Make every meeting an inclusive experience

with NTT and Microsoft Teams Rooms

Transform the meeting room,
transform the employee experience

Meetings are changing

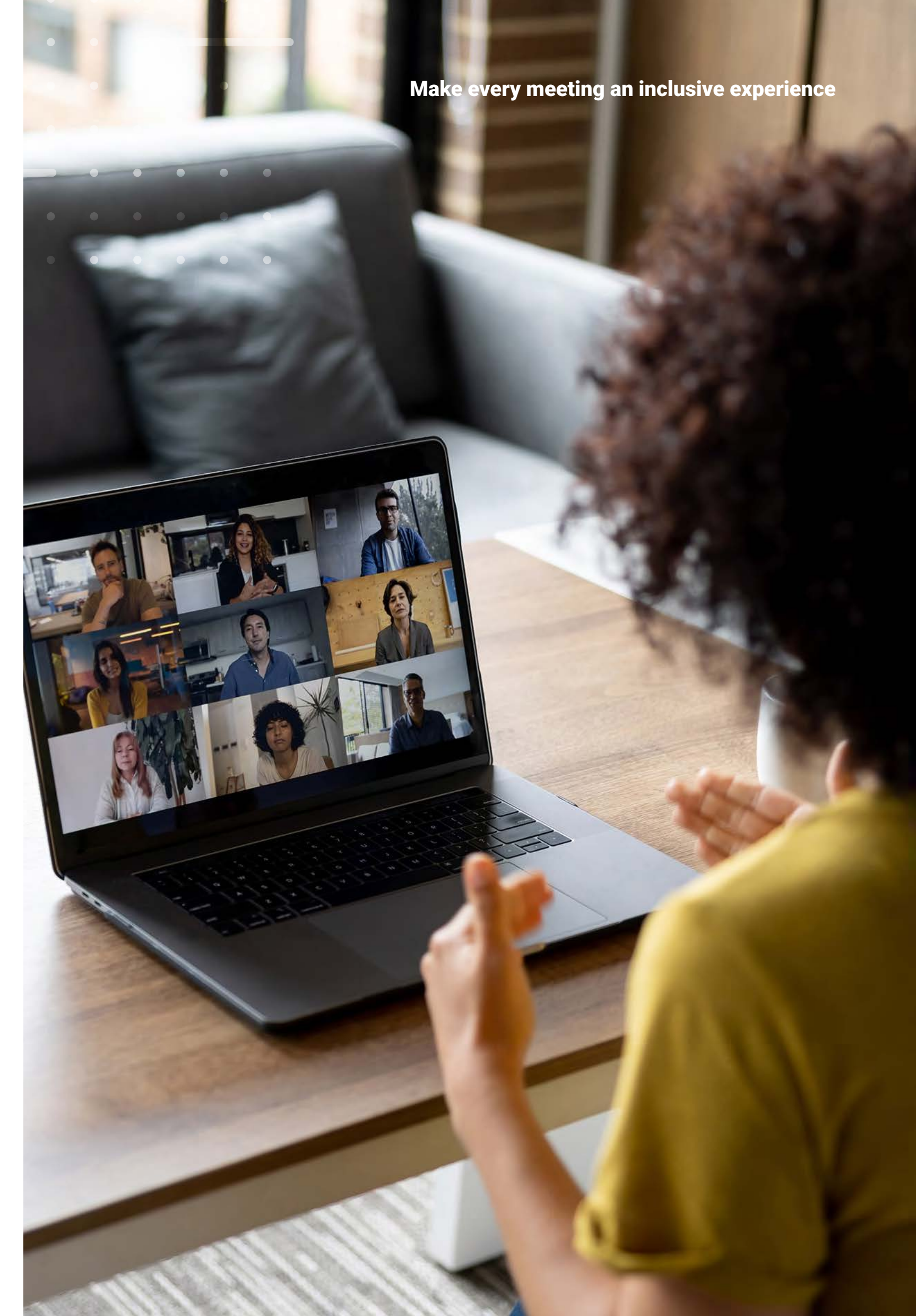# Meetings are changing.
New demands require a new approach.

Walls no longer define today's meeting spaces. Flexible working choices mean that many meetings include a blend of on-site and remote participants. Delivering a better hybrid meeting experience for everyone requires new thinking about the capabilities and functionality of meeting spaces – spaces that reflect the needs of different participants and conversations.

The meeting room created to accommodate on-site participants is being replaced by multiple, hub-style meeting spaces that are designed to create an equal experience for people in the room as well as those joining remotely.

The pandemic forced organizations to quickly embrace hybrid working, leaving IT teams to manage a host of new and often disparate technologies. That's not a recipe for optimized collaboration and communication.

Meetings should bring teams closer together. In this ebook, we explore how organizations are facing both the scale and speed of this evolution, carefully planning spaces and technology investment to focus on the quality and equality of experience for every attendee, wherever they are working.

> NTT's 2022–23 Global Network Report highlights that **>95% of C-suite executives confirm they will invest in modernizing their networks**, with around 6 in 10 already using the latest technologies, including **cloud-managed networks, private 5G, and artificial intelligence and machine learning (AI/ML).**

Evolving meeting spaces at scale

The employee perspective: 30-30-30 split

When it comes to preferred work location, there's a general 30-30-30 split.

Although there is some variation by age and role type, findings show that, when given the choice, approximately 30% of employees would prefer to work remotely, 30% from company premises, and 30% want to alternate between the two.[1]

During the pandemic, collaborative technologies provided a productivity lifeline, demonstrating the art of the possible. Organizations worldwide realized the benefits of virtual collaboration to achieving efficiencies and sustaining innovation. Microsoft Teams became a popular choice as an enterprise collaboration platform, offering major advances in how people work together.

By 2025, it's estimated that 70%[1] of the global workforce will be working remotely all or part of the time. Organizations are realizing that fluid, agile workplace policies have become a competitive advantage.

Remote working is here to stay, but over half the workforce will still spend their working week on site. Almost 95% of organizations agree that face-to-face meetings are essential to building rapport and when meeting clients.[1] For some, this may require the redesign and maintenance of hundreds of meeting spaces.

The pace of today's hybrid working evolution is why organizations are looking for partners to help them design, deliver and manage their physical and virtual meeting spaces to deliver a frictionless employee experience.

An optimal meetings experience means transforming existing physical spaces, integrating disconnected technologies, adopting a solution that's secure by design, and ensuring reliable connectivity to accommodate a mobile workforce.

So how do you get there?

[1] *NTT 2021 Global Workplace Report:* https://services.global.ntt/en-us/insights/2021-global-workplace-report

Delivering better hybrid meeting experiences

1

Reconfiguring physical spaces

Where large meeting rooms might have been vital in the past, today the demand is for flexibility. New spaces are emerging, from phonebooth-style kiosks to a range of room sizes and configurations. Analytics can help you understand your organization's changing needs, promote productivity, and improve cross-location and country collaboration while optimizing space and cost.

2

Ensuring optimal network connectivity

The pandemic accelerated digital transformation. It also saw spiking demand for network bandwidth to accommodate more video calling. Reliable, fast and stable connectivity is vital for an optimal meetings experience. Data-rich voice and video feeds need to be at peak resolution and quality.

Everything needs to be unpixelated and lag-free to promote full participation and engagement.

3

Maximizing current investments

Improving the meetings experience doesn't have to mean rip-and-replace. Almost every company made significant purchases of meetings technology and services during the pandemic. Today the challenge is to ensure all your meetings software and hardware tools are seamlessly integrated, delivering cost efficiency and maximizing the value of your existing investments.

4

Maintaining flexibility for people on the move

When attendees are on the move, the ability to jump from mobile to desktop and back again maintains the conversation flow and lets everyone participate equally. No one likes signing out and signing back in again, but multitasking and agility are the order of the day. Today it's possible to give attendees maximum flexibility and make the transition from one device to another seamless.

Use Cases

Why have so many organizations embraced Microsoft Teams?

97% are changing **physical office spaces in some capacity**
NTT Ltd, 2022 Technology Strategy Research

93% of organizations say they have **expanded their remote and/ or hybrid working policy**
NTT Ltd, 2022 Technology Strategy Research

51.0% of HR leaders are adopting **an office + anywhere hybrid model**
The Partner Opportunity For Microsoft Modern Workplace, 2022

During the pandemic almost every business made significant technology investments to facilitate collaboration.

As remote and hybrid working become the business norm, many are building on what they've learned in order to optimize the meetings experience even more. This is pushing solution providers to stay ahead of the curve, and Microsoft has responded by dramatically expanding the capabilities of Microsoft Teams.

Microsoft Teams delivers a unique end-to-end meeting experience that brings back the human element of face-to-face interaction while helping people stay focused before, during and after the meeting. There are now many ways to enhance the Teams experience and help your people be more productive.
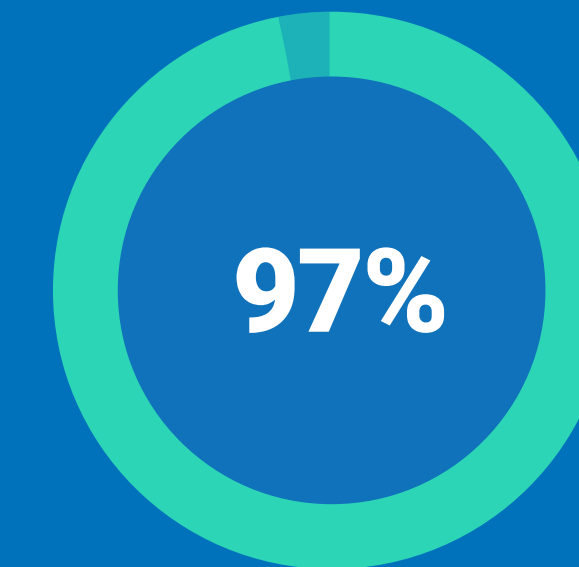
Microsoft Teams Rooms has evolved as a platform to help employees design meetings as they design their days – focused on overcoming obstacles and getting things done. A study by Forrester concluded that "Microsoft Teams is the place where work gets done. Companies are increasingly making Teams the centralized place where employees spend their workdays."[2].

Creating a solution that prioritizes user experience, however, requires thought, planning and a strategy to build on current IT investments.

Organizations need to ensure that software, services and devices are integrated and running on a secure network, and that everything is secure by design.
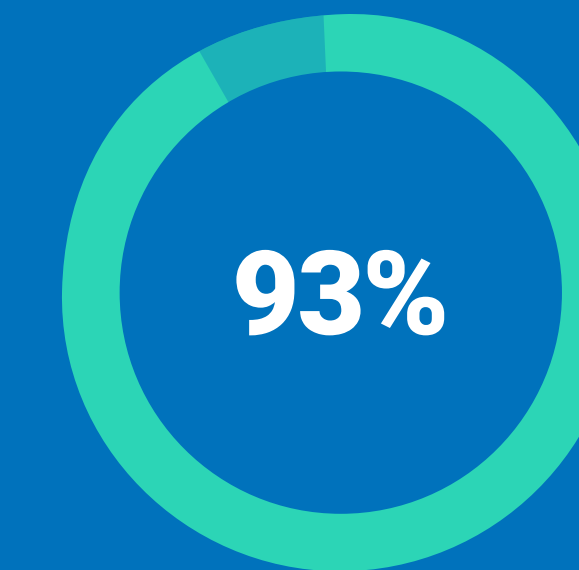
[2] *Vox. 2019. How remote working is quietly remaking our lives.*

[3] *Forrester: The Partner Opportunity For Microsoft Modern Workplace, 2022*

Transform the meetings experience

How can Teams Rooms and Teams Voice transform the meetings experience?

How do you make hybrid work environments work?

By allowing people to operate as a team in a secure, collaborative environment, anywhere, anytime, while accommodating individual needs and workstyles.

Adding voice to Teams offers you the dual benefits of improving communication and saving on telephony costs.

With Teams Rooms and Voice, you can promote communication and collaboration, simplify telephony, reduce PBX reliance, and leverage analytics to better understand how spaces and systems are being used.

NTT makes it happen. We cover all aspects of your Microsoft Teams rollout to include critical considerations such as calling, meetings, collaboration, security and governance, and change management.

As a FastTrack Ready Partner, we will provide access to our subject matter experts to ensure fast and reliable results for your deployment. Our team of Microsoft Teams experts will help you find the right solution and migration path for your organization, ensuring a smooth deployment and adoption.

And by managing your Teams platform end to end, we deliver always-on availability.

Your Teams Meeting Room and Teams Voice solution will be interconnected, supported by a market-leading network provider, and be secure by design.

See Microsoft Teams Rooms features and functions in action:

Microsoft Solutions Partner

Modern Work

Microsoft Solutions Partner

Data & AI
Azure

Specialist
Modernization of Web Applications
Windows Server and SQL Server Migration

Microsoft Solutions Partner

Digital & App Innovation
Azure

Specialist
Modernization of Web Applications

Microsoft Solutions Partner

Infrastructure
Azure

Specialist
SAP on Azure
Windows Server and SQL Server Migration

Microsoft Solutions Partner

Modern Work

Specialist
Adoption and Change Management
Calling for Microsoft Teams
Meetings and Meeting Rooms for Microsoft Teams
Teamwork Deployment

Microsoft Solutions Partner

Security

Specialist
Information Protection and Governance

From ambition to reality: NTT's consultative process

Why NTT and Microsoft

NTT and Microsoft have a 25-year-plus track record of success, working in partnership to accelerate business outcomes and improve the meetings experience.

It's an alliance that brings together NTT's best-in-class global networks and services with Microsoft's trusted cloud platforms and productivity tools.

Together we are helping businesses digitally transform, boost efficiencies and fully modernize today's hybrid workplaces.

- Millions of Microsoft Teams seats delivered
- A consultative approach to achieving your objectives
- A single platform supplied and managed by a single partner
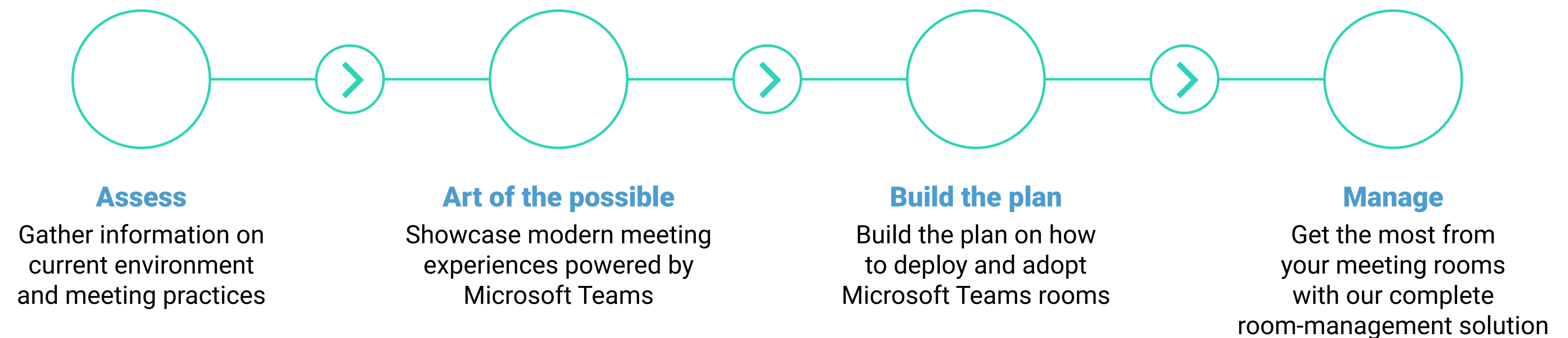- 25-year+ strategic partnership

NTT will help you to understand challenges, uncover unknown risks and develop an actionable plan for your transition to an enterprise-grade cloud Microsoft Teams Rooms and Teams Voice environment.

We begin with understanding how meeting spaces are used in your organization. Then we clarify the experience you want to deliver, look at the barriers preventing you from doing so, consider the technologies already in place and advise you on how to transform.

Through our complimentary Teams Meetings and Meeting Rooms assessment, our consultants will audit your existing infrastructure to build employee personas and create site profiles in order to develop an actionable plan for your meeting rooms transformation.
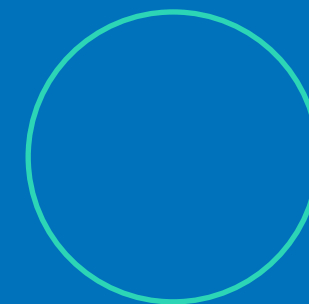
We'll help you design immersive experiences and understand use cases, then deliver actionable recommendations to deploy and adopt modern meeting and meeting-room solutions.

Our approach

Assess
Gather information on current environment and meeting practices

Art of the possible
Showcase modern meeting experiences powered by Microsoft Teams

Build the plan
Build the plan on how to deploy and adopt Microsoft Teams rooms

Manage
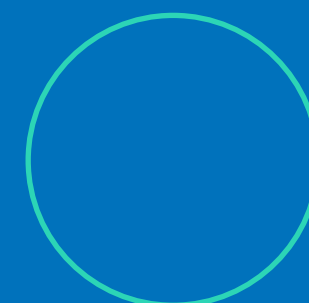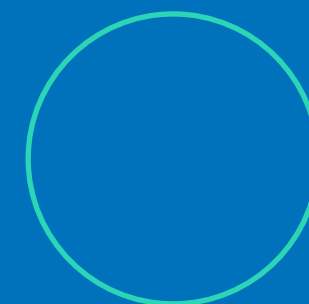Get the most from your meeting rooms with our complete room-management solution

Creating a meeting experience strategy – your discovery assessment

Identify your business priorities and the scenarios driving meetings culture transformation
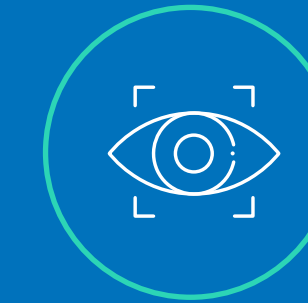
Evaluate your current meetings capabilities and scope the requirements to design your Teams Rooms

Address any specific sustainability initiatives or governance and compliance requirements affecting the meeting experience
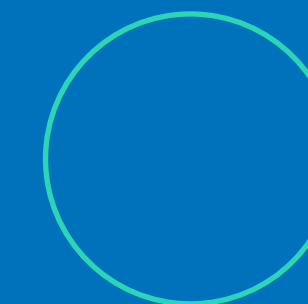
Demonstrate the art of the possible through an immersion experience to showcase Microsoft Teams as your meetings and rooms solution

Advise on how to transform meetings and audioconferencing across your entire organization

Build a customized report with actionable recommendations

Transform your meetings experience

Enquire about a Teams Meetings Discovery assessment today.

Learn more