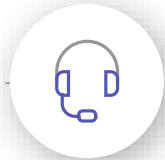
## Work with confidence

Certified devices, with high quality video and audio, enterprise-grade security, and easy set up and management

[Office.com/teamsdevices](https://Office.com/teamsdevices)

A range of certified devices in every size, for every space and working style

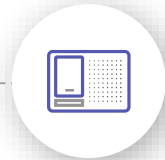
### Personal devices



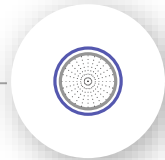
Headset



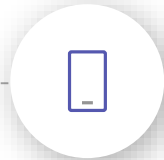
Desk phone



Mobile phone station



Speaker puck

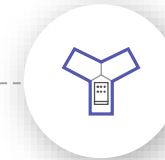


Mobile phone



PC

### Shared devices



Conference Room Phone



Skype Room Systems



Large screen collaboration device

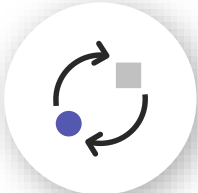


# AI in Teams

Transforming collaboration & communication



Insightful



Proactive



Adaptive



# Unparalleled foundation for AI: Microsoft Graph

 Cortana

 Office 365

 Bing

 Windows

 Dynamics 365

 LinkedIn



**450B** user authentications  
each month

**155M** Office 365

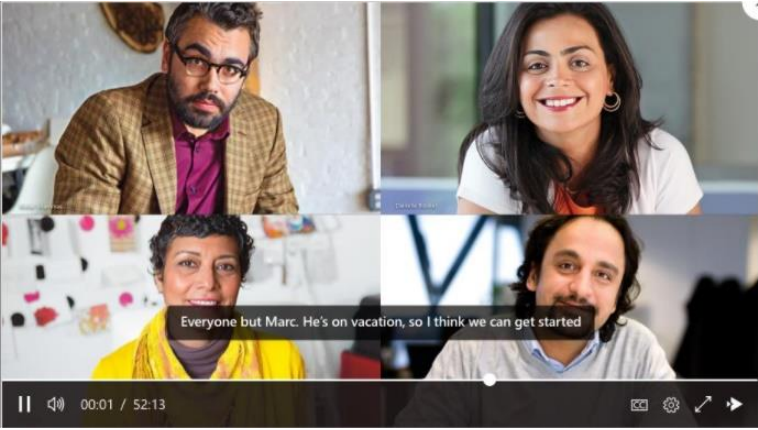
**1B+** meetings each month  
with Office 365



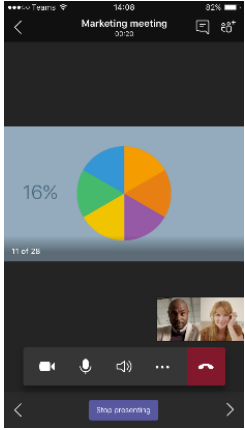
# AI in Teams—available today!



Inline Message Translation



Live captions and subtitles



Mobile Companion Mode



Customized Background

# Innovation built on a foundation of quality



## High Quality Resilient AV

Codec recovery tools  
Adaptive video resolution  
Echo cancellation

Smart selection of AV devices

Device failure recovery

Dynamic device black list



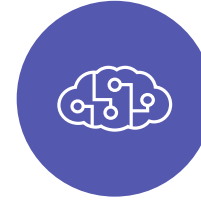
## Modern Operations

Microservice,  
Cross-platform Architecture

E2E telemetry, monitoring  
and diagnostics

AB testing

Machine learning



## Intelligent User Assistance

Speak-while-mute

Low speaker volume

Echo suppression

Poor network

Smart device selection



## Actionable IT Insights

Call Analytics

Call Quality Dashboard

## Microsoft Global Network

Fast & global available network

Audio traffic prioritized

Fully software defined

Connects 35+ Office 365 Datacenter

Peering with 2700+ISPs in 190+ locations

# What we hear from our customers

## Enables efficient ways of working

// We use Teams for the rapid-fire burst of communications we need to be super productive, and we've really changed the workplace culture, accelerating efficient communications to speed time-to-market—from innovation to manufacturing to marketing"

Patricia Liu  
Chief of Staff  
Razer



// Microsoft Teams is a way to combine all of your communication channels you've had in the past into one modern experience."

Brian Gillespie  
Director of Technology  
Cerner



## Accelerates decision making

// With Microsoft Teams, people can easily spin up a collaboration workspace and accelerate decision making."

Matthew Cochran  
Manager of Information Technologies  
Hendrick Motorsports





# Teams for different departments and industries

## Marketing



Deliver marketing campaigns and go-to-market activities across a diverse group of internal and external stakeholders.

## Sales



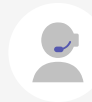
Build and deliver proposals with input from different stakeholders. Manage sales planning, training and sales readiness in the same place.

## Human Resources



Manage recruitment, training, and reviews across departments.

## IT



Drive IT transformation and change management. Plan, execute and manage all phases of IT deployment, adoption and rollout.

## Engineering



Move quickly between ideation, development and deployment. Integrate with developer tools.

## Project Management



Manage project stakeholders, tools, budgets, project reviews, and feedback.

## Firstline Workers



Empower your Firstline Workforce with tools that will support schedule management and provide oversight to what's most relevant to their day.

## Healthcare



Provide the best care possible enabled by a secure platform with secure messaging, streamlined care coordination and health team huddle capabilities.

## Education



Empower your students to create the world of tomorrow with a simple and safe experience that promotes teamwork and unlocks creativity.

# Next steps

## Get started

Start using [Microsoft Teams](#) today

- Pick one project
- Do all collaboration on that project in Teams
- Download the [mobile app](#)

## Access resources & support

Get deployment & adoption support from

- [FastTrack](#)
- <https://aka.ms/SuccessWithTeams>



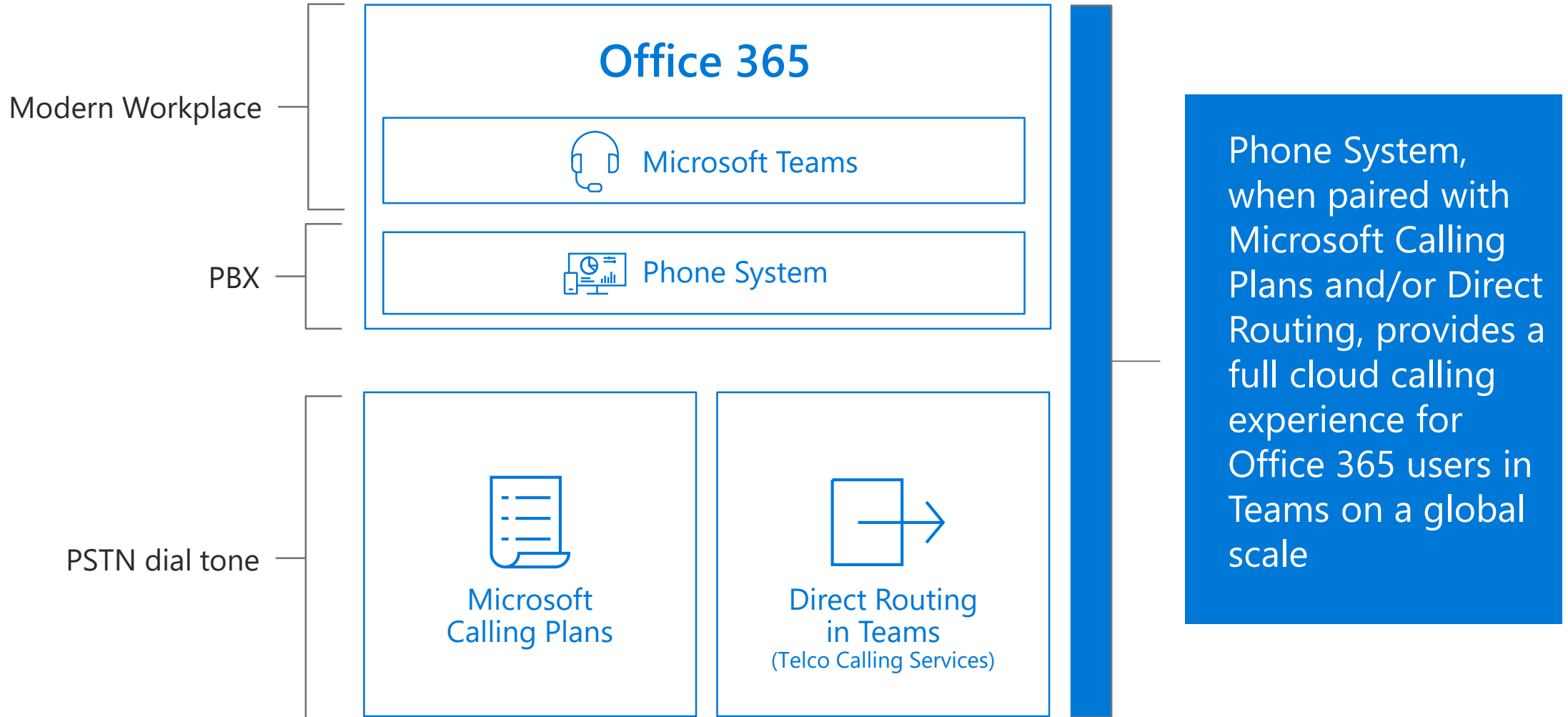


Thank you.



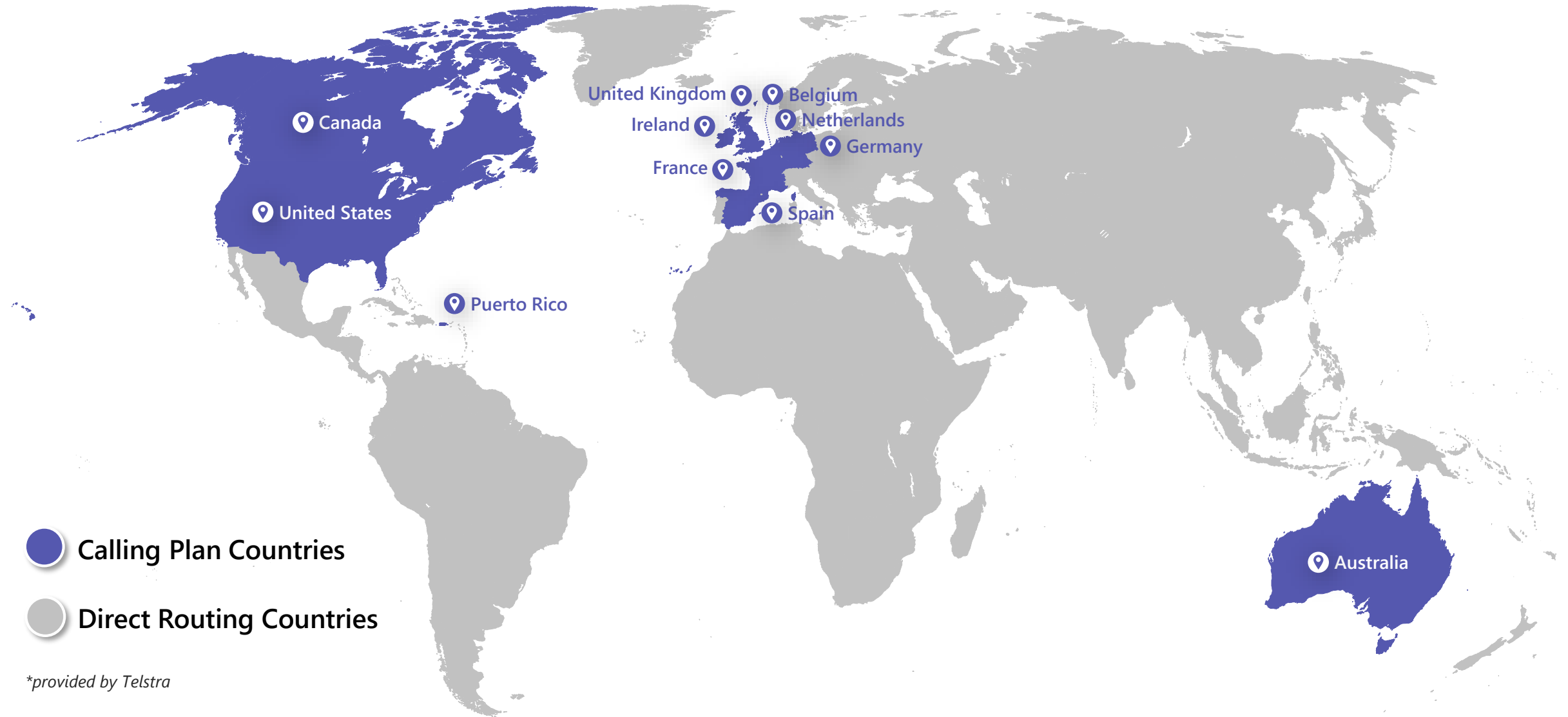
# Appendix

# Cloud Voice



Phone System, when paired with Microsoft Calling Plans and/or Direct Routing, provides a full cloud calling experience for Office 365 users in Teams on a global scale

# PSTN availability—global coverage



\*provided by Telstra



# Teams devices which enhance the meeting and calling experience

## Room Systems



## Personal Phones



## Conference Room Phones



## Peripherals



# Video interop for existing devices



rexip





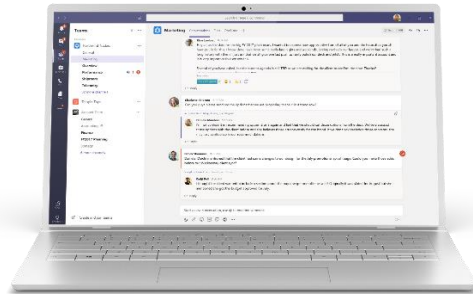
# Unlock the power of the group with Teams on Surface Hub

Downloadable from the [Microsoft Store](#), the Teams app for Surface Hub provides full Teams calling and meeting capabilities, including one-touch join and up to four incoming video streams



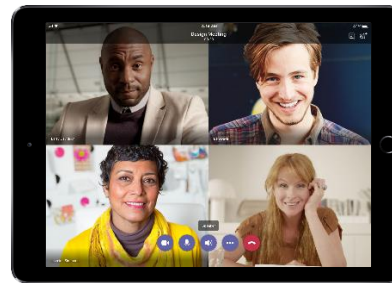
# Stay connected with consistent experience across devices

## Desktop



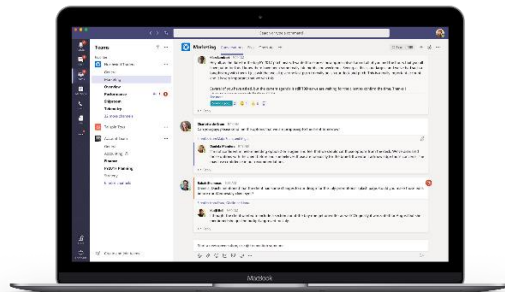
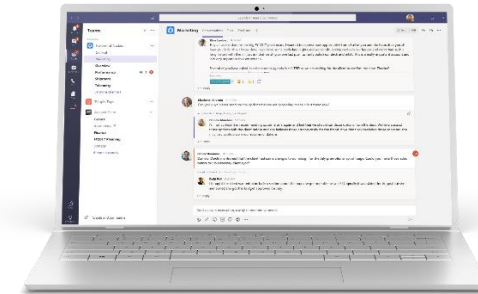
 Windows 7+

## Mobile

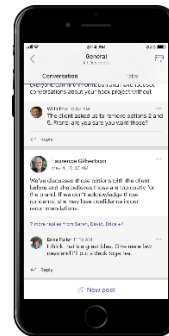


iPad

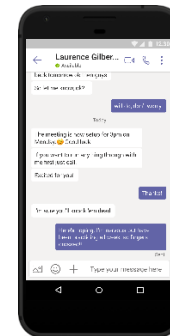
## Web



 OS X 10.10+



iPhone



Android



Edge



Chrome



Safari (Preview)



# Microsoft Teams for Firstline Workers

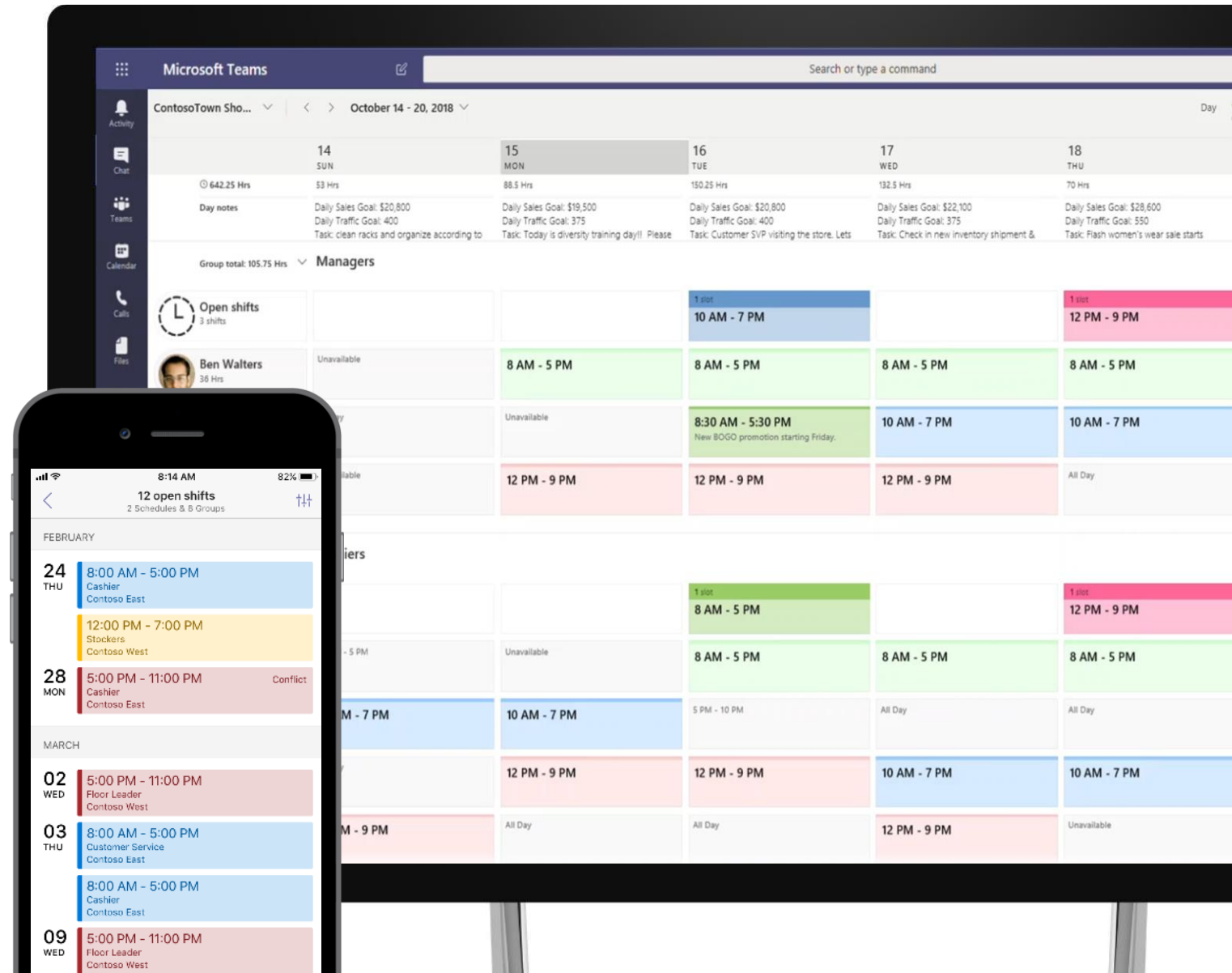
## Empower Firstline Workers with tools to succeed

With Shifts, **Firstline managers** will be able to:

- Plan schedules for teams from the desktop and web apps
- Broadcast open and unfilled shifts
- Accept or deny time off, or shift changes from the mobile app

With Shifts, **Firstline team members** will be able to:

- Review requests and open shift information from their mobile app
- Request time off, shift swaps or offer shifts from the mobile app
- Set their availability for the day or specific hours



# Customize and extend



Personalize your experience



Make your apps work for you



Create simplicity



Departmental tools



Employee resources



Support & info



Polly.ai



Trello

Git



Jira Core

Confluence



Microsoft Teams

the modern workplace your people **deserve**

# Team developer opportunity

## Microsoft Teams provides a powerful and extensible platform

Build apps with a rich set of capabilities to reach your users through chat, channels, notifications and personal workspace.

Integrate with new or existing business processes and services

### Tabs

Surface interactive content within Teams



### Bots

Help users get tasks done in conversations



### Compose Extensions

Allow users to query and share rich cards in conversations



### Connectors

Automatically post updates to channels and chats



### Actional Messaging

Allow users to quickly share app content directly into a conversation



### Activity Feed\*

Bring users *the right* information and content at the right time



### Microsoft Graph

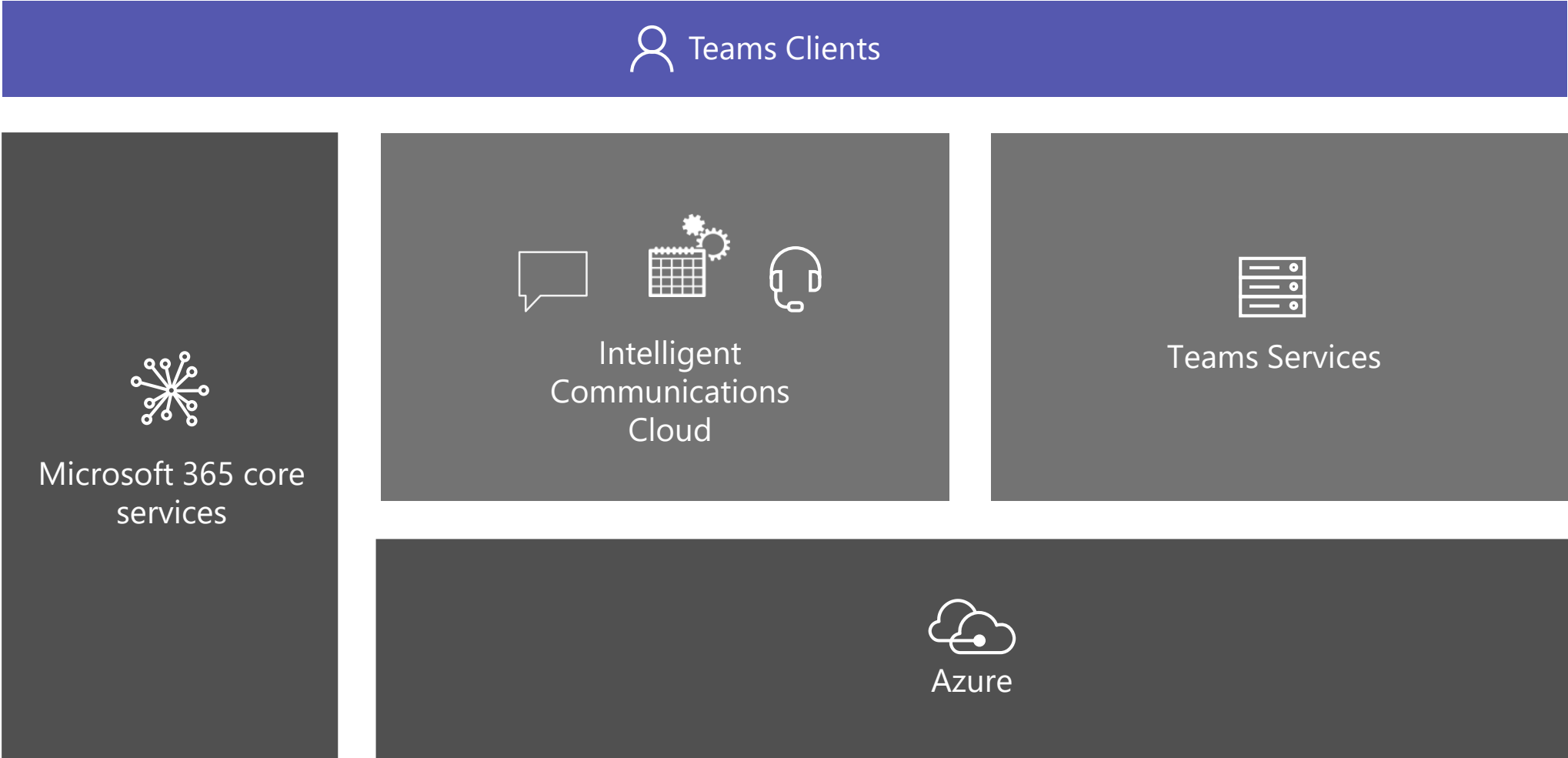
Build in intelligence and connect to data that drives productivity



Learn more:

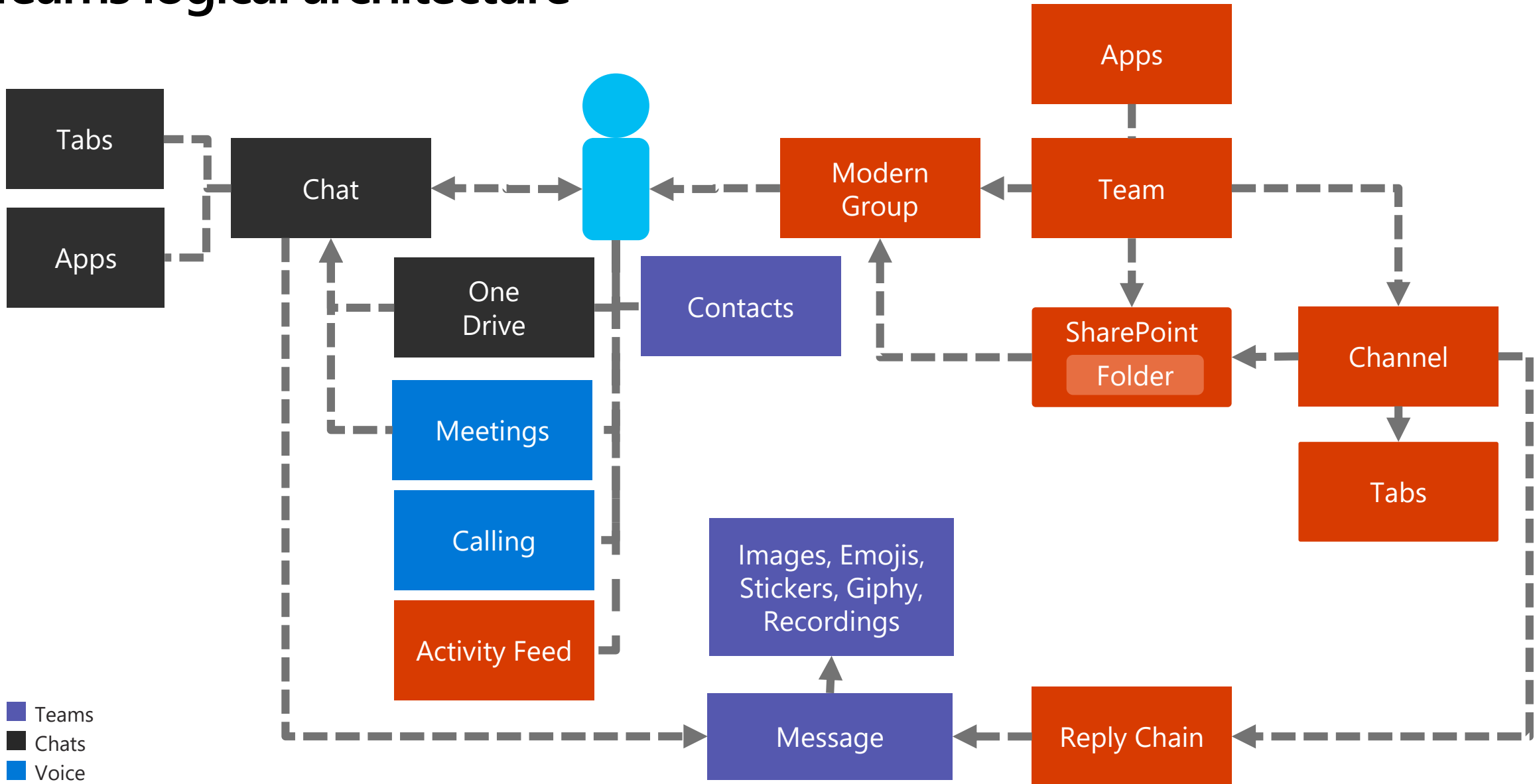
<https://developer.microsoft.com/Microsoft-Teams>

# Teams brings together Office 365 and Intelligent Communications





# Teams logical architecture



# Microsoft Teams data residency



- In Region**
  - Americas (U.S.)
  - EMEA (E.U.)
  - APAC (East & South East Asia)
- In Country**
  - Canada
  - United States
  - U.K.
  - India
  - Japan
  - Australia
  - France
- U.S. Gov\***

181 countries | 44 languages  
(NOTE: Hebrew and Arabic RTL languages now supported)

## Our Promise

Microsoft Teams will store the following customer data at rest only when a tenant is provisioned within a geo/region as outlined above:



Microsoft Teams chats, channel messages, images, voicemail, and contacts



SharePoint Online site content and the files stored within that site



Files uploaded to OneDrive for Business

Microsoft Teams will continue to be rolled out to more local datacenters aligned with the O365 data residency strategy.

# Implementation phases

For Office 365 and Microsoft Teams

**1**

**Gather your team**

Stakeholders,  
Champions & Early  
Adopters

**2**

**Prioritize business  
scenarios**

**3**

**Completed  
technical planning**

Network, security,  
mobile support &  
deployment

**4**

**Complete pilots  
and broad  
onboarding**

**5**

**Measure, manage  
& drive adoption**

**Envision**

**Onboard**

**Drive Value**

**Continuous Adoption & Success Measurement**

# Transition to Teams

Enable with transparency and communication

Upgrade when Teams meets your organization's needs

Empower IT to control and manage process

Ease user transition with in-product features

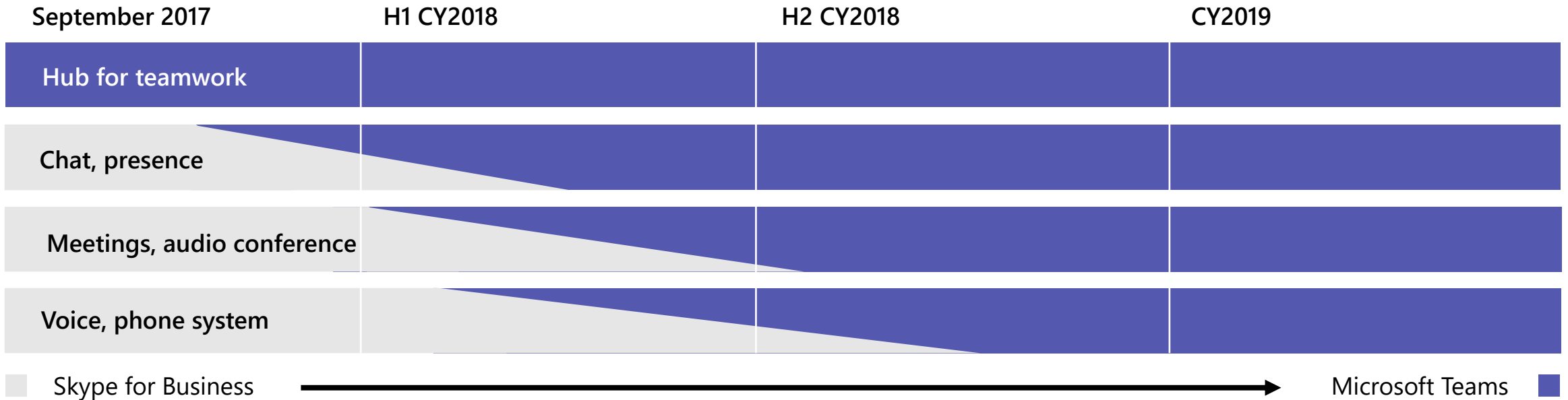
Support through partner and device ecosystem





# Skype-to-Teams customer experience journey

What can you do now?



Skype for Business capabilities will be coming to Teams over time

Evaluate your needs relative to the schedule of feature delivery on the Microsoft Teams roadmap

Begin using Teams today to explore the benefits of the hub for teamwork in Microsoft 365

Run Teams side by side with Skype for Business until Teams meets your business needs

# Resources to learn more

**Success with Teams:** [aka.ms/SuccessWithTeams](https://aka.ms/SuccessWithTeams)

Your hub for all things Teams including vision, practical onboarding guidance, success stories, help and support.

**FastTrack:** [FastTrack.microsoft.com](https://FastTrack.microsoft.com)

Assistance for customers to realize their vision with Microsoft cloud services.

**Office Blog:** [aka.ms/OfficeBlog](https://aka.ms/OfficeBlog) and [aka.ms/TeamsOfficeBlog](https://aka.ms/TeamsOfficeBlog)

**Office Roadmap:** [aka.ms/OfficeRoadmap](https://aka.ms/OfficeRoadmap)

**Product Help:** [aka.ms/TeamsSupport](https://aka.ms/TeamsSupport)

**Known Issues List:** [aka.ms/TeamsKnownIssues](https://aka.ms/TeamsKnownIssues)



# Microsoft 365: Universal Toolkit for Teamwork

## Outlook



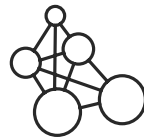
Email & Calendar

## SharePoint



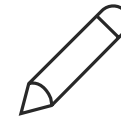
Intranets &  
Content Management

## Yammer



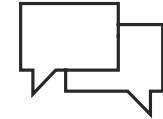
Connect Across  
the Organization

## Office Apps



Co-Author

## Teams



Hub for Teamwork

## Office 365 Groups

Single team membership across  
apps and services

## Microsoft Graph

Suite-wide intelligence connecting  
people and content

## Security and Compliance

Centralized policy management

# Customer evidence



# General Electric

Use cases: Cross-device access • Skype to Teams • Third party applications

// Microsoft Teams is a great opportunity for us to combine content, applications, and conversations all in one place and actually get people to collaborate in ways that they weren't really doing before."

Jeff Monaco

Chief Technology Officer – Digital Workplace Technology

[General Electric Video](#)



# Cerner

Use cases: Virtual teams across regions • Usage across devices and OS • Viral adoption

// We have associates across the world working different shifts, different times, even in different languages and Microsoft Teams allows them to all connect and collaborate pretty effortlessly. Teams is a way to combine all of your communication channels you've had in the past into one modern experience.."

Brian Gillespie

Director of Technology, Analysis, and Alignment

[Cerner Video](#)



# Mott Macdonald

Use cases: Global teams • Mobility • Security

// Microsoft Teams allows you to communicate, collaborate, work on content and get work done on any device, at any time. The initial feedback that we've gotten from people has been outstanding. Teams is easy to use and it brings together the people, content and tools in one single workspace."

Simon Denton  
Business Architect

[Mott Macdonald Case Study](#)





# Telstra

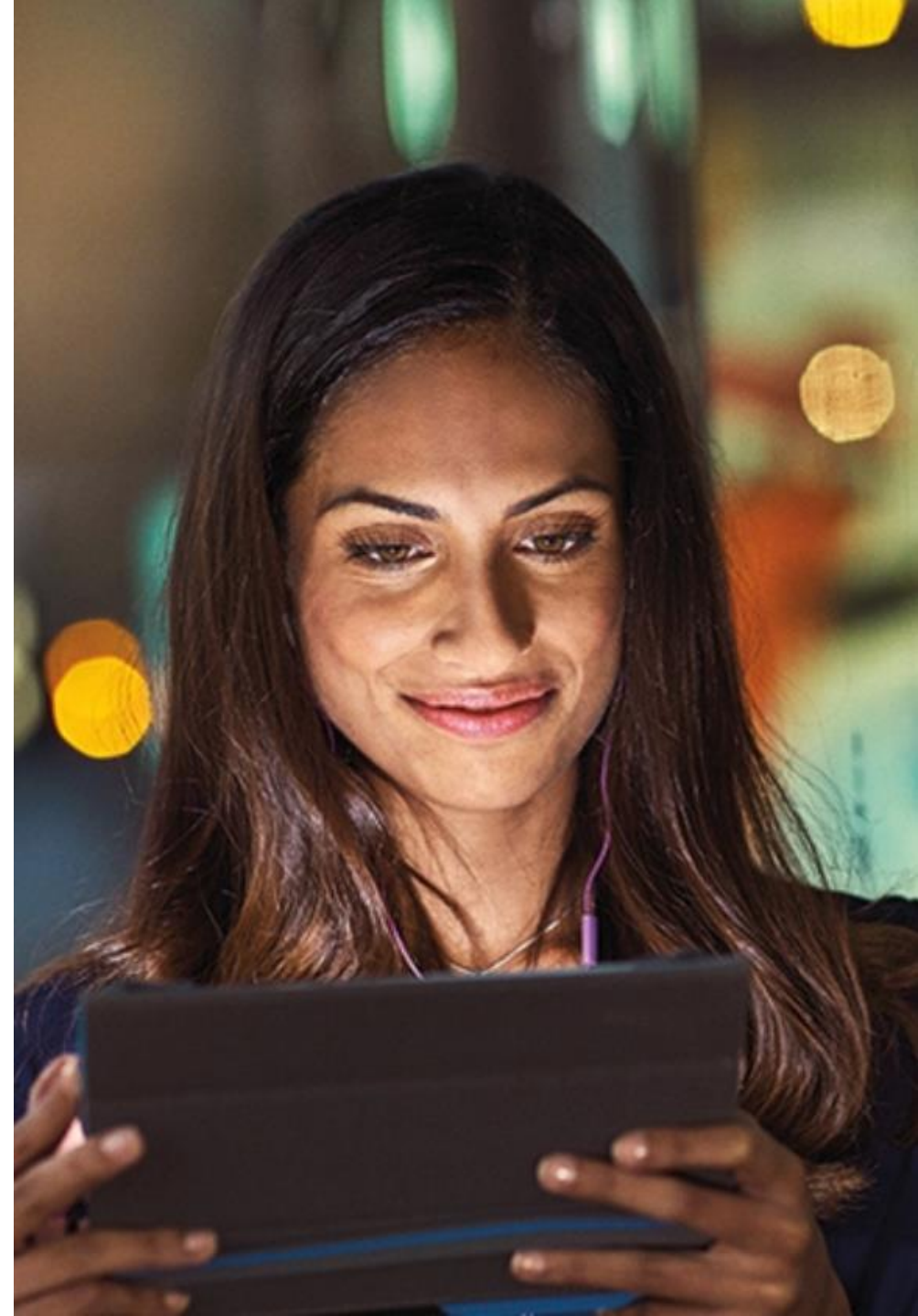
Use cases: Persistent Chat • Extensibility • Intuitive interface

// With Microsoft Teams, it's much easier for new team members to come up to speed, because everything and everyone are in one place. Teams helps us have a shared understanding of whatever problem we're trying to solve. Before, misunderstandings could crop up along the way, but with Teams, people are all looking at the same information and conversations."

Gregory Koteris

General Manager of Digital Workplace Solutions

[Telstra Case Study](#)





# Hendrick Motorsports

Use cases: Multiple teams, locations • Single UI • Long-term chat history

// We always want to enhance collaboration across the organization to find out how we can win more championships and drive the business forward. With Microsoft Teams, people can easily spin up a collaboration workspace and accelerate decision making—without going to IT. In fact, we've made Microsoft Teams a critical part of our digital transformation."

Matthew Cochran

Manager of Information Technologies

[Hendrick Motorsports Case Study](#)

