



CREATING CLARITY, DELIVERING IMPACT

Collaboration in the Modern Age: Unified Communications through the Microsoft Collaboration Suite

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Collaboration in the Modern Age

The “new normal” is here to stay, at least for the workplace.

The percentage of workers that will work from home permanently is [projected to double](#) in 2021 and [74% of organizations](#) plan to permanently shift some employees to remote work. The need to support remote working and a digital workplace will be central to any digital transformation strategy in the coming years.

Any enterprise that wants to tap into the benefits of remote working, such as higher productivity and lower operating costs, needs to create a digital workplace equipped to optimize collaboration and the employee experience.

A collaboration ecosystem, built on a set of seamlessly integrated collaboration tools, is the centerpiece of a productive digital workplace. That’s why more enterprises are adopting the Microsoft Collaboration Suite -- a collection of tools that helps teams work together no matter where they are.

Microsoft Collaboration Suite: the Foundation of the Modern Digital Workplace

Here are the key tools in the Microsoft Collaboration Suite:

- File Sharing: [OneDrive For Business](#)
- Email services: [Outlook and Microsoft 365](#)
- Collaboration and Chat: [Microsoft Teams](#)
- File and Data Management: [SharePoint](#)

With so many tools available, which one should you use, and how much can you save by sticking with your Microsoft Suite? After all, more isn’t necessarily the merrier. Implementing the wrong tools, using applications with duplicated functions, having repetitive workflows, or not having your software set up properly can be counterproductive.

In this white paper, we’ll look at the key considerations for implementing these collaboration tools. We’ll first illustrate how you can apply these platforms with some industry best practices and use cases. Then, we’ll discuss some key applications in today’s digital workplace – cloud storage and computing, customer relationship management (CRM) system, and unified communications as a service (UCaaS.)



Implementing Microsoft Collaboration Tools In Your Industry: Best Practices and Use Cases

The Microsoft Collaboration Suite covers a lot of ground and is adopted by every sector imaginable. From healthcare and manufacturing to finance and energy, here's how the various applications are helping organizations build a productive digital workplace.

Healthcare Industry

Coordinating healthcare teams and delivering the best patient experience requires seamless coordination. Not to mention, every application that handles patients' personal identifiable information (PII) needs to be compliant with HIPAA, HITECH, and other regulations.

[Microsoft Teams](#) allows you to send secure messages, capture and share images, as well as relay urgent information in real-time via mobile or desktop devices so care team members can stay on top of everything whether they're in the office or on the go.

Meanwhile, Teams' integration with Epic electronic health record (EHR) provides real-time updates on patient information so everyone involved in a patient's care can get real-time updates to deliver the best care.

Teams also helps streamline telehealth workflows and coordinate multiple care team members by consolidating scheduling, reminders, and more. Meanwhile, [Azure](#) API for FHIR (Fast Healthcare Interoperability Resources) can bring together health data from disparate systems to ensure that everyone is working off the same data.

Technology Sector

Idea exchange is the key to driving innovation and is particularly important in the fast-paced technology sector. The right collaboration tools enable talents from across the world to communicate and collaborate effectively.

The [video conferencing](#) tool in Microsoft Teams enhances real-time collaboration and fosters idea exchange. Meanwhile, the [instant messaging](#) feature speeds up communication to support fast decision-making.

But making things happen isn't just about cool ideas. [Office 365](#) enables everyone to work on documents in real-time to reduce email exchanges, minimize confusion, and speed up the feedback process. [MS Project](#) keeps projects organized and makes sure that everyone is on the same page regarding the tasks and deadlines.

Meanwhile, [OneDrive For Business](#) stores all shared documents in a centralized location so everyone can have access to the latest information at all times -- eliminating version-control issues that used to be the nightmare of every tech project manager and developer.



Finance Industry

Security is of paramount importance when configuring and deploying software applications in the financial industry. You need a system that adheres to various regulatory compliance and data governance requirements.

[Microsoft Teams](#) provides a collaborative space with built-in compliance and privacy measures. Cross-functional teams (e.g., IT, retail, wealth management, financial crime unit, etc.) can store sensitive client information and conduct conversations around sensitive topics in a secure environment.

The cloud-based [Office 365](#) allows multiple team members to edit or collaborate on a file in real-time. This can minimize costly errors and delays caused by multiple versions of an important document being circulated. Teams' group naming and expiration policies help ensure that employees are accessing the appropriate groups and prevent the over-retention of data.

Furthermore, Teams can be used as a "virtual data room" in which cross-functional teams (e.g., investment banking, asset management, or private equity) can collaborate on a deal by securely sharing documents and conducting conversations in an auditable location.

Manufacturing Sector

Today's manufacturers have to manage not only complex supply chains but also facilities across the nation or the globe. Employees need access to the right data (e.g., from IoT devices) so they can respond to the information in a timely manner.

Field technicians can use [Microsoft's collaboration tools](#) (e.g., video calls) to resolve issues on- and off-site. They can leverage mixed reality features to share issue details with a remote expert and address problems promptly to minimize downtime. Also, a live video and the corresponding schematic details can be viewed side-by-side to facilitate the collaboration process.

Frontline workers can connect with supervisors via Microsoft's secure collaboration and information management tools. This allows managers to provide supervision in real-time to workers in different facilities from a centralized location.

Meanwhile, operations managers and product development managers can tap into aggregated sensor data, customer data, and technician insights in real-time to get the big picture view and optimize productivity across facilities.

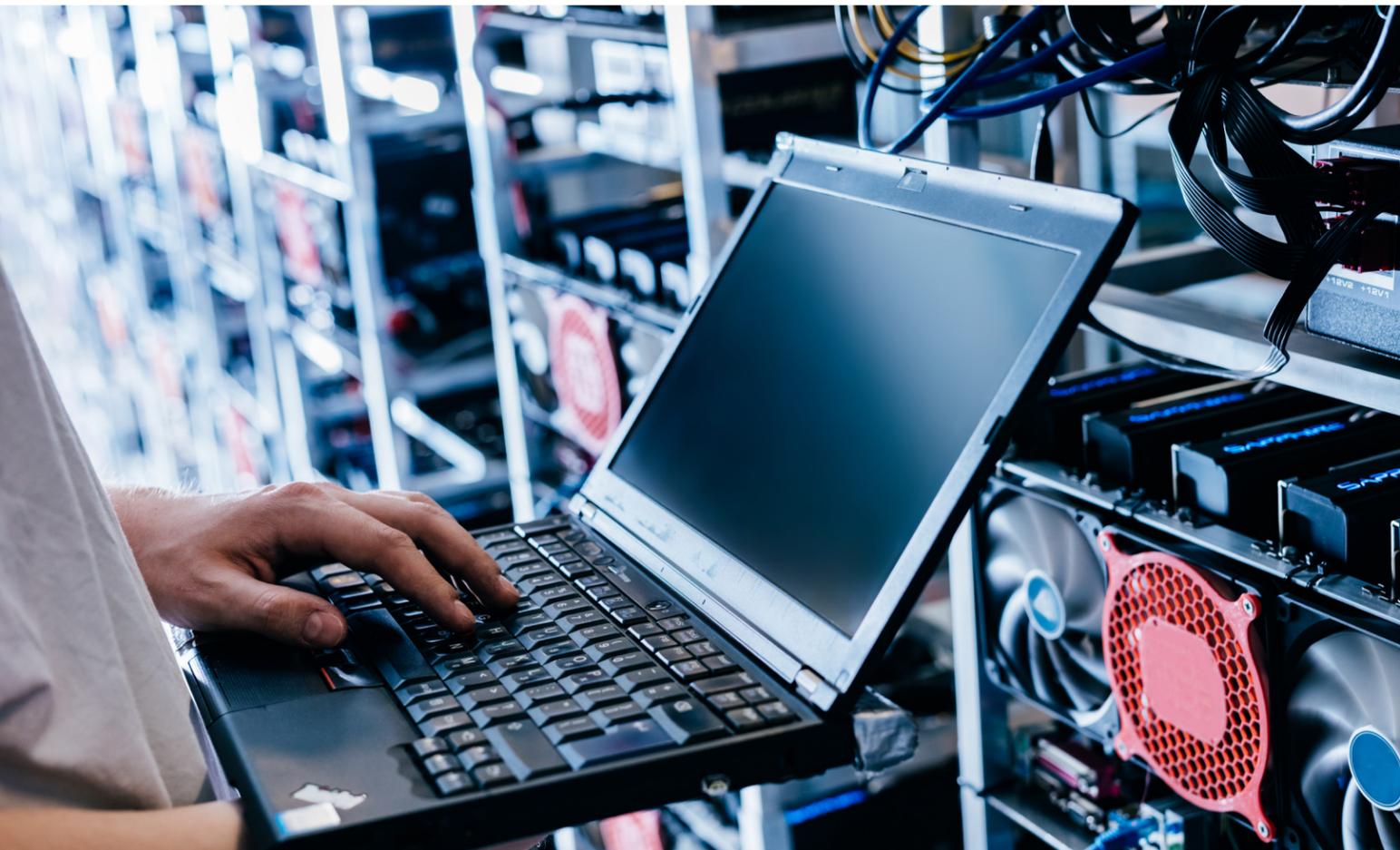
Oil and Gas Industry

An oil and gas operation involves professionals who need to utilize a vast amount of data from multiple sources. Real-time information exchange is the key to leveraging such data to support accurate decision-making.

[Microsoft Azure](#) provides a centralized location where multiple partners can access information stored on the corporate network. It also allows your team to create [digital twins](#) to facilitate collaboration among technicians on-site and off-site.

You can use the Azure IoT Hub to model any physical environment, gain insights across multiple environments, and have the information accessible to any team member from anywhere to break down silos and facilitate decision-making.

Meanwhile, Microsoft Teams' offer robust features that can be accessed on any device -- in the office or in the field -- to streamline communication and coordinate activities across multiple locations and departments to ensure that the right actions are taken at the right time.



Cloud Storage Sounds Nice... But Where Exactly Is My Data?

By 2023, 25% of organizations will use a data and analytics solution from a single cloud provider to reduce overall costs while cloud database management systems (DBMS) revenue will account for 50% of the total DBMS market revenue (Gartner).

Cloud storage is the future and you have probably heard a lot about its benefits. But the cloud sounds so far out and abstract... When the rubber meets the road, do you know where your data is? How is your data protected when you use Microsoft's collaboration tools?

Where's My Data?

Azure is Microsoft's cloud data storage service, which can be integrated with its collaboration tools, such as Office 365 and Teams, so everyone can access the same information in real-time.

The applications encrypt and store your data on Azure Storage, housed in one of [Microsoft's data centers](#) in the region specified in your organization profile. This can be [viewed](#) by going to Admin Center > Settings > Organization Profile > Data Location > View Details.

Documents on OneDrive for Business and SharePoint are encrypted and stored in a SharePoint-style content database on Azure SQL storage. You also get a copy of the synced files on OneDrive in your file system.

Teams uses Azure blobs, SQL tables, and queue storage. Files are stored in SharePoint and OD4B while recordings are stored in Stream -- both of which will later be transferred to Azure Storage. Yammer groups use SharePoint content databases on Azure SQL storage to store files and documents while the rest of the data (e.g., comments) are stored on Yammer's cloud.

Where's Microsoft Azure's Cloud?

Azure is made up of a [globally distributed data center infrastructure](#) spanning over 100+ secure facilities worldwide. By spreading out the data centers over [58 regions](#), Microsoft is able to bring applications closer to users anywhere in the world to minimize load time and latency.

A Failsafe Network

A region refers to a set of data centers that are connected via a massive and resilient network that perform functions such as content distribution, load balancing, and data-link layer encryption while providing the redundancy required for backup and recovery.

This arrangement allows Microsoft to offer comprehensive compliance and resiliency options for enterprises. For example, all the data is stored in triplicate in different data centers located around the world. This eliminates the risk of data losses due to hardware failures or natural disasters.

Azure also offers "availability zones," which are physically separated locations within each Azure region. Each zone consists of one or more data centers equipped with independent power, cooling, and networking -- allowing users to run mission-critical applications that require high availability and low-latency replication.

Designed for Compliance

Azure's large geographical footprint ensures that data residency, sovereignty, compliance, and resiliency requirements are met within geographical boundaries where an enterprise operates. For example, multinational organizations can hold employee data in the geography where the employees are located.

The distribution and networking of data centers in each geographical region are designed to withstand complete region failure through their connections to Azure's high-capacity network infrastructure.

Thanks to Azure's global user base, all the infrastructure is designed to meet a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2. The infrastructure also meets country- or region-specific standards, such as Australia's IRAP, UK's G-Cloud, and Singapore's MTCS.

Airtight Physical Security

We may not think much about the buildings that house the servers when we talk about digital files but they're a critical aspect of data security. Malicious actors can break into the data centers and steal valuable information if the hardware is not probably guarded.

Microsoft designs, builds, and operates its data centers to meet the highest level of physical security. These facilities have extensive layers of protection, including access approval at the facility's perimeter, at the building's perimeter, inside the building, and on the data center floor.

For example, anyone entering and leaving the data center floor is required to pass a full-body metal detection screening. Only approved devices can be used on the data center floor to prevent unauthorized data from entering or leaving the building. Video cameras are used to monitor the front and back of every server rack.

Azure Edge Zones

Edge computing is gaining importance as real-time interactions and data collection (e.g., using IoT) demand low latency in data transfer. By putting the data as close to the user as possible, you can leverage local data processing and real-time IoT and AI analytics to facilitate collaboration and response time.

[Azure Edge zones](#) are local extensions of Azure. When you use this feature to support IoT devices, the data is stored at the edge with [Azure Blob Storage](#). The blobs are stored locally on the IoT Edge devices until it's transferred and processed in the cloud.

When the data is stored locally, you can have low-latency access to the information, even in low-connectivity locations. You can also process the data locally and only transfer the necessary information to the cloud to reduce bandwidth and storage costs.

Choosing the Right Collaboration Platform for Your Enterprise: Cloud Computing, CRM, and Communication

There are many collaboration tools available on the market. How do they differ from each other and which one is right for your organization? Here's a comparison of the most popular cloud computing services, customer relationships management (CRM) platforms, and unified communications as a service (UCaaS) providers.

Cloud Computing: Azure vs. AWS

A cloud storage and computing platform is the foundation of any digital workplace that needs to support collaboration among employees from anywhere in the world.

The cloud computing space is dominated by two industry giants: Microsoft and Amazon. They're both widely adopted by enterprises worldwide and offer a wide range of services to meet various requirements. Here are some key areas you should consider when choosing the right platform for your organization.

Microsoft Azure is both a Platform as a Service (PaaS) and an Infrastructure as a Service (IaaS) offering. Supported by Microsoft's extensive capabilities, Azure has powerful features that few providers can match.

Azure provides everything from computing, web & mobile, data & storage, and analytics to media, IoT, networking, enterprise integration, developer services, and management & security -- making it easy to have all your technology needs under one roof.

Amazon Web Services (AWS) has been in the cloud computing market for over 10 years. It offers PaaS, IaaS, and Software as a Service (SaaS.)

AWS services are categorized into deployment and management (e.g., enterprise applications, mobile services), application services (e.g., administration & security, analytics), and foundation services (e.g., computing, storage & content delivery, database, networking.)

Choosing the Right Cloud Computing Platform for Your Enterprise

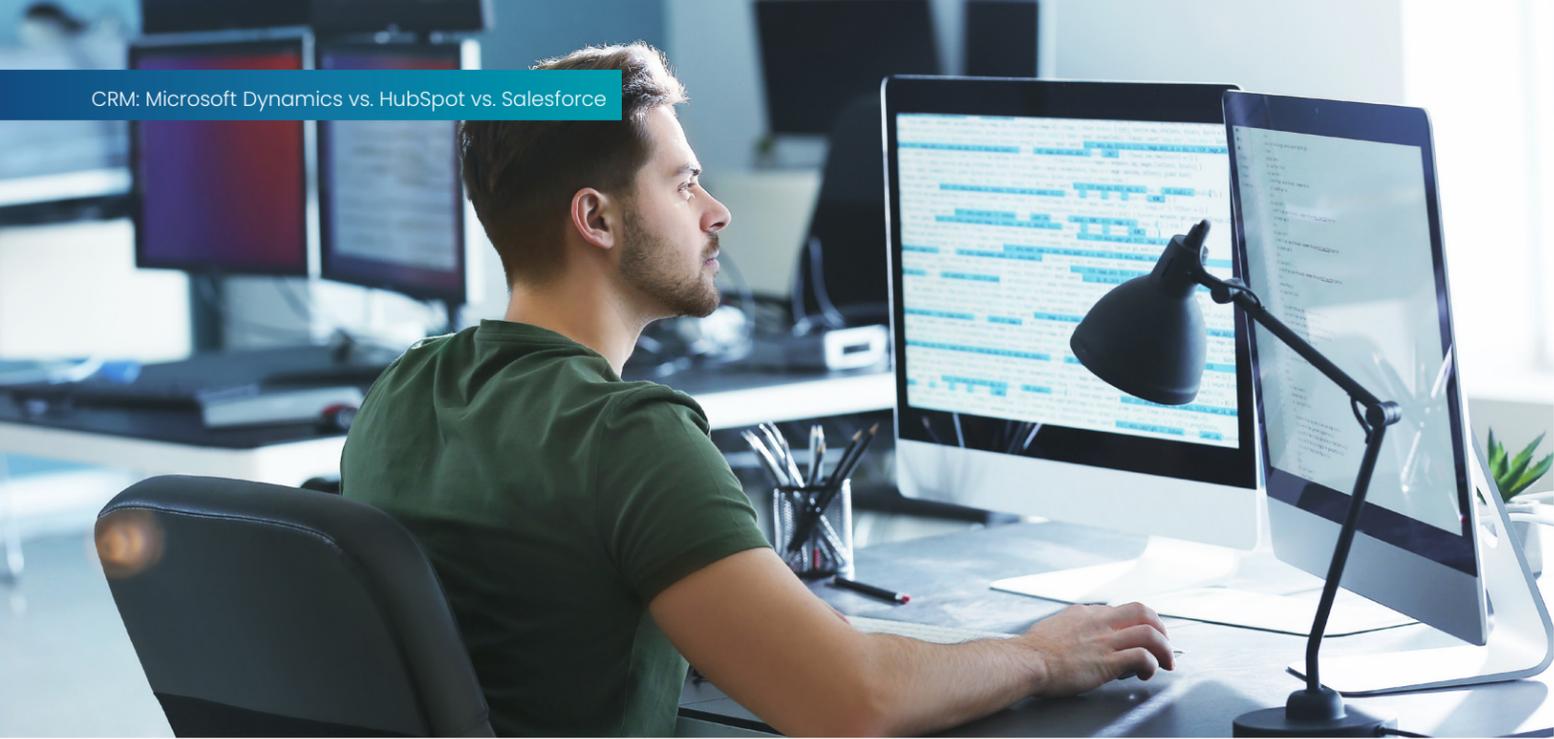
Although Azure is a relatively young cloud solution, it makes up for "lost time" by leveraging Microsoft's vast capabilities. It's very easy to integrate Azure with your existing Microsoft applications, including Office 365, SQL Server, Windows Server, Dynamics Active Directory, Sharepoint, and more. Also, current Microsoft customers will get major discounts on Azure.

AWS was the first cloud computing platform on the market and has the most mature services available. Its sheer scope of operations means there's something for everyone. However, it's a costlier option with a complex pricing structure that's harder to navigate.

Choosing the right platform for your enterprise will depend on many factors. You need to consider your existing infrastructure and applications, networking and security requirements, technology roadmap, and IT budget.

Pros and Cons: Azure vs. AWS at a Glance

	Azure	AWS
Offerings	<ul style="list-style-type: none"> • PaaS, IaaS. • Computing, web & mobile, data & storage, analytics, media, IoT, networking, enterprise integration, developer services, and management & security. • Seamless integration with other MS applications. 	<ul style="list-style-type: none"> • PaaS, IaaS, SaaS. • Deployment and management (e.g., enterprise applications, mobile services), application services (e.g., administration & security, analytics), and foundation services (e.g., computing, storage & content delivery, database, networking.)
Features & Services	<ul style="list-style-type: none"> • Compute, performance, data management and databases, and networking. • IoT and serverless computing. 	<ul style="list-style-type: none"> • Compute, content delivery and storage, database, and networking. • IoT and serverless computing.
AI & ML	<ul style="list-style-type: none"> • Machine learning & data mining. • Manage ML models across the cloud and at the edge. • Cognitive search feature to extract insight from content. • Industry-specific enterprise-level functions for finance, manufacturing, retail, healthcare. 	<ul style="list-style-type: none"> • Pre-trained AI for text analytics, demand forecasting, chatbots, document analysis, automate code review, fraud prevention, text-to-speech, etc. • A focus on customer insights and customer interactions.
Computing Power & Scalability	<ul style="list-style-type: none"> • Ms pair with other tools to deploy applications to the cloud. 	<ul style="list-style-type: none"> • EC2 grows or shrinks available resource footprint on-demand.
Storage	<ul style="list-style-type: none"> • 2 storage options based on access frequency. • Unlimited allowed objects with a 4.75 TB size limit. • Supports relational databases, Big Data, and NoSQL. 	<ul style="list-style-type: none"> • 2 storage options based on access frequency. • Unlimited allowed objects with a 5 TB size limit. • Supports relational databases, Big Data, and NoSQL.
Databases	<ul style="list-style-type: none"> • Microsoft SQL only. • Highly available and durable, offering easy and automatic replication. • More user-friendly interface and tooling. 	<ul style="list-style-type: none"> • Amazon Aurora, MariaDB, Microsoft SQL, MySQL, Oracle, PostgreSQL. • Highly available and durable, offering easy and automatic replication.
Network & Content Delivery	<ul style="list-style-type: none"> • Uses a virtual network to create isolated environments. • Uses VPN gateways to establish cross-network connectivity. 	<ul style="list-style-type: none"> • Uses a virtual private cloud to create isolated environments. • Uses API gateways to establish cross-premise connectivity.
Pricing	<ul style="list-style-type: none"> • Charges per minute. • Choose between monthly or pre-paid. • Affordable BT MPLS ExpressRoute pricing, which allows users to extend private business networks into the cloud. • Discount for existing Microsoft customers. 	<ul style="list-style-type: none"> • Charges per hour, with instances purchasable as on-demand, "spot" (bid for capability), or "reserved" (reserve an instant with upfront cost.) • More complex pricing structure and higher cost.



CRM: Microsoft Dynamics vs. HubSpot vs. Salesforce

A CRM platform offers a centralized location where teams can see all customer interactions and collaborate in real-time. It's an essential tool to align sales, marketing, and customer service to deliver the best customer experience, accelerate your pipelines, and generate more sales.

While there are numerous CRM systems on the market, not many are equipped to meet the needs of large enterprises. Among the serious contenders, MS Dynamics, HubSpot, and Salesforce stand out thanks to their robust features and unique capabilities. Here's how they stack up.

Which CRM Platform is Best for Your Business?

All three CRM platforms are top of the line and the best choice depends on your unique business requirements, organizational structure, IT roadmap, budget, and more.

HubSpot is highly scalable and supports multi-team alignment. Salesforce is best for supporting a large sales and marketing team while offering robust third-party integrations. Meanwhile, Dynamics 365 works well with other Microsoft products and meets industry-specific needs such as field service support.

HubSpot vs. Salesforce vs. MS Dynamics at a Glance

	HubSpot	Salesforce	Dynamics 365
Integration	<ul style="list-style-type: none"> Works seamlessly with Marketing Hub, Sales Hub, Service Hub, and CMS Hub. Fewer third-party integrations. 	<ul style="list-style-type: none"> Extensive integrations with third-party applications. 	<ul style="list-style-type: none"> Seamless integrations with other MS applications.
Ease of Use	<ul style="list-style-type: none"> User-friendly and easy setup. High adoption among salespeople, marketers, and CSM teams. 	<ul style="list-style-type: none"> Slow load time. Extensive training required to manage the platform. 	<ul style="list-style-type: none"> Easy adoption if employees are already familiar with MS products. Unique functions for field agents and project managers.
Customization	<ul style="list-style-type: none"> Doesn't offer a high level of customization. May not be suitable for very specific use cases. 	<ul style="list-style-type: none"> Highly customizable. Adaptable to industry-specific use cases. Costly and time-consuming implementation. 	<ul style="list-style-type: none"> Customizable for sales, marketing, customer insights, customer service, field service, remote assistant, supply chain management, finance, commerce, and fraud protection.
Reporting	<ul style="list-style-type: none"> Easy to extract insights from data. Not the most robust. 	<ul style="list-style-type: none"> Powerful reporting features. Data visualization. Granular reporting. 	<ul style="list-style-type: none"> Robust BI features. AI-powered analytics.
Customer Support	<ul style="list-style-type: none"> 24/7 support. Extensive partner network. 	<ul style="list-style-type: none"> Free support is ticket-based. Package for 24/7 customer support can be purchased. 	<ul style="list-style-type: none"> 24/7 customer support is a paid add-on.
Pricing	<ul style="list-style-type: none"> The CRM module is free. Additional features in Sales Hub are affordable. 	<ul style="list-style-type: none"> Most expensive option. 	<ul style="list-style-type: none"> While the basic version is cheaper than SF, getting extra features can add up quickly.
Best For	<ul style="list-style-type: none"> Fast growth organizations that need to scale fast. 	<ul style="list-style-type: none"> Managing large sales and marketing teams. 	<ul style="list-style-type: none"> Enterprises in specific industries or with unique requirements (e.g., field services.)



Unified Communications and Collaboration: MS Teams vs. Zoom vs. WebEx

A robust communication tool is the centerpiece of any collaborative digital workplace. Today, organizations need to go beyond voice calls to deliver a multimedia employee experience that can facilitate idea exchange and team building.

[Unified communications \(UC\)](#) platforms combine voice calls, video conferencing, file sharing, screen sharing, chat, whiteboard, breakout rooms, and more into a single interface. Unified communications as a service (UCaaS) makes these capabilities available via the cloud to help companies streamline the implementation and maintenance of these technologies in a scalable and flexible way.

You're probably familiar with the names of these UCaaS platforms: MS Teams, Zoom, and WebEx. But how do they stack up and which one is right for your business?

Which UCaaS Platform is Right for Your Business?

MS Teams is best for team collaboration, storing project content, and supporting asynchronous communication associated with a specific meeting. Zoom is best for interactive events, collaborative sessions, the "everyone has a voice" type of meetings, and working with people outside of your organization. Meanwhile, WebEx is best for hosting training events, webinars, presentations, and classroom-style meetings.

User adoption is key to the successful implementation of a UCaaS platform. Choose an application that balances robust features with ease of use. It should integrate seamlessly with your existing tools so employees can easily share information during meetings and collaborative sessions.

Your [UCaaS platform](#) provider should also have a technology roadmap that incorporates new technologies to support the future of work. For example, by using AI-driven and machine learning technologies to automate workflows and create meeting minutes, or having the right security protocols in place to support BYOD (bring your own device) policies.

MS Teams vs. Zoom vs. Cisco WebEx at a Glance

	MS Teams	Zoom	Cisco WebEx
Noteworthy Features	<ul style="list-style-type: none"> • Collaboration within and outside of meeting times. • Persistent chat. • Storehouse for project content 	<ul style="list-style-type: none"> • Breakout rooms. • Interactive group projects. • Webinar recording. • Social media streaming. 	<ul style="list-style-type: none"> • Capabilities for holding large events. • Simple interface. • Social media streaming.
Integration	<ul style="list-style-type: none"> • Seamless integration with Office 365 	<ul style="list-style-type: none"> • Integrates with other platforms, such as Outlook, with add-ons. 	<ul style="list-style-type: none"> • Integrates well with the Cisco ecosystem.
Ease of Use	<ul style="list-style-type: none"> • Works well for users already familiar with MS products. • Some users find the file structure hard to navigate. 	<ul style="list-style-type: none"> • Intuitive user interface. • Can't connect to the app via a browser. 	<ul style="list-style-type: none"> • Best for users already familiar with the Cisco ecosystem. • Some legacy features live behind separate interfaces.
Security	<ul style="list-style-type: none"> • Enterprise-level security integrated into software. 	<ul style="list-style-type: none"> • "Zoom bombing" has made some companies wary of this platform. 	<ul style="list-style-type: none"> • Security flaws have been discovered recently.
Business Plan Pricing	<ul style="list-style-type: none"> • Free with MS 365 Business Plan. 	<ul style="list-style-type: none"> • \$149.90 - \$300 per year per license. 	<ul style="list-style-type: none"> • \$13.50 - \$26.95 per host per month. • Free 30-day trial.
Idea Users	<ul style="list-style-type: none"> • Consistent team with extensive collaboration among members. 	<ul style="list-style-type: none"> • Collaborative and interactive groups with members outside of your organization. 	<ul style="list-style-type: none"> • Large groups, classrooms, and communities.
Best For	<ul style="list-style-type: none"> • Collaboration and meetings within a team/department. • Storing project content. • Asynchronous communication outside of meeting times. 	<ul style="list-style-type: none"> • Interactive classes. • Collaborative sessions. • "Everyone has a voice" type of meetings. • "Happy hour" type of events. 	<ul style="list-style-type: none"> • Training sessions. • Webinars. • Presentations. • Community events/town hall. • Lecture-style meetings.

Microsoft Collaboration Suite Implementation: Don't Go It Alone

To make the most of Microsoft's wide array of robust collaboration tools, you have to select the right plan that meets your business objectives by considering factors such as budget, the size of your workforce, and your specific challenges. Also, you need expert knowledge to effectively procure, migrate, and deploy your platform.

The Microsoft ecosystem is complex and requires the right expertise to navigate. The good news is that you can work with a reputable Microsoft Partner that specializes in consulting, procuring, and supporting the entire Microsoft 365 suite to help you get the most of your investment.

The Benefits of Working with a Microsoft Partner

"Hey, what about our IT guys?" you may ask. Well, getting them to handle a Microsoft implementation is a bit like asking your GP to fix your toothache.

Implementing, configuring, and deploying the Microsoft collaboration suite is more than just hitting the "install" button and then hope for the best. From licensing and migration to post-deployment management, you need expert knowledge to get the most of your investment. Here are the advantages of working with a Microsoft Partner:

1 Certified and Accredited IT Experts

You'll be supported by Microsoft-recognized professionals who are familiar with all the products. They can recommend the best solutions and access the latest insights to help you achieve your business objectives cost-effectively.

2 Strategic Partnership

Besides deploying software, a Microsoft Partner can provide consulting services, training, and end-to-end support to make sure you're getting the most of your investment. Your Microsoft Partner is your trusted advisor for long-term success.

3 Return on Investment

A Microsoft Partner can examine your business needs and provide strategic recommendations on the choice of software solutions to optimize your IT investments. It can help you leverage new products and opportunities to support your long-term business vision.

4 High Quality and Competent Services

IT providers have to meet strict competency requirements and demonstrate best-in-class capabilities to become a Microsoft Partner. You can reduce risks, increase your business's agility, and reduce long-term IT cost by working with a Microsoft Partner.

How To Choose the Right Microsoft Partner

Even though all Microsoft Partners are highly qualified, you should find one that's a good fit for your business. Your partner should:

- Demonstrate competencies that align with your industry and business objectives.
- Have extensive experience in your vertical to ensure rapid implementation.
- Understand your business structure to design the most cost-effective solution.
- Recommend a subscription model based on your budget, usage, and compliance needs.
- Facilitate your cloud migration initiative to take full advantage of collaboration software.
- Offer customization, post-implementation support, user training, and system integration.
- Provide ongoing guidance to help you scale up or add features as you need them.
- Configure and integrate Active Directory and Sharepoint to support user adoption.
- Offer round-the-clock monitoring and support to keep your 365 environment running smoothly 24/7/365.



Reap the Benefits of Microsoft Collaboration Suite Without the Hassle

To stay relevant and competitive in today's business environment, you need a modern digital workplace that not only improves productivity but also augments the employee experience.

Working with a reputable Microsoft Partner that understands your business objectives, has experience in your industry, and can provide the support you need is the most cost-effective way to implement Microsoft's Collaboration Suite.

BLUESKY AND YOU: UNIFIED COMMUNICATIONS AS A SERVICE (UCAAS) WITH THE MICROSOFT COLLABORATION SUITE

Choosing the right UCaaS platforms and leveraging the tools correctly is not for a faint of heart. You need a partner that can help you choose the right platforms, apply these platforms with some industry best practices, and overlay these services with your other key applications— cloud storage and computing and customer relationship management (CRM) system.

Schedule a conversation with the BlueSky team to discuss your Microsoft suite and how to leverage UCaaS

[Schedule a UCaaS Conversation](#)