

## 3 Steps

# Every CIO Should Take to Increase Productivity

Empower Your Employees with Microsoft Office 365

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## Empower Your Employees with Microsoft Office 365

Microsoft Office 365 offers a wealth of tools and features designed to maximize efficiency, optimize communication and facilitate collaboration. To make the most of these tools and features, and thereby maximize their benefits, it is important to take steps to optimize your Office 365 ecosystem.

However, before significant change can come, it's important to note the common roadblocks and barriers standing in the way of optimization. Simply identifying where you currently are can be the first step in significant change in your organization.

Top reasons technology departments struggle to optimize:

- Reluctance to upset the status quo
- Unsure of the benefits of updating
- Unclear picture of business needs
- Shortage of dedicated talent with experience in Office 365

**96% of workers said that unnecessary emails waste their time.**

Source: [The Center for Creative Leadership](#)

## Knocking Down Roadblocks One Step at a Time

Office 365 is more dynamic than ever. It doesn't require updating every three years—it's constantly evolving and changing. But it's not enough to know what's coming on the horizon and how it may have a direct effect on your business.

What can your organization achieve when you maximize Office 365? The sky's the limit. To truly impact productivity, you need a strong vision to address your needs now and in the future. The following three actionable steps will serve as your game plan to improve the effectiveness of your organization.



## Step 1 Establish your business needs and identify gaps in resources

The first and most important step in the process is to evaluate where you want your organization to go. How do you get started? Bring your business teams together and assess their individual needs to gain clarity on what your current tools and systems lack. Next, including a third-party consultant who has outside knowledge will help you approach the needs of your organization holistically and impartially. They can also help you identify the processes and resources needed to accomplish the next step.

Exercise - Assessing your needs: Fill out the following worksheet to begin establishing some core areas of opportunity.

➤ How are my employees currently communicating?

➤ What tools are they using to collaborate and share information?

➤ What redundancies do I currently see in the tools being used?

➤ Which tools are the most popular?

➤ Which tools have the lowest adoption? Why aren't they being used?

➤ What is the biggest time waster for my employees?

➤ Where are the roadblocks to successful communication?

➤ How am I ensuring my documents, communication and data are secure?

➤ Do I have solutions that enable my employees to be just as productive when working remotely?

## Step 2 Create a business plan for success

Creating a business plan is the next important step. Here are some essential elements to include in your plan:

- For success to take hold, you must set a plan that addresses your business needs holistically across departments.
- Develop a clear set of goals you want to reach in three months, six months and a year down the road.
- Finally, when creating your business plan, be sure to show tangible examples of how optimizing Office 365 will bring your information and people together.

The beauty of Office 365? It offers a broad range of tools to address needs across areas like document sharing, messaging, conference calling, presentations, data analysis and so much more. All these solutions can communicate with each other and be configured to your specific needs. What's even better? Using PowerApps, you can create custom solutions that address your unique needs.



Here's what's possible with a fully optimized Office 365 system:

- Did you know that with O365, you not only control who has access to edit and view a document, but you can also secure and encrypt it for internal and external users?
- O365 allows you to gain better insights with easy-to-use live data monitoring and in-depth personal and organizational analysis tools, helping you increase visibility with interactive reports, simpler dashboards and compelling data visualizations.
- With O365, you can enhance your control and security compliance with built-in privacy, transparency and refined user controls. Assess your current security capabilities here. [link to a contact form to get an assessment]
- Create productivity flows that automatically set tasks in motion, without you having to ask for them. For example, if you're running late for a meeting, Flow will let everyone know with the touch of a button. Need to make sure you're answering important emails? Flow will read your messages and automatically arrange them in order of priority.
- Customize PowerApps to streamline collaboration, no matter where you are. Give your co-workers instant access to important information anywhere, at any time via your mobile phone.
- Looking for more ways to optimize and customize? Read our e-book, "Optimizing the CX Technology Ecosystems," <http://www.avtex.com/2017/11/optimize-your-cx-technology-ecosystem/> to uncover more innovations that benefit customers and employees alike.

### Step 3 Stay on track

You've done your due diligence. You've evaluated gaps in your team and organization across various departments. You even have measurable objectives for your team (with help from a third-party consultant) on which to take action. Now that you have your plan in place, making sure you stay on track is crucial in execution.

Five essential ways to stay on track:

1. Rely on a resource that has perspective and an intimate knowledge of the Office 365 capabilities to help you draft a roadmap to success.
2. What gets measured, gets done. Set up benchmarks and KPIs to clearly define success.
3. Once you get buy-in from the whole team, have regular check-ins to ensure your vision is on track.
4. Make sure everyone on your team understands the strategic priority of the plan. Keep a cycle of accountability going. It's easy to start a project. But over time, it's also really easy to lose momentum and energy.
5. Make sure you have a well-defined map to success and people that will help you and hold you accountable to the plan.

## Good planning leads to great results.

By following and implementing the steps laid out in this e-book, your organization will optimize for measured growth simply by better utilizing Office 365. You'll have clearer, more succinct processes to help you achieve more, while spending less time bogged down with inefficient systems that afflict organizations everywhere.

With the right plan in place, you can:

- Focus on your business needs, not just technology needs
- Better understand your service landscape
- Orchestrate the appropriate adoption patterns for Office 365
- Increase your security footprint using cloud services
- Address business processes holistically rather than one at a time

**Actively disengaged employees cost the U.S. \$450 to \$550 billion per year in lost productivity.**

Source: Gallup



**Strategy-** Avtex offers comprehensive CX consulting services including customer journey mapping, technology review and process planning to help you create a strategy for successful interactions.

**Implementation-** From planning to cross-platform integrations, Avtex guides your business through the implementation process to optimize your CX ecosystem for today and into the future.

**Innovation-** Through creative utilization of your current technology, exploration of new platforms or development of a custom application, Avtex helps you keep pace with ever-evolving customer expectations.

**Management-** Avtex offers full-service application, license, hosting and platform management services to keep your ecosystem performing at optimal levels.

## About

Avtex is a full-service Customer Experience consultancy focused on helping organizations build trust with their customers. We guide organizations through the process of creating or improving CX strategies, platforms and policies. Avtex offers a wide range of services to support CX, including CX Consulting, Technology Optimization, Technology Innovation and Systems Management.

Driven by technology know-how and passionate about customer experience, Avtex is uniquely qualified to help you deliver exceptional experiences to your customers.

**Our Vision:** Fueling Exceptional Customer Experiences

**Our Mission:** Using our technology know-how to enable our clients to deliver an exceptional experience to their customers.

**How we do it:** Leveraging our unparalleled breadth of knowledge and experience, we guide you through the process of identifying, implementing, and maintaining key strategies and technologies to drive effective Customer Experience.