# The Modern Workplace

Charles Eales Senior Territory Channel Manager Modern Workplace ceales@microsoft.com



### What I'll Cover Today

**Digital Transformation** 

The Importance of Teamwork

Bringing AI to Everyone







# **Opportunity & Responsibility**

# **Digital Transformation**

51

## Pace of innovation







#### 2020

IoT devices represent 2x PCs, smartphones and tablets.

#### 2020

Exponential growth and shrinking half-life of data

#### 2021

Al generates new business value and recovering 6.2B hours of worker productivity

#### 2025

Accelerating MR hardware (\$110B) and software (\$72B) market



"Our industry does not respect tradition, it only respects innovation"

Satya Nadella CEO, Microsoft

# The Shift

OLD	NEW
Information scarce	Information abundant
Static hierarchies	Dynamic networks
Compete to win	Collaborate to win
Individual productivity	Collective value creation
Focus on planning ahead	Experiment, learn and respond
Efficiency of process	Effectiveness of outcomes

## **Challenges to Productivity**

- Distracted workforce
- T. Disconnected systems

**•** 

### Security and compliance risk



### EMBRACE DISRUPTION TO SURVIVE IN TODAY'S MARKET





#### ENGAGE YOUR CUSTOMERS

to provide personal, relevant service across all touchpoints





#### EMPOWER YOUR EMPLOYEES

to deliver differentiated service and maximize growth



#### OPTIMIZE YOUR OPERATIONS

to build an agile, insight-driven organization

#### TRANSFORM YOUR PRODUCTS

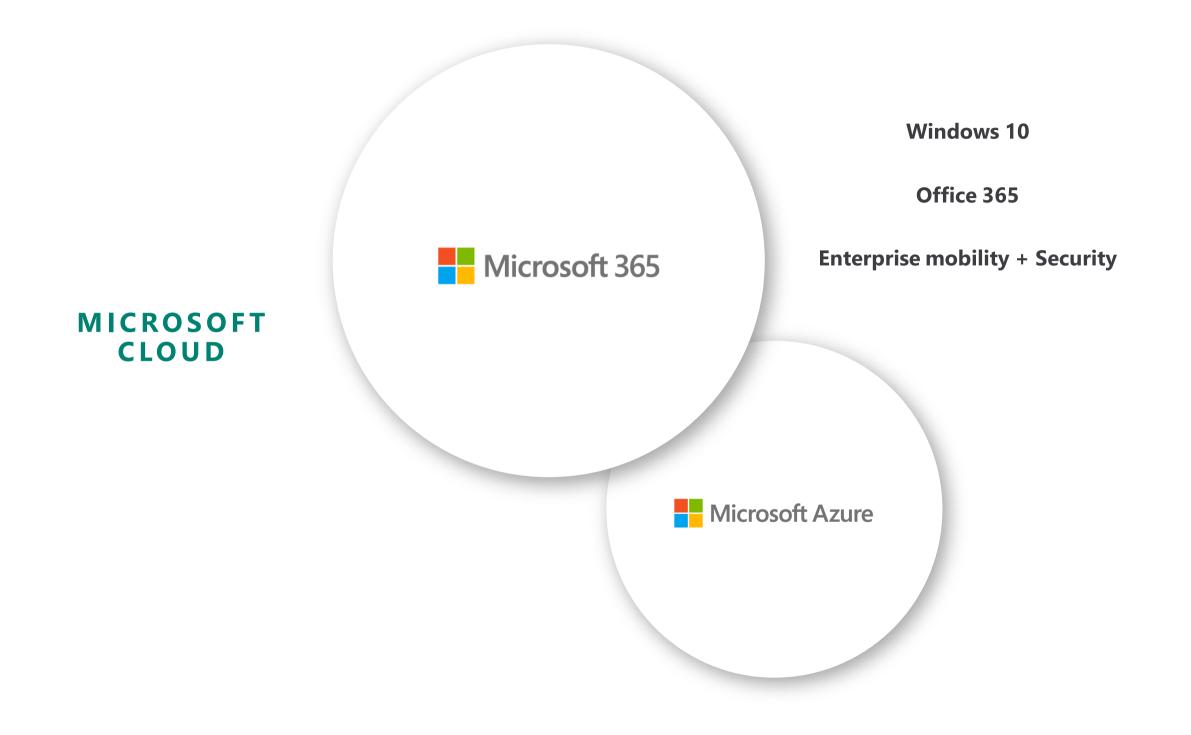
and create new ways to deliver value to customers

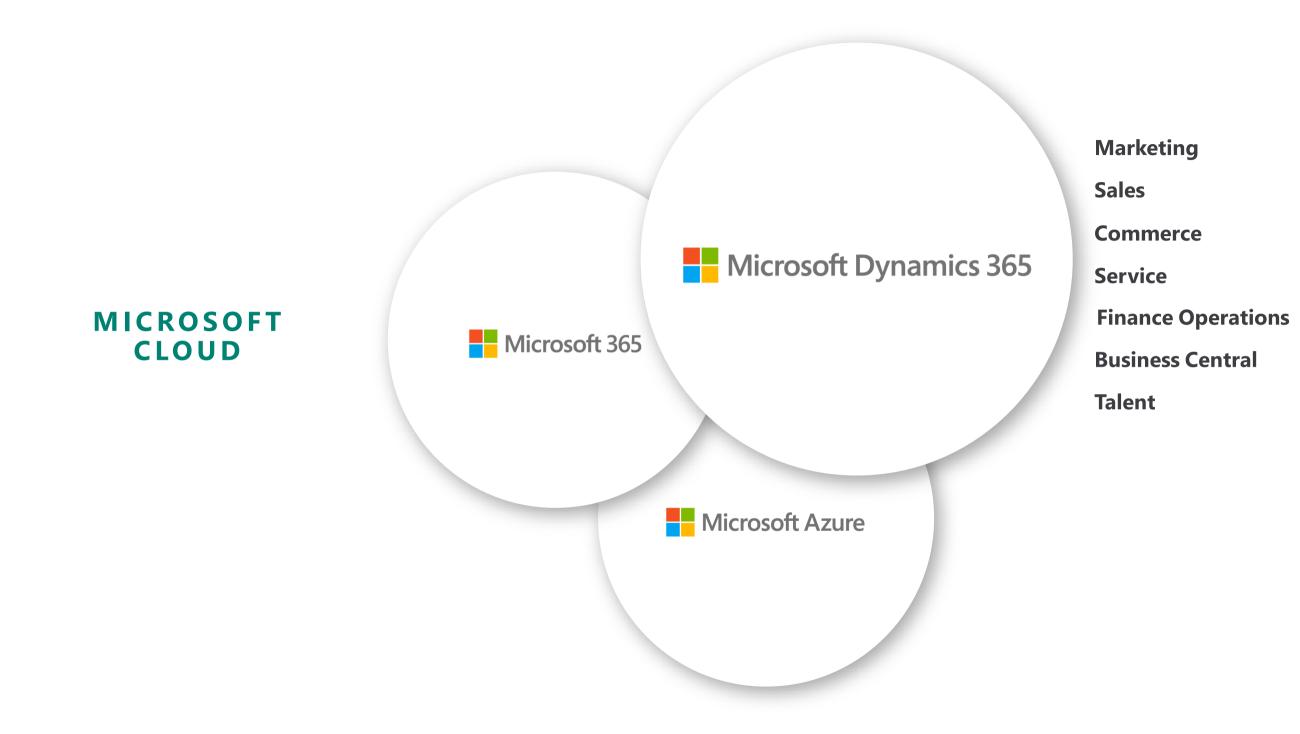
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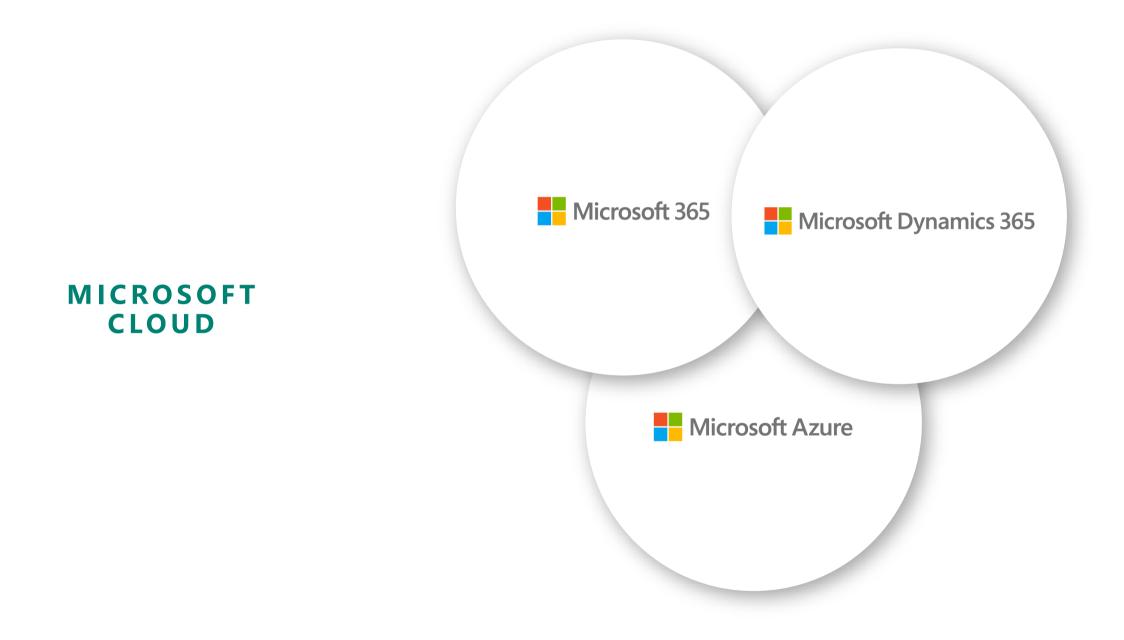
### MICROSOFT CLOUD



AI + Machine Learning loT Analytics Developer tools Databases Compute Cognitive Services 70+ Compliance offerings Scale (54 regions)









A complete, intelligent, secure solution to empower employees





#### More collaboration

People work on twice as many teams and spend 80% of time collaborating



### Internal, external & remote

People need to connect and communicate across organizations, locations & time zones.



### **Diverse workforce**

People have different expectations, preferences, skillsets and abilities



#### **Employee engagement**

Globally, employee engagement is 15%, but at the best performing companies, 70% of employees are engaged

## Teamwork

# The way we work has changed

## A new world of work

**90%** of employees work in the office at least some of the time

**58%** Also work remotely at least some of the time

A core pillar of any workplace strategy is **employee** engagement, not only to improve recruitment and retention, but precisely because it leads to a more motivated and empowered workforce.

The findings underscore the need for employers to empower their employees by accommodating different working preferences and providing tools that ensure all employees can collaborate for success, regardless of their workstyle.

**70%** "I'm most motivated when I'm working in the office"

**57%** "I'm most **inspired** when working as part of a local team all in the same location"

50% "I'm most productive when I'm working alone"

## **Microsoft Teams**

The hub for teamwork

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**Communicate** through chat, meetings & calls

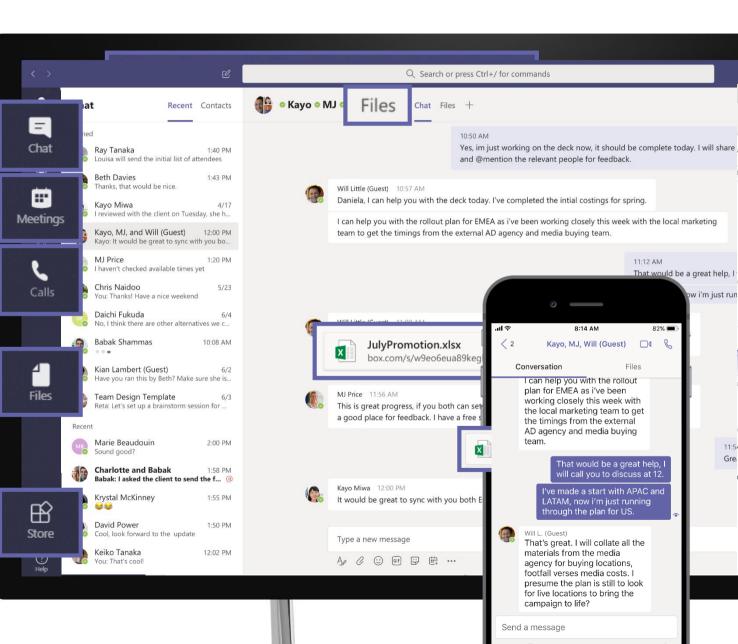
- Collaborate
  - with deeply integrated Office 365 apps

**Customize & extend** with 3rd party apps, processes, and devices

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Work with confidence enterprise level security, compliance, and manageability



## The Fastest Growing Business App in Microsoft History



20m Daily Active Users

### 91 Fortune 100 Companies use Teams

53 languages are supported

# 220m

Open, edit or download actions of files in Teams

## What we delivered in Microsoft Teams in 2018

Communicate	<ul> <li>1:1 to Group Call Escalation with Teams, Skype for Business, and PSTN participants</li> <li>Background Blur</li> <li>Boss and Delegate Support</li> <li>Broadcast Meetings (preview)</li> <li>Call Park</li> <li>Call Queues</li> <li>Cloud Recording</li> <li>Consultative Transfer</li> <li>Contact Groups<sup>1</sup></li> <li>Control who can post in the General channel</li> <li>Copy a link to a post</li> <li>Direct Routing</li> </ul>	<ul> <li>Distinctive Ring</li> <li>Do not Disturb breakthrough</li> <li>Education – improved assignment functionality: smoother assignment flow, assignment notifications, find assignments quickly</li> <li>Education – Improved class notebook integration with assignments</li> <li>Federated Chat between Teams and Skype for Business1</li> <li>Federated Meetings</li> <li>Forward to Group</li> <li>Group Call Pickup</li> <li>Hide/Share/Mute Chat</li> </ul>	<ul> <li>Get important notifications while in Do not Disturb</li> <li>Image annotation</li> <li>Immersive Reader</li> <li>Improved personal settings</li> <li>Import Contacts from Skype for Business<sup>1</sup></li> <li>Include hyperlinks in your messages</li> <li>Leave a group chat</li> <li>Large Meeting Support (~250)</li> <li>Like and hide chats</li> <li>Lobby for PSTN callers</li> <li>Location-Based Routing</li> <li>Message Translation</li> <li>More channels per team</li> <li>Share screen from private chat</li> </ul>	<ul> <li>@mention somebody in a chat</li> <li>Organizational Auto-Attendant</li> <li>PowerPoint Load and Share</li> <li>PSTN Fallback</li> <li>Quick reply to a chat message from pop up notification</li> <li>Shared lined Appearance</li> <li>Schedule in Outlook &amp; Teams</li> <li>Send a message from the command box</li> <li>Send a chat from a contact card</li> <li>Skype for Business Interop with Persistent Chat<sup>1</sup></li> <li>Unified Presence<sup>1</sup></li> <li>Whiteboard<sup>2</sup> and Meeting Notes</li> </ul>
Collaborate	<ul> <li>Access Office 365 app launcher in web client</li> <li>Teams available for US GCC</li> <li>Create a team using a previous one as a template</li> </ul>	<ul> <li>Free version of Teams</li> <li>Microsoft Remote Assist support: Call someone on a HoloLens</li> <li>View and edit Visio files within Teams</li> <li>Auto-favorite important channels</li> </ul>	<ul> <li>New views in Microsoft Planner tab</li> <li>Add SharePoint pages, news articles and lists as unique tabs within channels</li> <li>Include information from VSTS n your conversations</li> <li>Quiet hours on mobile</li> </ul>	<ul> <li>Guest access for users</li> <li>Support for new languages</li> <li>Guest access on mobile</li> <li>Join a team via a code</li> <li>Updated keyboard shortcuts</li> </ul>
Customize and Extend $\begin{vmatrix} \phi \\ \phi \end{vmatrix}$	<ul> <li>Adaptive Cards</li> <li>Cloud Video Interop<sup>4</sup></li> <li>Device Portfolio incl. Crestron, HP, Jabra</li> <li>Discover apps for Teams in the new Store</li> <li>Work with files and your Teams bot</li> <li>Tailored teams created through the New Teams APIs in Microsoft Graph</li> </ul>	<ul> <li>Include information from an app in a conversation</li> <li>Improved OneNote tab</li> <li>Include existing OneNote notebooks as a tab</li> <li>Enterprise app sharing through Teams enterprise catalog for apps</li> </ul>	<ul> <li>Use slash commands, take quick actions, and search from the command box</li> <li>Access a personal view of your apps</li> <li>Message extensions</li> <li>New apps incl. Evernote, VSTS, Planner, Microsoft Flow, SurveyMonkey</li> <li>Who app</li> </ul>	<ul> <li>Tabs in privat chat</li> <li>Improved OneNote tab</li> <li>Skype Room Systems Support</li> <li>Support for existing certified SIP Phones</li> <li>USB HID control<sup>5</sup></li> <li>Trio 1 Touch Teams Meeting Join</li> <li>Surface Hub Support (Preview) <sup>3</sup></li> </ul>
Work with Confidence	<ul> <li>Admin roles</li> <li>eDiscovery support for users in an exchange hybrid environment</li> <li>eDiscovery enhancements</li> <li>Easier updates for Mac</li> <li>Graph APIs</li> <li>Hide teams from Outlook</li> <li>List of teams in the admin center</li> </ul>	<ul> <li>Message Retention Policies</li> <li>Messaging User-Level Policies</li> <li>New Microsoft Teams &amp; Skype for Business Admin Center including Messaging Policies</li> <li>Restore a deleted channel</li> <li>Updates in user level policies and organization settings</li> </ul>	<ul> <li>New reminder that your team is expiring</li> <li>Install Microsoft Teams using MSI</li> <li>Access activity usage reports</li> <li>Manage Microsoft Teams via PowerShell</li> <li>Org-wide teams</li> <li>Scoped Directory Search</li> <li>Store your data locally in India, UK, Australia, Japan</li> </ul>	<ul> <li>Set retention policies</li> <li>Support for conditional access on Macs</li> <li>Teams based on dynamic group membership</li> <li>Tenant-Level Messaging Policies</li> <li>Messaging Interop IT Policies</li> <li>User-Level Meeting Policy</li> </ul>

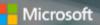
20<sup>th</sup> century was about Leading 21<sup>st</sup> century will be about Teaming

# Welcome to The Art of Teamwork guide

Learn how to improve the dynamics that set teams up for success with this guide.

Let's get started!

https://aka.ms/artofteamwork



# Bring Al to Everyone

## An unparalleled foundation for Microsoft AI

### Data

Vast graph dataset comprised of knowledge from Bing, LinkedIn, Office, and more to give you unique insights and keep you safe on a trusted platform.

### Cloud

The power of Azure brings software and hardware together to build a cloud optimized for AI.

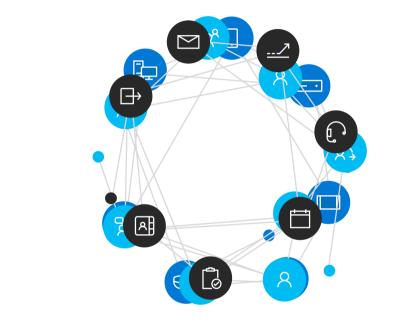
### Algorithms

Pioneering breakthrough advancements and reaching milestones in vision, speech recognition, natural language processing, and machine translation.



## **Microsoft Graph**

### One of the largest graphs of human activity at work ever created



Individual knowledge

World knowledge

# 6.5T

Threats signals analyzed daily

# **470B**

Emails processed per month

**420B** 

Office user interactions observed per month

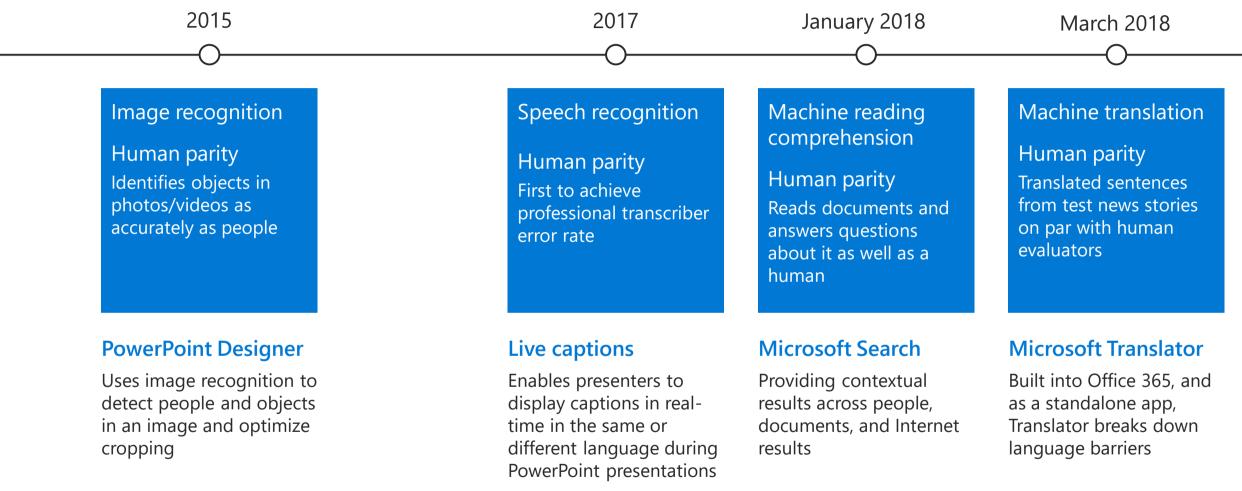
560M

PowerPoint slides created per month

100M

Excel charts created per month

## Leveraging breakthrough research in everyday experiences



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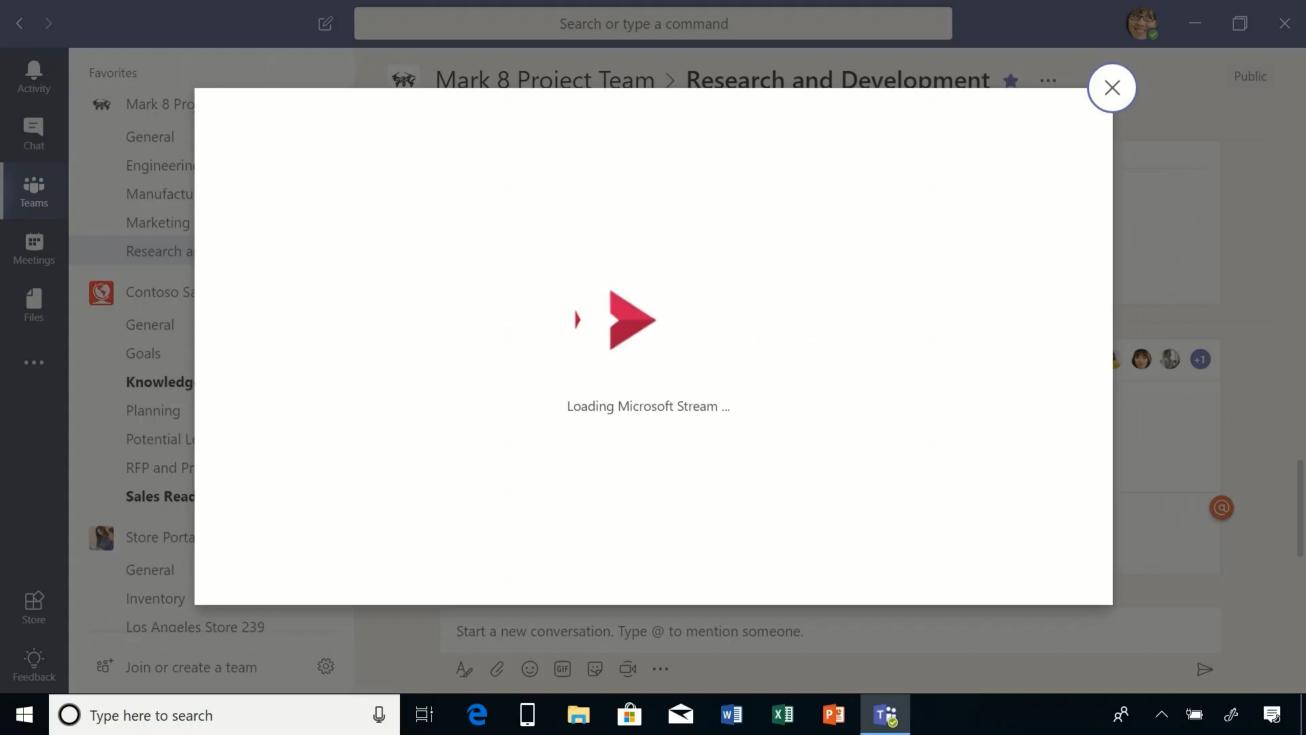
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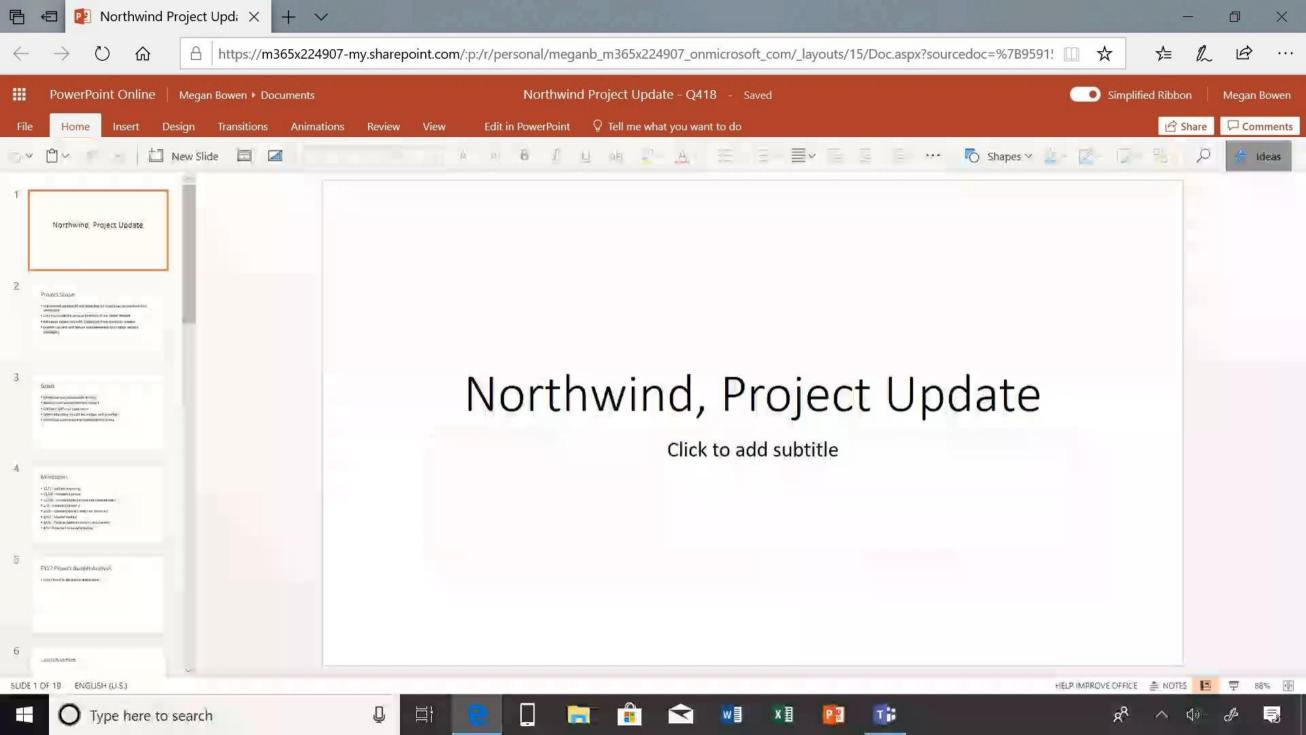
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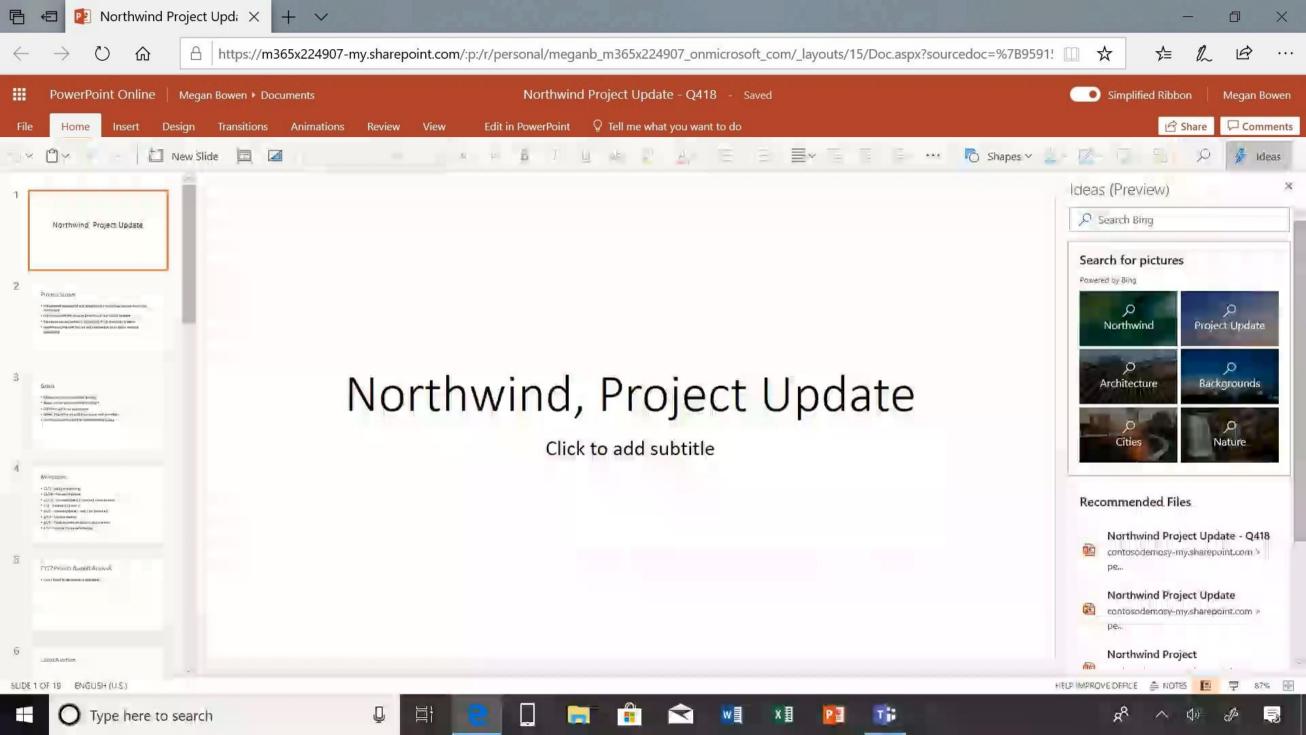
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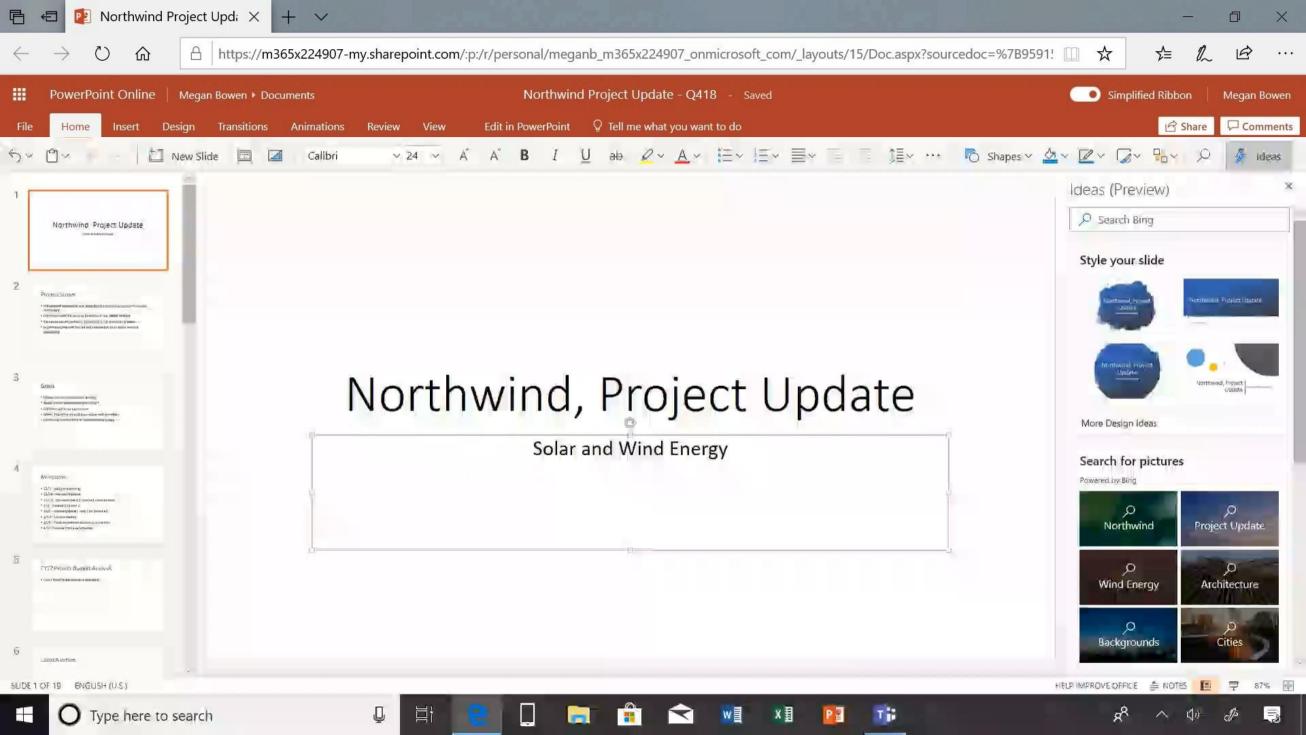
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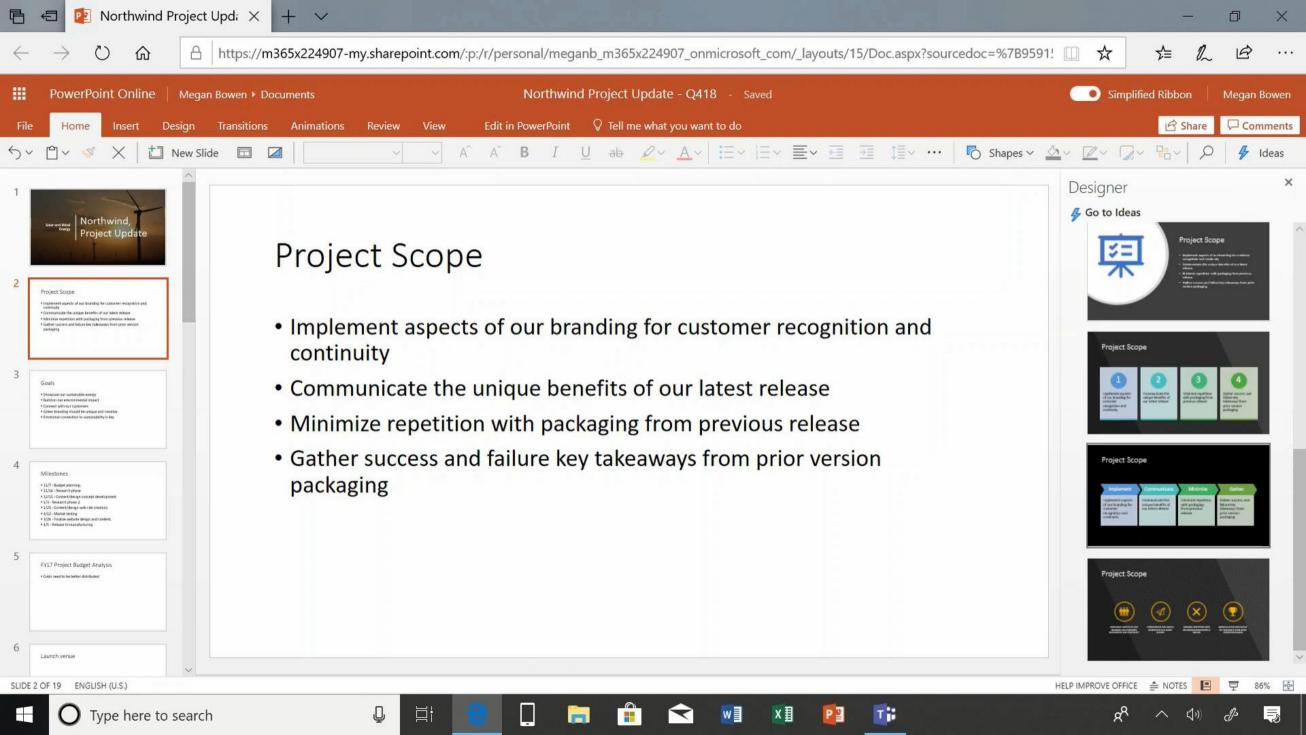
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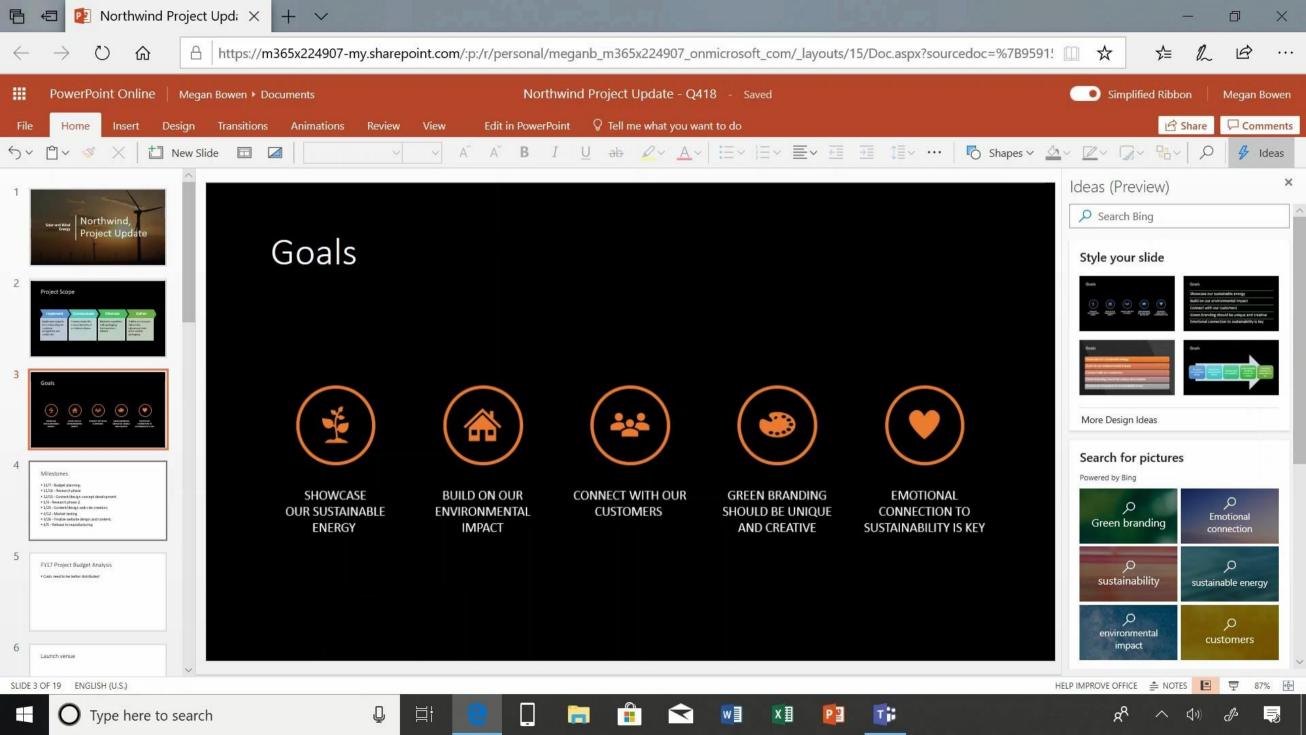


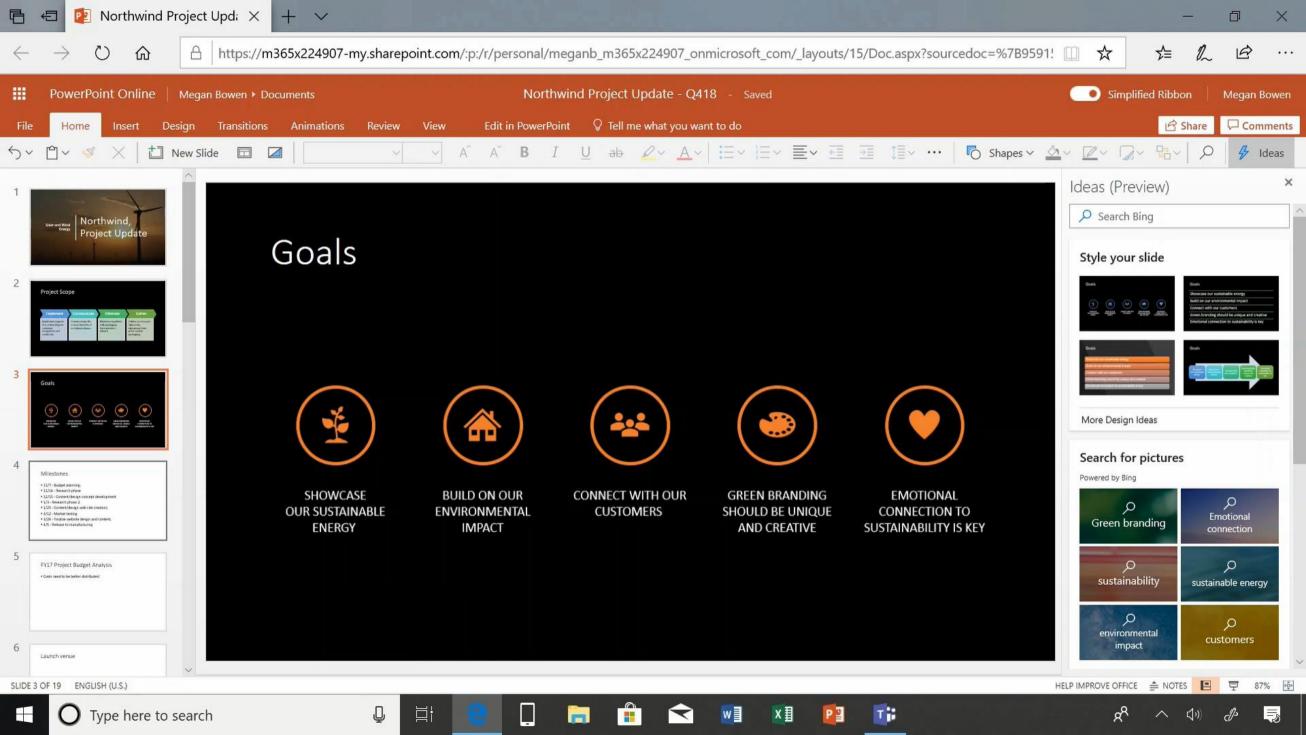


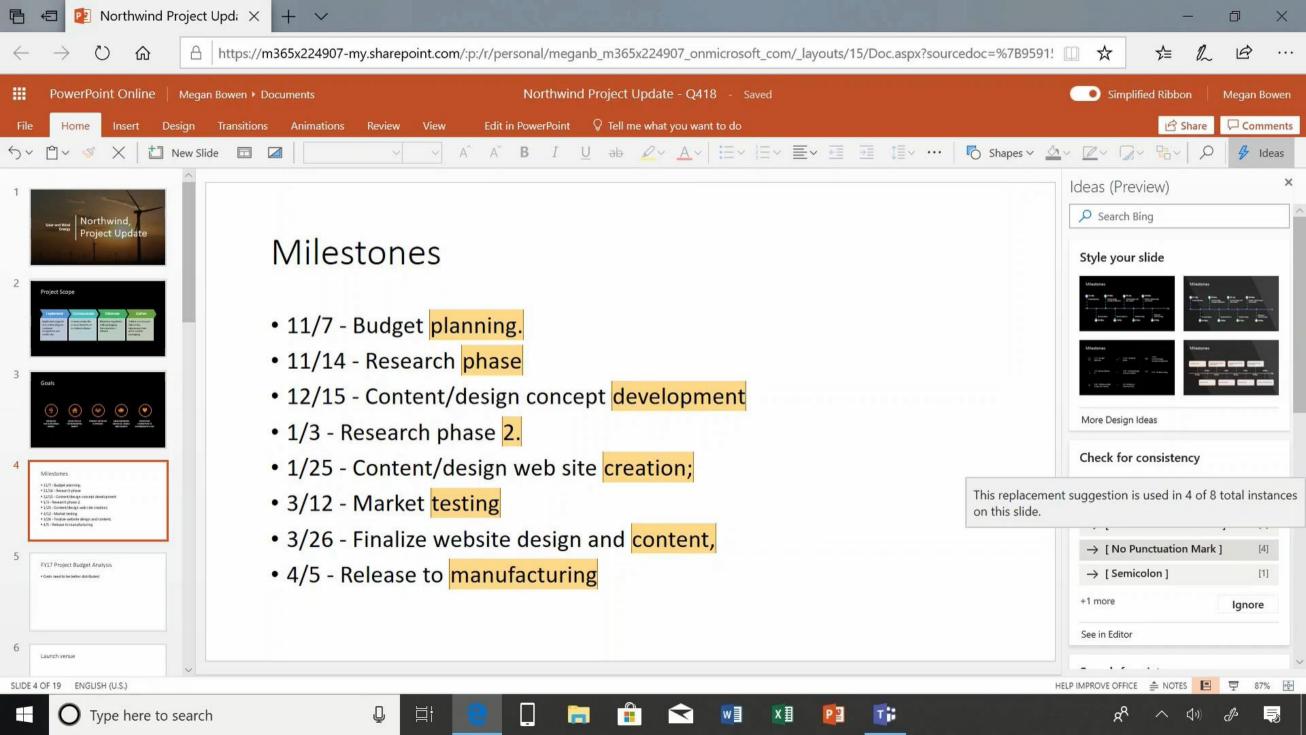


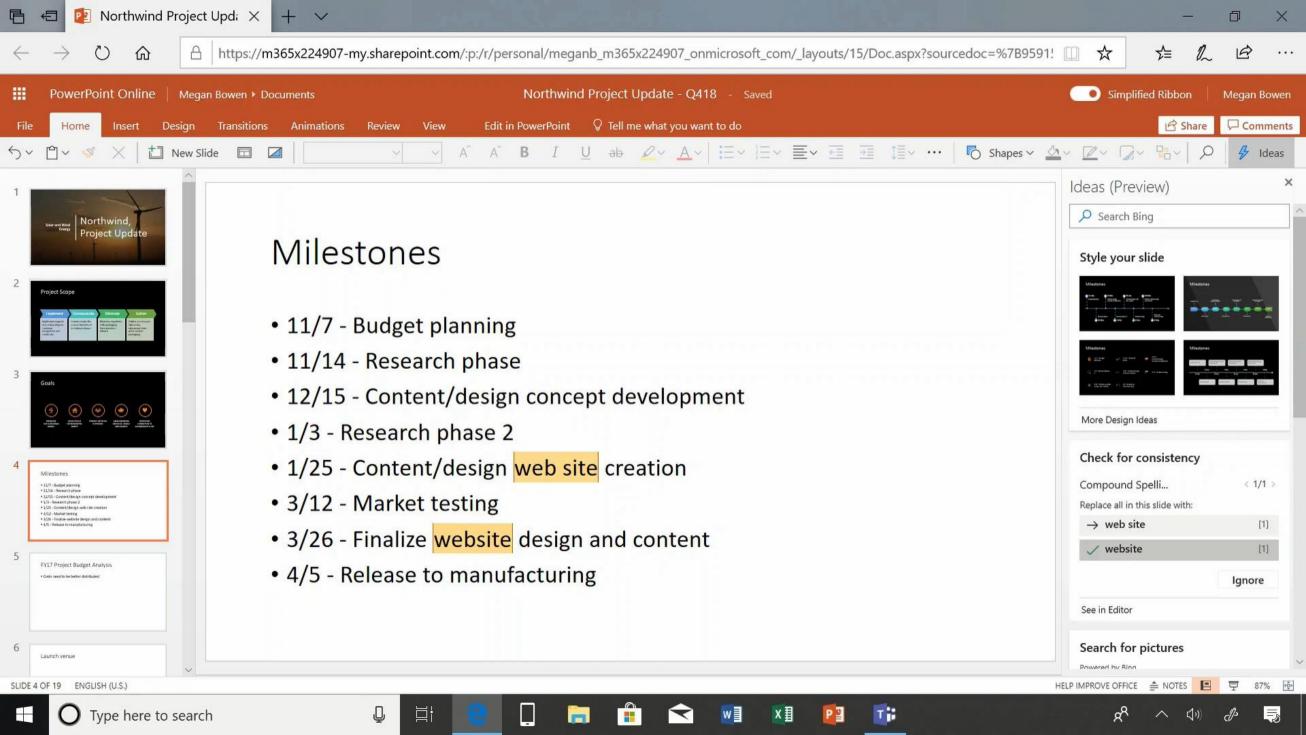


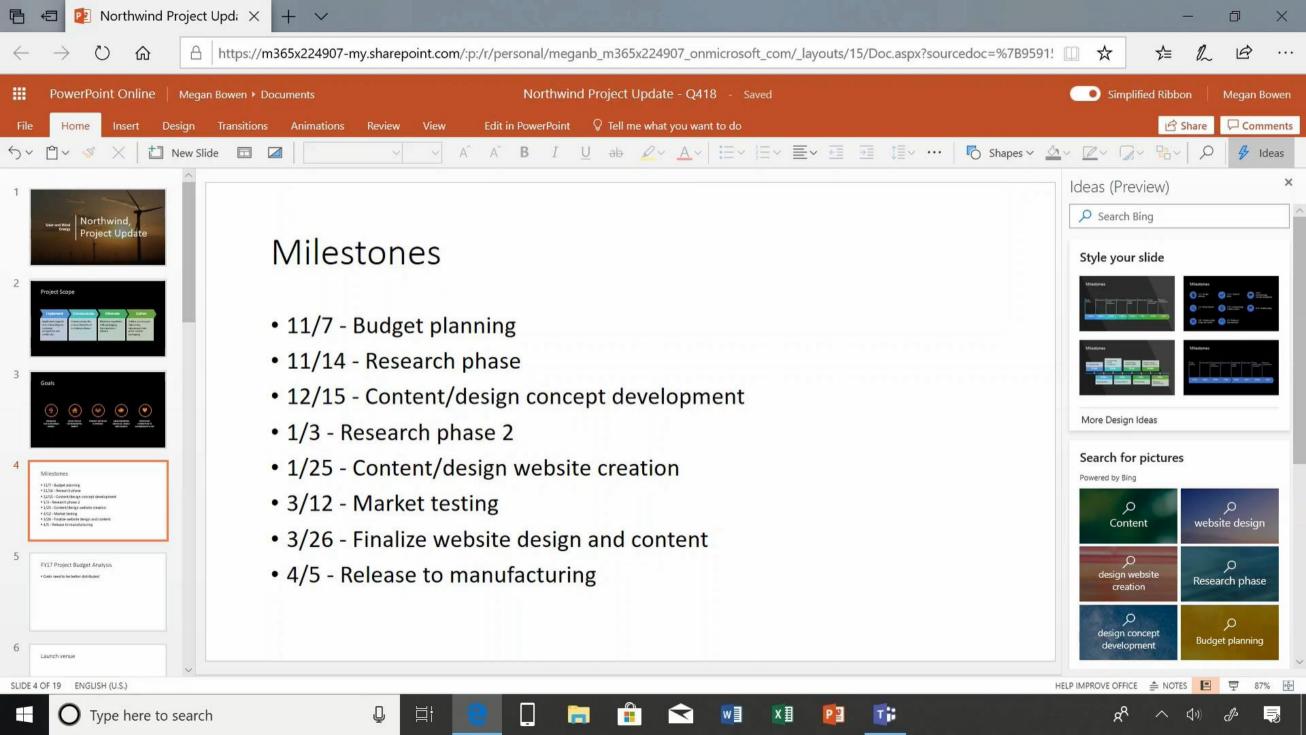




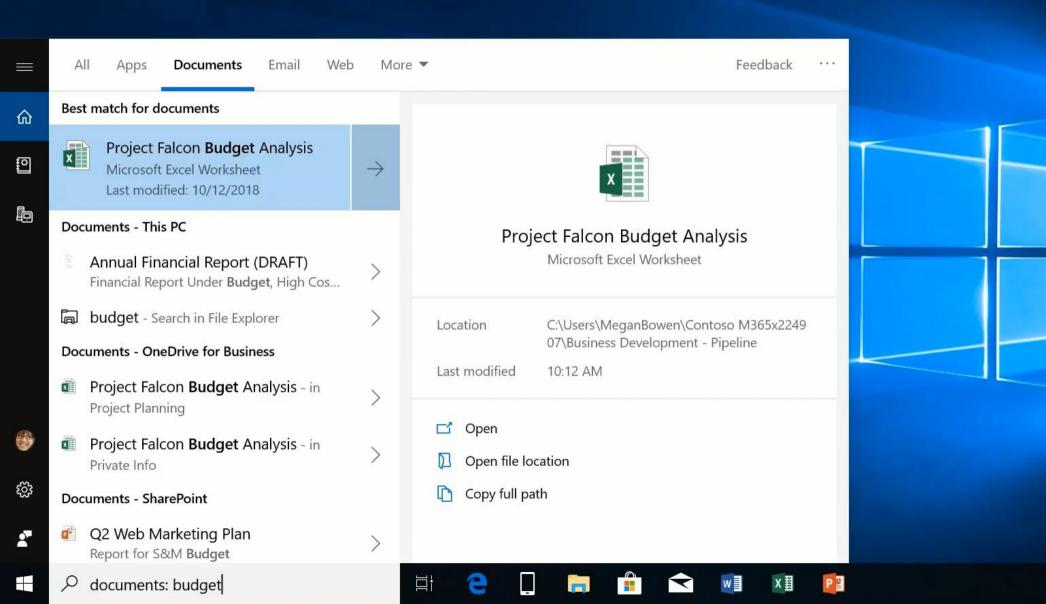










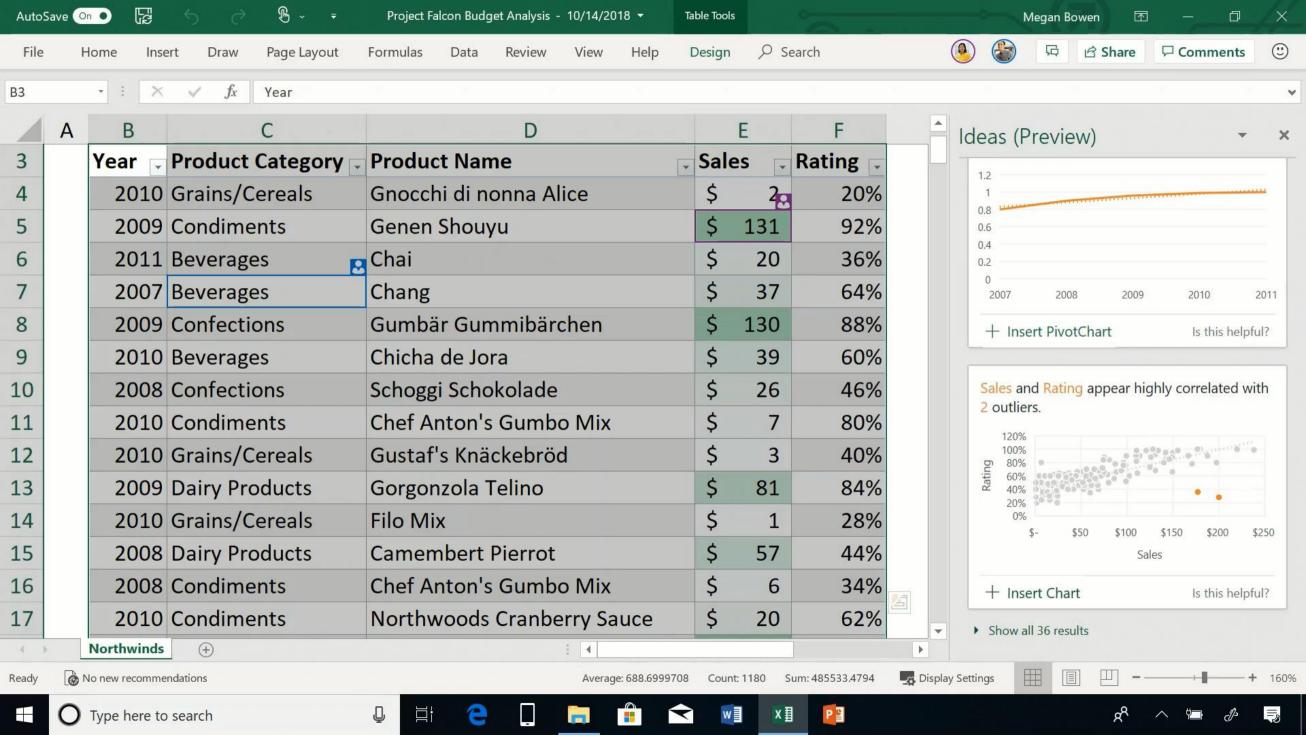


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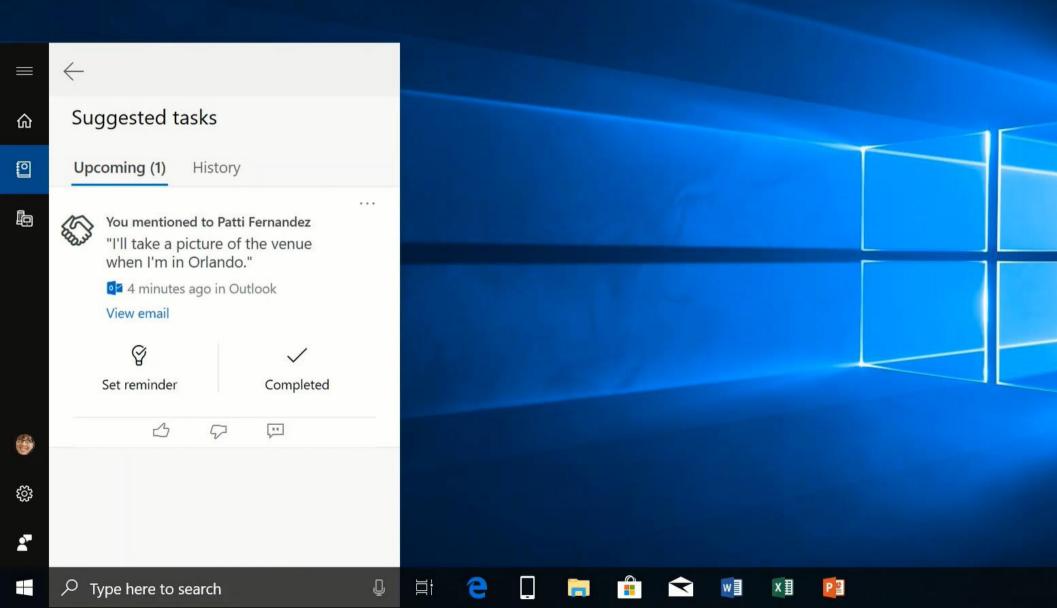
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212		2011	Condime	ents	Chef Ar	nton's Gur	nbo Mix		\$	4	28%						
213		2010	Beverag	jes	Ipoh Co	offee			\$	96	76%						
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# Everyday AI by the numbers



Slides designed with **Design** Ideas in PowerPoint

BILLION

Threats detected on devices every month

14

MILLION

BILLION

People worldwide are using Learning Tools across 45 languages

Images captioned by

Automatic Alt-Text in

PowerPoint and Word



Annual savings from **Editor** AutoCorrect for 10 events per email and 20 emails per day

53%

More clicks on **Recommended Files** in Office.com upon leveraging machine learning



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Hello MOD, We are planning an office renovation and Meagan Bond Can you remind me how much I owe you? Hi MOD, I know I owe you money, but I can't seem to	Hello MOD, We are planning an office renovation and need a quote for some new furniture. Can you provide me a quote for the items listed below?	0.00 Balance (\$)0.00 Past Due80,631.50 LTD Sales19,958.70 YTD SalesAged Accounts Receivable
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Peter Saddow Discount on Quote S-QUO1001 Thu 12:16 PM Hi MOD, I'm working with Trey Research on some	week of June? Best regards,	Review Cases and Invoices       Not Overdue     1W     2W     3W
24	Robert Robert Townes	Dynamics 365 for Sales Statistics
	Adatum Corporation <u>robert.townes@contoso.com</u> (701) 555-0151	Opportunities Quotes Cases
•••	Adatum Corporation	Sell-to Customer Sales History
		1023033Ongoing Sales QuotesOngoing Sales Blanket OrdersOngoing Sales OrdersOngoing Sales InvoicesOngoing Sales Credit MemosPosted Sales Shipments
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Inbox - admin@CRM528813.onmicrosoft.com - Outlook

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	S <u>u</u> bject	RE: Request for a quote on some furniture				
	A <u>t</u> tached	Sales Quote S-QUO1004.pdf 41 KB				

#### Sales Quote S-QUO1004

April 9, 2018

Page 1/1

Bill-to Customer No. 10000

#### Sales Quote

Hello Adatum Corporation,

Thank you for your business. Your quote is attached to this message.

No.	Due Date	Total \$
S-QUO1004	May 9, 2018	2,783.88

If we receive the payment before 04/17/18, you are eligible for a 2% payment discount.

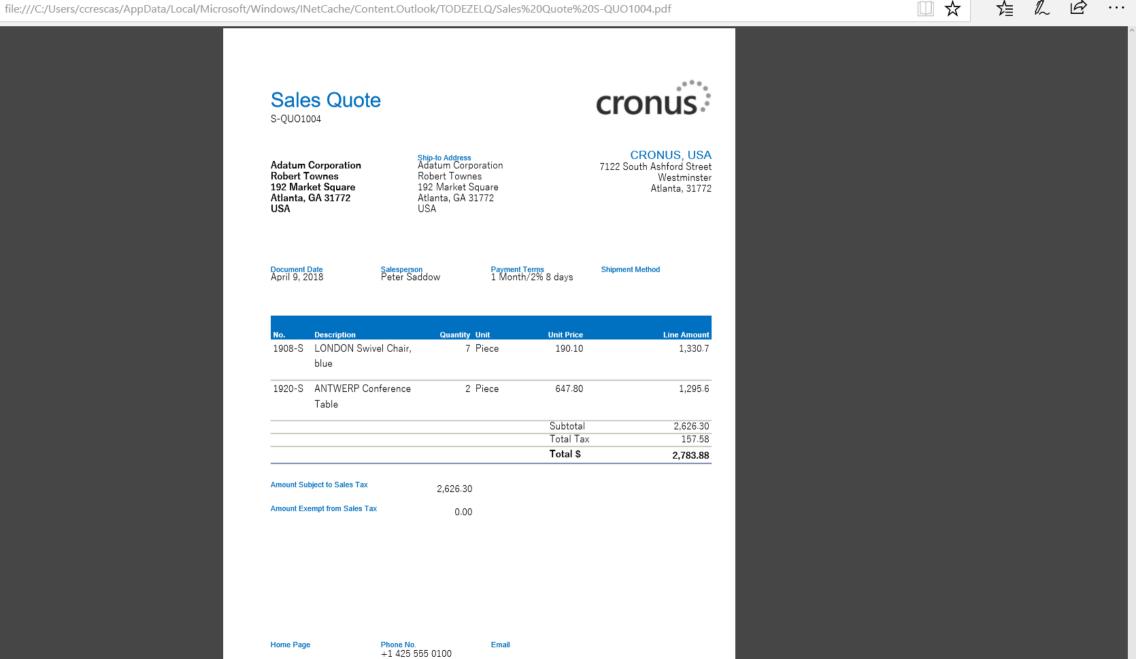
Sincerely, Peter Saddow

CRONUS, USA 7122 South Ashford Street Westminster  $\bigcirc$ 

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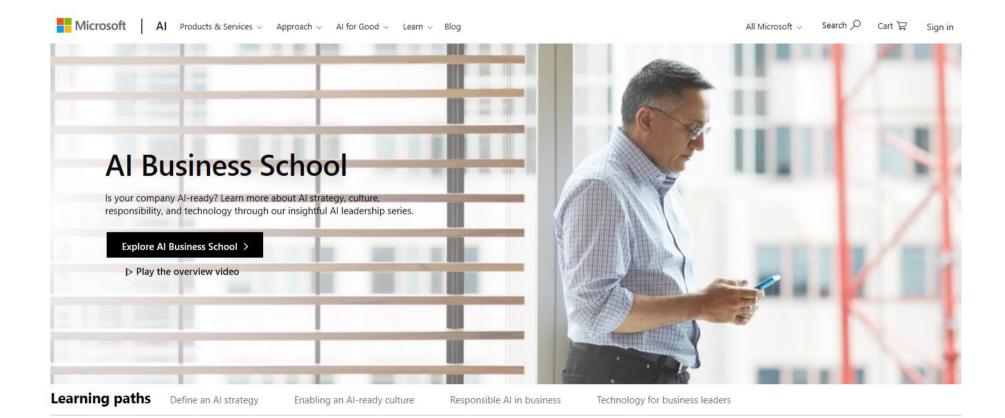
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# LEAD WITH CONFIDENCE IN THE AGE OF AN

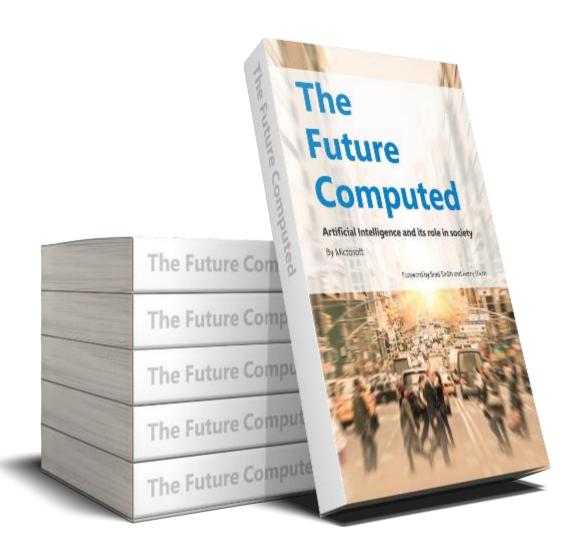
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## Lead with confidence in the age of AI

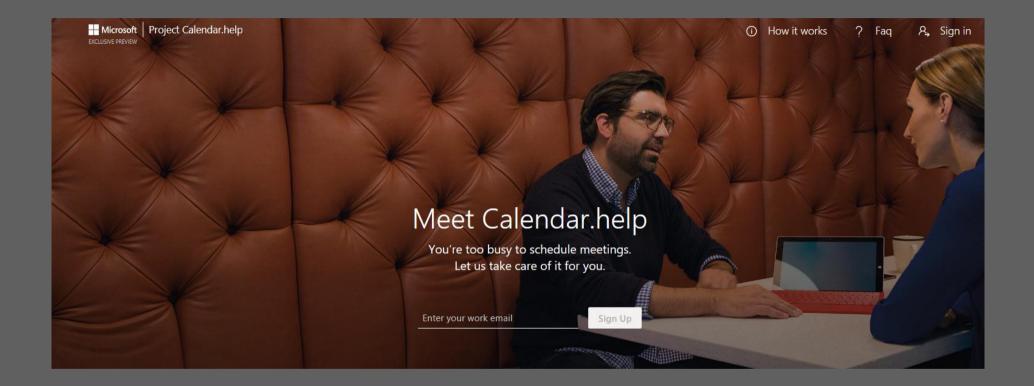
Al isn't just another piece of technology. It could be one of the world's most fundamental pieces of technology the human race has ever created.

— Satya Nadella



Search – "Future Computed"

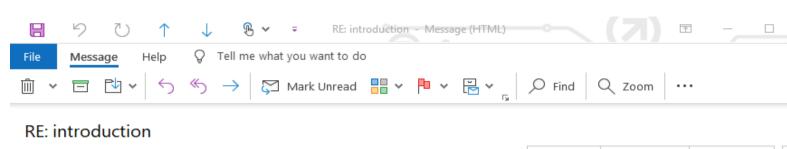
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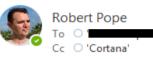


# Al in action Calendar.help

# Al in Action

# Rob Pope (my) view





← Reply ← Reply All → Forward Tue 05/03/2019

Hi

I'm CC'ing my assistant Cortana to help us find a time for a 30 min Teams call. She'll reach out to you directly with a few options available my calendar. Thank you

I use Cortana via the https://calendar.help service to help with my diary.

#### From: Relation in the state of the state of

Sent: 05 March 2019 11:03 To: Robert Pope <<u>Robert.Pope@microsoft.com</u>> Subject: introduction

Hi

I'd love to speak to you about a new project we are beginning. Please can I have 30 minutes of you time to discuss in more detail?

Kind regards

Bob Jones

# Al in Action

Rob Pope (my) view

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Re: RE: introduction					
Cortana <cortana@calendar.help></cortana@calendar.help>			← Reply	Reply All	-
To ORobert Pope					
() If there are problems with how this message is displayed, click here to view it in a web browser.					
Hi Robert,					
No need to reply. Just letting you know that I proposed the following times to	I found them available in your calendar.				
Thursday, Mar 7, 9:30 AM GMT					
Thursday, Mar 7, 10:00 AM GMT     Thursday, Mar 7, 10:00 AM GMT					
Thursday, Mar 7, 10:30 AM GMT					
Once I hear back, I'll add the meeting to your calendar, or propose new times if these ones	do not work.				
If these time suggestions are not good for this meeting, please reply and give me some guid	dance to find different options to suggest. If you would like to give me feedbac	k to pick better times in the futu	e, please click thum	os <u> down</u> .	
Take care,					
Cortana   Calendar.help Scheduling Assistant					
From: Robert Pope ( <u>robert.pope@microsoft.com</u> ) Sent: Tuesday, March 5, 2019 11:04 AM (UTC)					

To: 'Cortana' <<u>cortana@calendar.help</u>>

Subject: RE: introduction

Hi I'm CC'ing my assistant Cortana to help us find a time for a 30 min Teams call. She'll reach out to you directly with a few options available in my calendar. Thank you I use Cortana via the https://calendar.help service to help with my diary.

# Bob Jones View

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#### Sounds great 10.00 AM Thursday is good for me

From: Cortana <cortana@calendar.help> Sent: 05 March 2019 11:07 To: Subject: RE: introduction

Hi Bob,

I'm helping Robert Pope schedule a 30 minute conference call for you both.

Below are some proposed times when Robert is available.

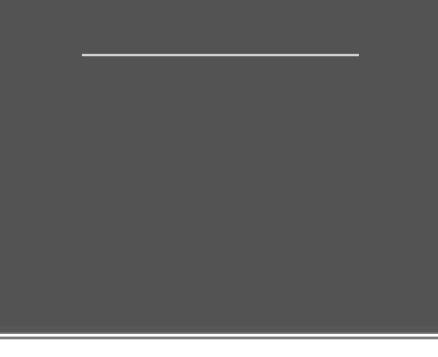
- Thursday, Mar 7, 9:30 AM GMT
- Thursday, Mar 7, 10:00 AM GMT
- Thursday, Mar 7, 10:30 AM GMT

Please let me know which of these times or if another specific time could work for you, so I can lock in the best time on both of your calendars.

Warmly yours,

Cortana Calendar.help Scheduling Assistant to Robert Pope

# We both receive the invite



Robert Pope <Robert.Pope@microsoft.com>

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i Please respond.

10	introduction (Robert and Robert); Online Meeting details enclosed; Robert Pope
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	rosoft Teams Meeting
+44203821	
	b: 117 734 08#



# **Thank You**

Charles Eales Senior Territory Channel Manager, Modern Workplace SMB <u>ceales@microsoft.com</u> +44 7802 881861

linkedin.com/in/charleseales

# Cloud services you can trust

Microsoft builds its trusted cloud services on four core principles

# **Security**

#### We build our services from the ground up to help safeguard your data

Microsoft invests over \$1 billion a year on security. Security is built in to its products and services from the ground up.

Our comprehensive approach to security helps **protect your data wherever it may be**—in a datacenter, on a phone, on a desktop, or in transit through the internet.

Microsoft participates in rigorous **third-party audits** that verify our security controls.

# **Privacy and control**

#### Our policies and processes help keep your data private and in your control

We are committed to giving you control over the collection, use, and distribution of your data. Should you leave a service, you can take your data with you and have it deleted permanently from Microsoft servers. By default, Microsoft limits access to customer data with zero-standing administrative privileges and zero-standing access.

We are transparent about the specific policies, operational practices, and technologies that help ensure the privacy of your data in Microsoft business cloud services.

## Compliance

#### We provide industry-verified conformity with global standards

Microsoft is committed to the highest levels of trust, transparency, standards conformance, and regulatory compliance. To help you comply with national, regional, and industry-specific requirements governing the collection and use of individuals' data, we provide the **most comprehensive set of compliance offerings** of any cloud service provider and are **committed to staying up-to-date** on new standards and regulations.

## Transparency

#### We make our policies clear and accessible to everyone

Microsoft believes that you have a right to as much information as possible about how we handle your customer data in the cloud. We provide you with clear explanations about where your data is stored and how we help secure it, as well as who can access it and under what circumstances.

You can also review a wide range of evidence, including independent audit reports and certifications for most of our business cloud services, to compare our results with your own requirements.

# Visit our Trust Center for more information.

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# More information about Translator

Use the links below to learn more about Translator and the services available for home, business and education use

https://www.microsoft.com/en-us/empowering/?story=spaceholiday

https://www.microsoft.com/en-us/translator/