

FIVE WAYS COMPUTACENTER AND MICROSOFT CAN MAKE THE DIFFERENCE TO YOUR MEETING CULTURE



Hybrid working is the biggest structural change to the workday since 9am-5pm was introduced more than 100 years ago. With team members spread between the office, home and elsewhere, organisations are reassessing their approach to productivity and collaboration. Here Andy Goddard, Head of Service Development at Computacenter, shares how meeting culture must evolve in this new era of hybrid work.

When the pandemic necessitated the closure of offices, remote working became the norm for many and meetings shifted online. Microsoft Teams

saw a huge rise in users, reaching 250 million people by July 2021.

Now, as organisations eye a return to the office and implement hybrid working, leaders need to take a new approach to encourage collaboration, wherever employees are. Creating meetings that feel inclusive in this new era of work is not straightforward. But by utilising the power of technology, team members can connect in a meaningful, productive way. Read on to discover five ways Computacenter and Microsoft can help your organisation evolve to create a meeting culture that enhances hybrid work.



LET'S GO



1

THE RIGHT SPACE FOR THE RIGHT MEETING

Faced with this new era of work, organisations are asking how they can make more from their existing meeting rooms. Layouts may need to change, huddle rooms created for more collaborative work, and technology introduced to elevate the experience for all. It's these touches that will make the difference between effective communication that delivers results, versus frustrating interactions that stifle productivity.

Microsoft Teams Rooms enhance collaboration through a mix of user-centric hardware and intuitive features. Computacenter can help business leaders analyse the space they have and decide on the right mix of huddle, small, medium and large meeting rooms. As part of an assessment carried out by workplace experts, they can also advise on the optimum layout, technology, cabling and decor that will create a space most conducive to a seamless meeting experience. Glass tables and solid metal chairs, for example, could be replaced to improve sound quality for those at the other end of the Teams call.

2

BUILT FOR SPEED

With more of the workforce working away from the office, organisations need to create a hybrid culture that makes it easy for employees to share ideas, whenever inspiration strikes them. During the pandemic, Microsoft found that 62% of Teams calls are unscheduled, highlighting the fact that some users are trying to recreate those inspirational 'water cooler' moments over video.² Minimising friction around virtual meetings will encourage disparate team members to actively engage with each other, and get productive straight away.

Meeting room technology issues typically account for eight minutes of the average online meeting.³ But with Microsoft Teams Rooms, one-touch control and proximity join create a seamless way for attendees to start, join or be added to a meeting quickly and easily. Organisers can also start and end meetings via voice command, and it's possible to share content from a mobile or laptop with other participants via Teams Cast.



2. <https://www.microsoft.com/en-us/worklab/work-trend-index/hybrid-work>

3. <https://www.microsoft.com/en-gb/microsoft-teams/microsoft-teams-rooms#coreui-contentrichblock-hh7mfyq>

3

CHAMPIONING
INCLUSIVITY

Hybrid working only works if everyone feels included – whether they're working from the office, at home, or elsewhere. That may involve using Teams' tile view, for example, rather than broadcasting a video of participants sitting around a physical table, to those dialling in remotely. It means cultivating a culture where everyone is encouraged to speak – one in five women, for example, say they have felt ignored by others during video calls.⁴ And it may mean incorporating captions or other accessibility features, so that those with additional requirements can fully participate.

Working with Computacenter will help organisations ensure that any new acquisitions are used to drive a productive, positive and inclusive collaboration culture. New Teams features, such as raise hand, encourage everyone to contribute. The Surface Hub 2S is designed for multi-user brainstorming, and intelligent content capture lets users share an augmented whiteboard view into Teams meetings so everyone can be involved.

4. <https://www.cnbc.com/2020/09/03/45percent-of-women-business-leaders-say-its-difficult-for-women-to-speak-up-in-virtual-meetings.html>

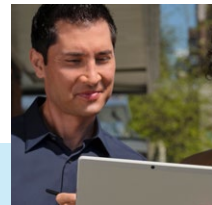


4

SEAMLESS
ADOPTION OF
NEW TOOLS

Some organisations had to move to remote working so quickly that it was simply a case of making do with the tools and platforms employees already had access to. But to create a meeting culture that works, team members will need to learn to embrace new tools that take workplace connections to the next level. Research has found the priorities for training needed after the pandemic are digital and remote working skills [72%] and training on company platforms [70%]. Moreover, employees want to train – opportunities for upskilling are consistently ranked highly when it comes to gauging workforce loyalty.

New technology can often be deemed unsuccessful if not used to the full. But training staff how to use new tools can often be an afterthought or overlooked entirely. Computacenter's adoption services help ensure everyone feels comfortable with new workplace technology and its features. Building in steps to increase confidence and usage will maximise the return on your investments.



5

A BESPOKE SERVICE

The best workplace strategies are never one size fits all, particularly in this new era of work. Employees want the flexibility to work wherever and whenever it suits them, and they need the technology that will empower them to do so productively.

Computacenter's assessment services will recommend the relevant technology that suits the way team members work, and the wider organisational objectives. As Microsoft continues to develop its collaboration features to feel more seamless and personalised, Computacenter's adoption services will ensure every one of your employees feels confident and empowered by any new technology investment.

The past 18 months has taught us a lot, including the power of working together. With Computacenter and Microsoft you can achieve great experiences, and a healthy, effective collaboration culture, both physically and digitally.



GET IN TOUCH

To find out more about how Computacenter and Microsoft can help you create a more collaborative meeting culture, please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**.

About Computacenter

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