DATA SHEET

TEAMWORK ANALYTICS

Discover how Microsoft Teams is used in your business with unparalleled insights into collaboration, compliance and user experience in calls and meetings

COMPLETE MICROSOFT TEAMS LIFECYCLE MANAGEMENT

Operating at cloud speed and scale, Microsoft Teams meets all the criteria of Modern Work, enabling a secure collaborative experience wherever your users are working.

Teamwork Analytics helps you to understand, deliver and measure the benefits of Teams with Azure bot automation, Logic Apps alerting and sophisticated Power BI reporting.

WHAT'S IN IT FOR ME?

Teamwork Analytics helps you to increase efficiency, reduce risk and save money. Here's how:

DRIVE ADOPTION AND USAGE

Protect your ROI: help users avoid the pitfalls of data leakage, duplication, and sprawl.
Power BI reports provide daily, weekly and monthly data spanning collaboration, usage and call logs.
Automation empowers users to work freely in Teams, guided by personalised notifications to help them:

- Nurture desired behaviour with tailored 'Show me how' links
- Build closer relationships - encourage video calls and screen sharing
- Avoid shadow IT - train users on workspace optimisation, prove value of certified devices
- Monitor goals and progress - schedule data snapshots to IT Managers
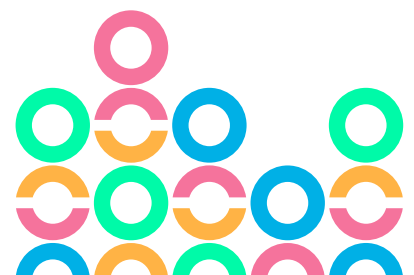- Set up **alerts** for critical business issues if required

ENSURE TEAMS GOVERNANCE AND COMPLIANCE

Without strong governance, you run the risk of fines, loss of revenue and reputational damage.
We'll help you stay on top of compliance risks in Teams, with 24/7 visibility via **Power BI reports**.
Using governance automation and adaptive cards to help you comply with GDPR, ISO and industry requirements, Teamwork Analytics also reduces the burden of admin on your IT teams.

- Ensure accountability by restoring ownership to abandoned teams
- Block access to sensitive data, ensuring owners archive or delete inactive teams
- Reinforce guest policy; log policy acceptance with 'I agree' button
- Monitor governance goals with scheduled data snapshots
- **Alerts** can pinpoint governance breaches, ensuring a rapid return to Teams best practice

DELIVER A QUALITY EXPERIENCE IN CALLS AND MEETINGS

A poor experience can impact user confidence, customer perception and your bottom line. Using Microsoft Call Records API, Teams Calls and Meetings reveals in crucial detail the quality and reliability of the live experience, ensuring ongoing service improvement with alerts and automated messages.

For active resolution and current state of play, **Power BI reports** deliver vital information rapidly, caching data to appear in live reports within 1 minute.

Reports include call log, performance and usage data with scores and custom thresholds, KPIs, devices and failures.

Automation optimises day-to-day calls and meetings, so you can:

- Provide low-touch data snapshots e.g. answered/unanswered calls, site-to-site KPIs, video quality
- Improve home WiFi and network performance with advice for remote workers
- Monitor outsourced networks by sharing quality score updates
- Promote certified devices with reminders to use headset, not laptop mic and speakers

Alerts enable any drop in service to be acted on immediately, using dynamic thresholds:

- Direct-to-service-desk, workflow or stakeholder notifications
- Enables business-critical issue resolution, with all supporting data to hand
- Swift remediation avoids loss of business, and users reverting to shadow IT

HOW DOES IT WORK?

Teamwork Analytics collects data from Microsoft Graph and Call Records APIs, stores it in Azure and visualises it in Microsoft Power BI, delivering a personalised analytical solution.
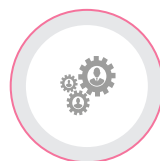
The Automation bot continually reinforces policy on current and historic data, improving user experience and productivity with personalised messages. For business-critical issues, Teamwork Analytics alerting leverages Logic Apps for multiple workflows and notifications, including service desk tickets.

SECURE DEPLOYMENT OPTIONS

MANAGED AZURE ZONE
Data stays in your tenant in a dedicated, secure subscription, with all the management benefits of SaaS

SaaS
For ease of use and automatic updates, choose Software as a Service, securely run by Modality on Microsoft Azure

CUSTOMER AZURE TENANT
For complete control and ownership of all data, you can deploy Teamwork Analytics on your Azure tenant

REQUEST A FREE CONSULTATION

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com or call +44 2033 001 370

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