MAXIMIZE YOUR OFFICE 365 INVESTMENT: 5 TOOLS TO USE TODAY
If your organization uses Microsoft Office 365, you’re one of the 87 percent that does. That’s 50 million active business users, making Office 365 (O365) Microsoft’s fastest-growing product. And, if you’re like most business leaders, you chose O365 to solve a specific problem or need, such as moving email to the cloud to provide access on different devices and from any location.

Most likely, once you purchased the O365 suite and implemented Microsoft Exchange, your initial pain point was resolved. After that, you may have resumed your regular business operations, implementing just the one function of O365 that you needed.

If so, you’re not alone. For all of the advantages O365 offers, most organizations that purchase a subscription to the full suite don’t make use of many of the tools that are automatically included. A study of 51 global firms using O365, representing nearly 150,000 employees, found that 70% weren’t using any one application heavily. When employees did use the apps, it was usually for viewing or light editing tasks. These employees are not getting the most of this powerful suite.

Consider the buffet at an all-you-can-eat restaurant. You’ve paid for the meal, but if you only put a few pieces of lettuce on your plate, you are missing out on the bounty the buffet offers. The same holds true for users who don’t take full advantage of their subscription to Office 365.

Why do businesses limit their use of O365’s many offerings? Some users may not be aware of the breadth of products included in the suite. Others may not know how to integrate these products with their current operations. Still others may not be aware of the operational value these products can add to the business.
The world of business is changing rapidly. Companies compete in a global marketplace, seeking to attain, satisfy, and retain customers who have ever-increasing expectations from the companies they patronize. Management consulting firm Forrester calls this the “Age of the Customer.”

In addition to meeting increasing customer demands, the pace of work has quickened, making flexibility, innovation, and collaboration imperative. Being able to work both remotely and securely, be it with co-workers in the same office or across the globe, is necessary in today’s environment. To do this, organizations are challenged to provide employees with the technology they need to be productive.

Office 365 has many tools designed to address these very needs. Beyond Exchange, Word, Excel, and PowerPoint, O365 has tools—often overlooked—that enable employees to work together more efficiently, effectively, and creatively. This guide looks at five of these tools, and how you can leverage them to the benefit of your business.

OFFICE 365 AND BUSINESS OPTIMIZATION

FIVE TOOLS YOU CAN USE IN OFFICE 365 TODAY

1. Skype for Business
2. SharePoint Online
3. OneNote
4. OneDrive for Business
5. Delve
#1 SKYPE FOR BUSINESS

Gone are the days of long, stuffy conference room meetings. Now, teams meet from different locations throughout the building and across the globe. Skype for Business makes it easy for groups to get together to work. With the same familiarity as Skype for individuals, the business version offers messaging, audio and video calls, online meetings, and file sharing.

Using their preferred device, groups can meet anywhere, anytime. Skype for Business makes it easy for teams to conduct virtual meetings. With video features, teams can show visual material, enhancing communication.

Skype for Business also integrates with Office applications like Outlook, Word and PowerPoint. With the additional benefit of communications that are protected by strong authentication and encryption, Skype for Business keeps your company information secure.

USE SKYPE FOR BUSINESS TO:

- Give a virtual tour
- Deliver a speech
- Demonstrate products to customers
- Deliver training or provide individual product information
- Create ongoing communication with a virtual workforce
If you ask someone to explain SharePoint you are likely to get a variety of answers. It’s an internal email service, a document-storage and sharing tool, a web content management system, an extranet. The fact is, SharePoint is all of these and more. It is a collection of tools that allow employees to collaborate. And despite the fact that 75-80% of Fortune 500 companies use SharePoint, most of those companies (83%) use it primarily for document management, like email.

A company-wide intranet is often the reason businesses invest in SharePoint. But once the intranet is in place, they may ignore SharePoint’s other tools. To be effective, SharePoint must be customized to each client’s specific needs. Businesses that want an out-of-the-box solution to their pain points may be hesitant to spend the time and money to create a tailored experience, and instead make do with the technology available.

One way to make SharePoint easier to deploy is to combine it with Rise Foundation, a UX-as-a-service application for SharePoint’s online and on premise users. SharePoint with Rise delivers a consumer-style experience on the company intranet, with an intuitive, simpler interface for faster adoption.

The top underutilized SharePoint features include:

- SharePoint web services: For developers to access SharePoint data remotely
- Content query web part: For SharePoint online this is only available in the Enterprise edition
- My sites: A central location for documents and tasks and to connect with colleagues
- Enterprise social networking
- Wikis and blogs
- Data connection library
- Business connectivity services: Pulling data from back end sources to use in SharePoint
- RSS feeds
- Search analytics
- SharePoint search as a research source

With a deeper knowledge of SharePoint Online’s features, you and your employees can determine new ways to understand and benefit from your company’s wealth of data.
Microsoft’s digital note-taking app, OneNote, is a perfect productivity solution if you take a lot of notes, attend many meetings, or collaborate on projects. With OneNote, you can store information and photos in the cloud so they are searchable and accessible on multiple devices.

Designed like a hard copy notebook, the structure is easy to follow and information can be organized in multiple notebooks and sections. Clip web pages to OneNote to read later, or send an email to yourself through OneNote to keep specific information in a common place. Take screenshots and drop them into OneNote to keep in conjunction with subject notes. Embed Excel spreadsheets and edit directly in OneNote. Add audio or video to a notebook page and easily search for them later.

While OneNote is an extremely useful app for an individual, users also have the ability to share notebooks, which allows for wiki creation and other forms of collaboration.

**Business applications of OneNote include:**
- Use as your newsreader app, keeping your reading list in one place
- Scan and manage business receipts
- With a stylus and a projector, use OneNote as a whiteboard, with the benefit of being able to save and share the notes
#4 ONEDRIVE FOR BUSINESS

Have you ever been working remotely and realized you needed a document that was on your office computer? If you anticipated that need, you may have emailed the file to yourself ahead of time. Or, you could just use OneDrive for Business. With Microsoft’s free online storage, you simply drag a document to a folder in OneDrive to upload it. Then, when you (or someone else) needs it, you have access. Whether you’re working on a PC, Mac or mobile device, you can access the information you want when you need it.

The real benefits of OneDrive for Business come when it is used with other people. OneDrive for business lets you share files with colleagues, business partners, and customers. Collaborate in real time while keeping everyone on the same version of a document. As part of O365, OneDrive for Business lets you use Word, Excel, and other familiar tools to create and share information. This eliminates the risk, confusion, and clutter of multiple contributors passing a document back and forth in email.

OneDrive also syncs with SharePoint 2013, providing seamless access to document libraries stored there. Additionally, OneDrive for Business helps your work files stay secure in the cloud. Files are encrypted using advanced methods that meet rigorous compliance standards so your information stays yours.

The nature of work is changing. Employees want to work on different devices, in different locations, in ways that are convenient for them. Studies show this is effective. Employees who work from home (or who otherwise work outside of the office) are often more productive. Tools like OneDrive make it easy.
“One of the things that makes cloud-based services such as Office 365 interesting is that providers are able to periodically introduce new features and capabilities. Sometimes, however, these new capabilities might initially go unnoticed. Users get used to doing things in a certain way and may not think to periodically have a look around to see if anything is new.” — Brien Posey, Redmond Magazine

Such is the case with Delve, a search and discovery app that works across O365. Using Office Graph, a powerful machine learning engine that is part of O365, Delve customizes information, documents, data, and contacts and puts them at your fingertips.

By tracking signals you use – through clicks, document modifications, social sharing and following, email, and video interaction – Delve continuously learns what pieces of information are important and how they are connected. Then, when you need it, Delve has it at the ready.

Imagine all the files you and your employees maintain in Word, Excel, SharePoint, Yammer, calendar, contacts, or other productivity applications. Now, imagine you have to find files from a project that took place several years ago. You can scan your Finder file, or go into each app to look for likely names. Or, you can decrease search time and increase search accuracy by using Delve. With Delve, you’ll only be able to see your own files or files you’ve been given access to, so information remains secure.
MEETING THE NEED FOR PRODUCTIVITY

It’s not just businesses that want to be productive. Employees do too, and as consumers, they’re used to having access to the latest technology in their personal lives. When they don’t find that same technological simplicity and power at work, they will seek to replicate it, sometimes putting company information at risk.

One study indicates that a typical organization is supporting 15-to-22 times more cloud applications than have been authorized by the IT department. This means that employees are using tools like Dropbox and other self-managed applications to make it easier to do their job.

Mitigate these security risks by making sure your employees have the technology they need to do their jobs.
Client Spotlight

Partners In Health

Partners In Health, which provides healthcare services to underserved regions around the world, wanted to allocate more of its scarce resources to enacting its mission and enable reliable worldwide communication and collaboration. PIH replaced its incompatible email systems with cost-effective Microsoft Office 365 (to over 3,000 employees) and Azure cloud services. Today, virtual teams – working from jungles in Africa to the mountains of Mexico to remote villages in Russia – are building partnerships that give hope to those in need with the use of SharePoint Online, Exchange Online and Skype for Business.

BUSINESS BENEFITS INCLUDED:

- Facilitation of global communication
- Increased mobile productivity
- Increased security of private health information
- Allowed for responsive care delivery
- Avoided hardware costs of $250,000
Client Spotlight

CRO IN PHARMACEUTICALS
One of the largest contract research organizations (CRO) in the world, with 32,000 employees in more than 100 countries, implemented Office 365 and moved more than 50,000 mailboxes to the cloud.

The CRO works closely with pharmaceutical companies during the clinical trial process. This process is quite intense, with many security concerns as well as FDA requirements in terms of sharing and disseminating information. With more than 50,000 mailboxes migrated in 66 countries, the CRO was able to move its Exchange on-premise configuration to the cloud with Office 365 and a Yammer pilot. This improved communication capabilities across the geographically dispersed organization.

50,000
MAILBOXES MIGRATED IN 66 COUNTRIES
Client Spotlight

TECHNOLOGY COMPANY MOVES TO O365 AND SKYPE FOR BUSINESS

Perficient helped our client, a leader in the imaging technology space, to take advantage of Office 365 by migrating nearly 7,000 seats to Exchange Online. We built out the necessary infrastructure to support the migration to Office 365 and developed the migration process needed to successfully transition to Exchange Online.

The client is also developing a plan to replace its messaging, presence, and desktop/application-sharing platform to Skype for Business. Because PBX (phone system) integration and audio conferencing are not immediate needs, Skype for Business is the smart choice for enterprise-wide collaboration and will support key collaboration functionality including instant messaging, desktop sharing, and web conferencing.

MIGRATED NEARLY 7,000 SEATS TO EXCHANGE ONLINE
Your organization can realize a productivity boom with any of Office 365’s productivity tools. But the real gains occur when multiple tools are used together. Using Skype for Business with OneNote; using Delve to source information on SharePoint; using OneDrive to share and store Excel or Word files – these applications enable employees to spend less time figuring out how to work, and more time getting work done.

If you’d like to determine a roadmap for how your organization can make the most of Office 365, please contact us at: sales@perficient.com
Perficient is a leading technology and management consulting firm serving Global 2000® and enterprise customers throughout North America. We partner with the world’s leading technology platform providers to deliver digital experience, business optimization, and industry solutions that enable clients to improve productivity and competitiveness; strengthen relationships with customers, suppliers and partners; and reduce costs.