Achieving the full power of Microsoft Teams

MAKING THE LEAP FROM TEAMS DEPLOYMENT TO FULL ADOPTION AND LIFECYCLE MANAGEMENT

Quest

Microsoft 365

Remote work solutions: From stopgaps to strategies

For most organizations, 2020's main business focus was managing immediate and unexpected change. We witnessed the sudden upheaval of our physical workspaces, and the panic that followed, as we navigated the many potential interruptions to our workflows and operations.

Alongside the dramatic increase of U.S. employees working from home (from 17% to 44%) came the break-neck implementation of new IT initiatives to try and close the physical gaps that now separated us.

This led to an event that McKinsey dubbed "The Quickening," in which we saw ten years' worth of IT acceleration occur in a period of 90 days.[1] In this changed business landscape, cloud-based SaaS applications quickly became the backbone of productivity.

In fact, 75% of global enterprises currently have active Microsoft 365 projects,[2] and **the number of daily active users of Microsoft Teams almost doubled from April 2020 to April 2021, increasing from 75 million to 145 million.**[3]

This massive spike in usage is evidence that organizations of all sizes and shapes have grown to depend on Microsoft's collaborative SaaS applications—and Teams in particular—for their communication, collaboration, and meetings.

While M365 and Teams provided a much-needed lifeline for workplace collaboration and productivity during the initial chaos of the pandemic, now is the time for organizations to weigh their deployment against adoption, and ensure they are using best practices to maximize their Microsoft investments.

145M
daily active users

[1] "The quickening,"McKinsey Quarterly, McKinsey, 2020.
[2] TechTarget, Office 365 Survey, February 2020.
[3] "Number of daily active users (DAU) of Microsoft Teams worldwide as of April 2021," Statista, May 2021.

Your IT solutions changed fast— now how will you move them forward?

As the panic of 2020 subsides, our new version of workplace stability does not mean a return to a pre-pandemic scenario: **74% of CFOs expect their company's workforces to remain remote.**[4] Although the work landscape remains indelibly changed, there is at least an increasing sense of predictability.

This shift provides businesses with the opportunity to reflect on the IT changes that they've had to make — at times hastily — and improve those systems to ensure business resilience and productivity, no matter what the future holds.
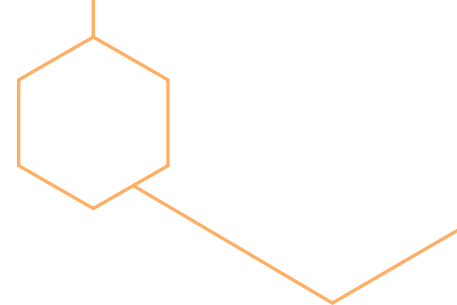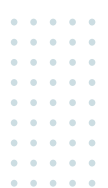
While Teams helped organizations stay agile and resilient in the work-from-home era, the pandemic ultimately forced many organizations into a fast, reactive deployment. Many IT decisions were made without a full knowledge or understanding of how the platform can benefit — or hinder—their businesses in terms of productivity and security.

Other considerations, like data protection, may have been overlooked, or assumptions were made regarding the level of built-in protection offered by SaaS applications.

Now, in the dispersed post-pandemic workplace, a compromised or sub-optimal Teams instance can severely limit a business' ability to operate at peak efficiency, or in a worst-case scenario, prevent them from operating at all.

It's therefore critical that every organization understands the need to protect their configurations, policies, and data against a plethora of risks: accidental changes, malware, viruses, ransomware, system crashes, and other damages.

74% **of CFOs expect their company's workforces to remain remote**

The business horizon looks promising— but not all our IT challenges are behind us

The fact that we're gradually returning to a stable workplace environment—wherever it may be—is undeniably a cause for celebration. And with collaborative IT solutions like Teams uniting our workforces as we move forward, the future of work is bright.

But organizations must still remain vigilant during and after 2021, as many will continue to face IT challenges, including Teams data protection and recovery, administration, governance, and security—not to mention potential tenant migrations resulting from mergers or acquisitions.

As we increasingly rely on digital files to complete critical business tasks, it's never been more important to ensure that you have a comprehensive Teams backup and recovery solution in place, to recover your data in case of accidental or malicious changes and deletions, malware, ransomware, and other risks.

You may be relying on native Microsoft solutions to prevent Teams data loss, but, there are risks. The recycle bin may be a safeguard against a mis-click, and it's great if the loss is discovered within 30 days, but it's not a viable or reliable backup plan for Teams.

The ongoing adoption of work-from-home arrangements will also see the continued addition of new users and endpoints, which will only increase any organization's attack surface.

Microsoft Teams migration:
The key to achieving the full power of Teams

Establishing a Teams instance that immediately connects your employees can be simple to initiate, but it'll only brush the surface of what Teams can facilitate for your organization's productivity and collaboration. To extract the full value from your Microsoft investment, a broader migration for Teams is essential.

Migration is a multi-faceted and complex process which can involve navigating the following challenges:

- Moving existing data across platforms onto Microsoft 365
- Managing migrations as they relate to mergers, acquisitions, and divestitures
- Identifying gaps between Teams deployment and full adoption
- Oversight and accountability in managing new technologies

For instance, you may be looking to easily, securely move content from third-party file sharing applications into your Teams workflows. Or, to consolidate and migrate M365 tenants, including Teams Exchange Online, OneDrive, and SharePoint Online workloads—due to a mergers and acquisition (M&A) situation.

This scenario is more common than many think—M&A activity was booming even before the pandemic, and the global economic slowdown could very well kick it into overdrive. Accordingly, ITDMs should be prepared for tenant-to-tenant migrations, which are often a critical part of the IT integration effort involved in M&A.

Whether you're migrating Teams from one M365 tenant to another, or getting content out of file share platforms—it's crucial that users can continue to collaborate seamlessly within their Teams instance post-migration, with valuable data preserved in Teams channels, conversations and documents.

While migration isn't a simple process, there are tools that can make it easy. Quest has developed advanced solutions that can easily find and move your data, with minimal disruption to your business.

The pillars of effective Microsoft Teams management

Once migration to Teams is complete, organizations can turn their attention to the effective management of Teams. By addressing the areas below, businesses will not only save valuable time and resources, but they'll ensure compliance with internal and industry standards.

Security governance, auditing, and reporting

- Establishing a rules-based environment for Teams keeps you in front of growth, instead of running to catch up—and also helps to prevent both content and user sprawl.

- Audit and set up alerts for critical events such as configuration and setting changes, guest user activity, and when new teams or channels are created.

- Quickly discover and report on which teams exist in your environment, who the team members are, which teams are being created and how the team is being used. Report on Teams settings, chats, meetings, and calls usage.

Adoption management

With detailed reporting on Teams and Microsoft 365 license usage, you can measure adoption and utilization. That shows you which users are buying in and which ones need guidance. With this insight, you can identify and target users who need help and send email campaigns with adoption training.

Backup and recovery

The third, and perhaps most crucial, pillar of effective Teams management and security is data protection. To complement the basic data protection Microsoft provides in Teams, organizations should consider a more comprehensive, third-party data protection solution that protects critical Teams data from accidental changes, malware, ransomware, system crashes, and other unforeseen risks. In fact, organizations should consider a single solution that covers the whole Microsoft Office 365 application suite.

Protect your Teams with Quest

Quest solutions provide comprehensive backup and recovery for your critical Teams data to reduce risk of damage and loss from accidental changes, malware, ransomware and system crashes. You can securely backup Teams and perform granular recovery of Teams files, members, channel conversations, configuration settings and more.

Best of all, the Quest solution protects all your Microsoft Office 365 data including Exchange and SharePoint Online, Azure Active Directory, OneDrive, Teams, and Calendars.

Quest allows you to improve security and compliance by establishing best practices, internal policies, and external regulations. Be better prepared to protect against security threats with visibility into what teams have been created, or if your teams include guests or have no members. See which files are being shared and who is accessing them.

Native M365 audit logs are cryptic and difficult to interpret, and lack real-time alerting and sufficient data retention. With Quest, you can track and alert on all critical Teams events, including configuration and settings changes, guest user activity, and when new Teams or channels are created.

Quest can also help your IT team to discover the right balance between governance and openness, defining governance terms that fit with the culture and processes specific to your organization.

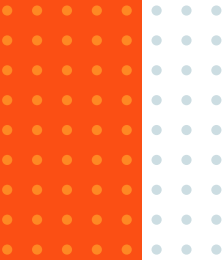## QUEST AND MICROSOFT: ESTABLISHING AND PROTECTING ENTERPRISE COLLABORATION

Quest is a Strategic and Top Alliance Partner with Microsoft 365 and Azure, providing database and systems management, Active Directory and Office 365 management, cybersecurity resilience and comprehensive data protection.

Globally, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for their enterprise initiatives.

130K+

95%

About Quest

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape.

From database and systems management to Active Directory and Office 365 management and cybersecurity resilience, Quest helps customers solve their next IT challenge now.

Around the globe, leading organizations count on Quest to deliver proactive management and monitoring for their next enterprise initiative, to find the next solution for complex Microsoft challenges, and to stay ahead of the next threat.

MOVE, MANAGE, AND PROTECT MICROSOFT TEAMS TO SUPPORT YOUR DISTRIBUTED WORKFORCE

If you're planning to implement a new Teams instance, Quest solutions can lay the foundation for a Teams management framework that mitigates sprawl and prepares your organization for future growth. For existing deployments, Quest helps you stay on top of Teams management with content discovery, assessment, security auditing, data protection, and reporting.

For organizations looking to save valuable time and resources, mitigate sprawl, and ensure compliance with internal and industry standards — consider accelerating and safeguarding that process with Quest.

Get started now

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Microsoft 365