TELLUS

Streamline Microsoft Teams Governance & Unlock Collaboration with Tellus

Give your staff the freedom to collaborate and get their job done with the right governance guard rails up

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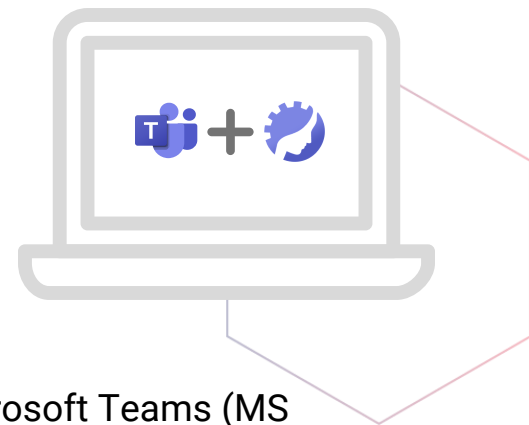
Why we developed Tellus

Microsoft Teams is arguably the most popular Cloud-based collaboration and communication platform, with 75+ million daily active users (data released by Microsoft, April 2020).

As part of the Microsoft 365 Modern Workplace, Microsoft Teams (MS Teams) facilitates fast and open communication between groups of people with features ranging from one-on-one instant messaging to group conversations, document sharing, third-party integration, and more.

In early 2020, Microsoft announced that 91% of large companies in the United States use Teams. Yet, did you know that very few companies implement and follow a best practice methodology to ensure their people use it properly?

Simply, most organisations do not have processes or rules in place for how:
- new Teams are created, structured and labelled
- teams are managed and governed
- confidential company data is shared
- legacy Teams are archived or deleted
- company information is shared, especially frequently asked questions
- collaboration is measured and resulting decisions are made

Best practice governance is not built into MS Teams; an organisation with many users can quickly spiral out of control – generating thousands of Teams that become impossible to manage and present significant risks to the organisation.

In addition, very few organisations have tools in place to maximise the many additional benefits of Teams, such as collating organisational knowledge and digging deep into social interactions and engagement. These tools help us understand and ultimately make better decisions about how to improve workplace collaboration.

A faster, simpler and safer way to use MS Teams

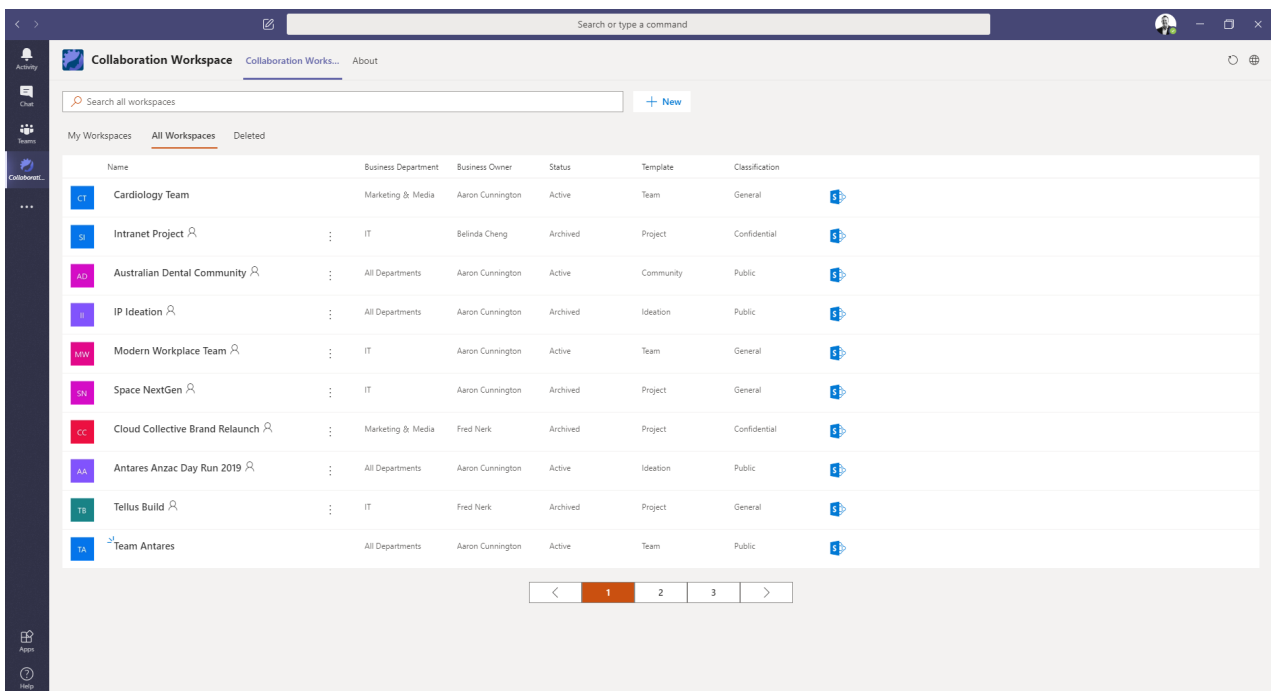As a trusted Microsoft Gold Partner, Antares has developed an intuitive app to help customers implement a best practice approach to MS Teams.

Tellus makes it easy to create, structure, manage, govern and report on the entire lifecycle of every Team: from creation to archive or deletion.

Once the app is configured, your users will quickly adapt to its wizard-style approach to creating and managing Teams.

Tellus is the result of years of working with our customers to understand their biggest challenges, frustrations and concerns when using both the traditional SharePoint workspaces and the newer Teams platform.

Tellus desktop client

One app, three powerful solutions

Tellus is an application, not a platform. This means we deploy and configure quickly so you are up and running within days.

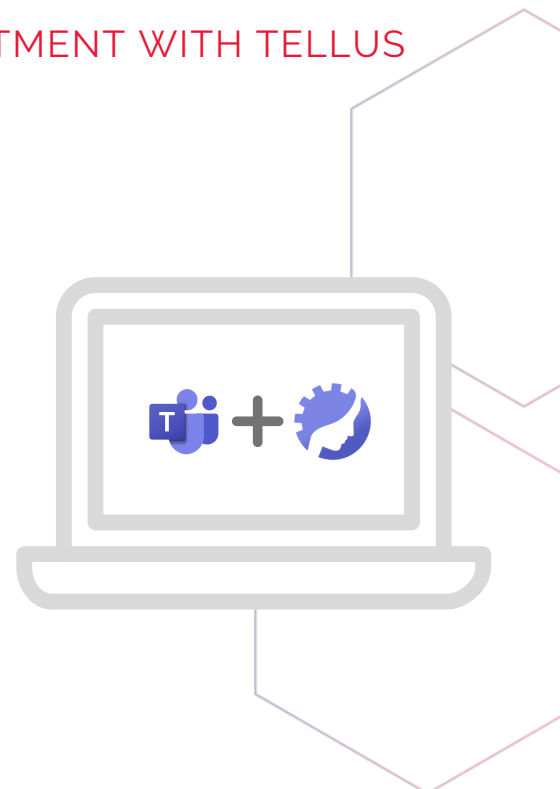Three powerful solutions make up *Tellus*:

Teams Governance – your central hub to create, manage and govern Microsoft Teams. *Tellus* takes the pain away from Teams governance, empowering your staff whilst controlling the lifecycle of every Team.

askSolution – an AI-powered virtual assistant that learns from real life questions and answers to produce the holy grail of organisational knowledge retention and sharing.

Social Analytics – a dashboard that digs deep into your Microsoft Teams interactions to provide real time insights about how staff are engaging (or not engaging) with each other to enable you to make data-driven decisions about collaboration improvements.

GET THE MOST OUT OF YOUR TEAMS INVESTMENT WITH TELLUS

✓ Rapid configuration

✓ No ongoing technical expertise required

✓ Control access to confidential information

✓ Implement a Teams approvals process

✓ Enjoy a seamless user experience

✓ Take control of redundant Teams

✓ Build your own super SME with askSolution

✓ Decentralise crucial knowledge

✓ Free up your experts' time

✓ Understand your people with Social Analytics

✓ Map staff engagement

✓ See what's trending across your organisation
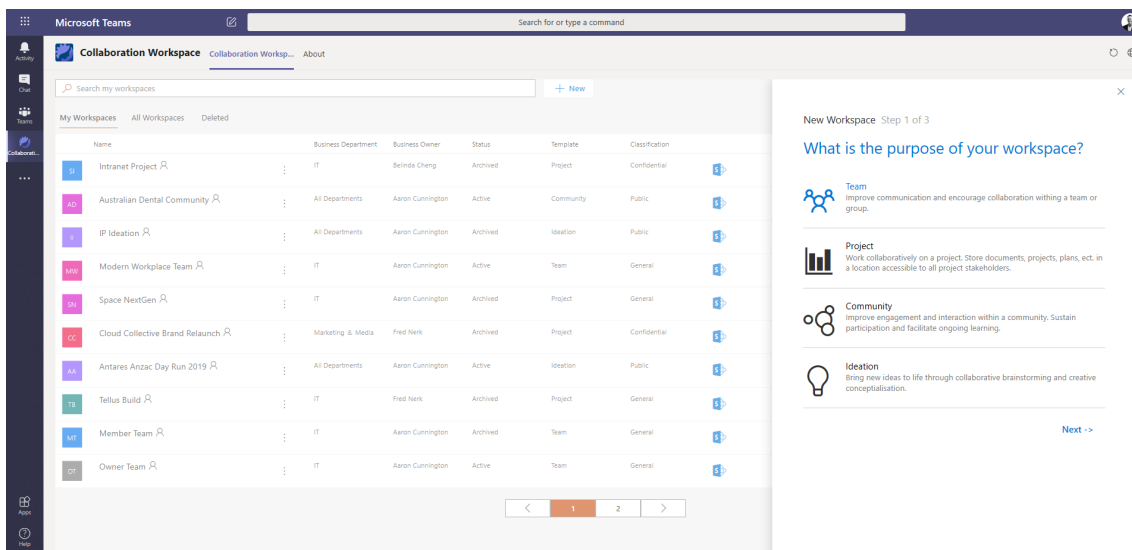
✓ Manage change programs effectively

Best practice templates built in

Tellus has 4 unique templates that have been specifically engineered to meet the needs of the most common MS Teams use cases.

When your users create a new Team, they select the template which best describes the purpose of their Team. This step generates metadata that makes it easy to organise, search for and manage Teams with various purposes across your organisation.

Each template is also purpose-built to help users get the most out of MS Teams. For example, the Project Template includes a project risk register and project calendar as standard, which assists members as they move through the various lifecycles of their project.

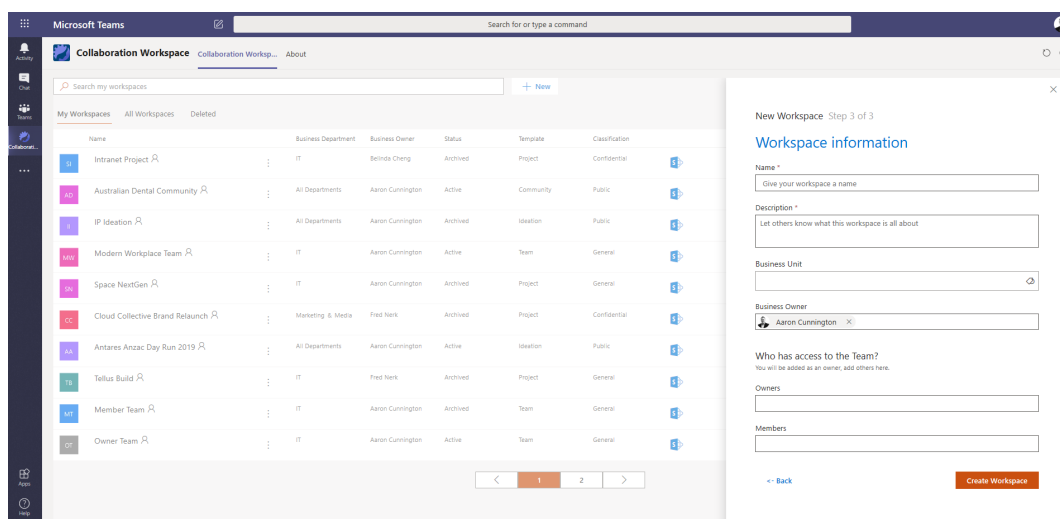4 built-in templates for most use cases

4 purpose-built templates:

✓ Team

✓ Project

✓ Community

✓ Ideation

Understand your Teams at a glance

After your users select a Team type, they will be prompted to input essential information about the Team using metadata that is stored against that Team.

This metadata catalogues your Teams, giving you complete visibility over the purpose of Teams; what they are used for, who owns them, and who will be contributing.

By naming a Team owner, that person is encouraged to take responsibility and ultimate accountability for the management and outcomes of the Team.

Essential information gathered after a user selects a team type.

CAPTURE ESSENTIAL TEAM INFORMATION THROUGH METADATA

✓ Team name

✓ Description

✓ Business department

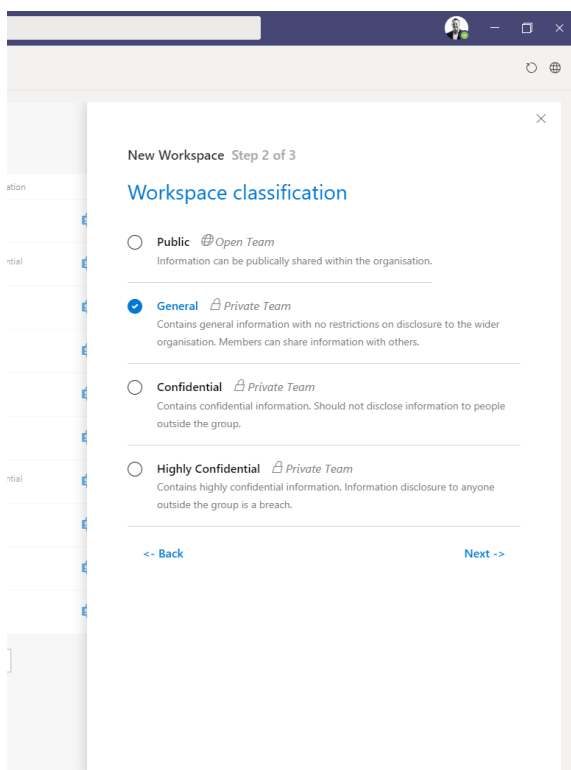✓ Team owner

✓ Contributors or members

Set parameters for sharing confidential data

What happens when users share confidential company information with the wrong people? With potentially hundreds of internal and external users, and countless Teams on the go at any one time, this common scenario can present significant risks to your organisation.

Tellus helps you mitigate this risk by requiring users to select a privacy level every time a new Team is created. Using sensitivity labels, this implements a series of policies through Microsoft's Enterprise Mobility + Security (EMS) suite to ensure the necessary security controls are applied to Teams to secure your data.

By stipulating which team members will have access, and what type of information may be shared, you can stop future issues in their tracks before they even arise. Once the Team is operational, you can identify the sensitivity level of a team at a glance, making it easy to ensure proper overnance is maintained.

4 levels of confidentiality to govern data sharing

Choose from 4 levels of confidentiality:

✓ Open public Team

✓ General private Team

✓ Confidential Team

✓ Highly confidential Team

Approve the creation of new Teams

How do you avoid Teams sprawl and duplication, while still empowering users with self-service Teams creation?

Tellus uses Microsoft's Power Platform to incorporate automated workflow approval whenever new Teams are created. You can define who is able to request new workspaces, approve workspace requests, and manage the workspaces.

After a user has input details about their Team through the creation wizard, the information is sent to the nominated person for approval.

This ensures total oversight and governance for every MS Team in your organisation. It helps prevent the creation of unnecessary Teams and allows you to spot potential duplication and other risks before they are realised.

Need a more complex approval process? Use another workflow tool in your organisation? No problem! *Tellus* is customisable to fit with your business processes and toolsets.

A SMART APPROVAL PROCESS FOR BETTER OVERSIGHT

✓ Define who is responsible for what, up front
✓ Approve or reject new Team creation
✓ Understand what new Teams are being created and why
✓ See what information is likely to be shared and why
✓ Prevent duplicate and unnecessary Teams
✓ Reduce silos of information and excessive file sharing
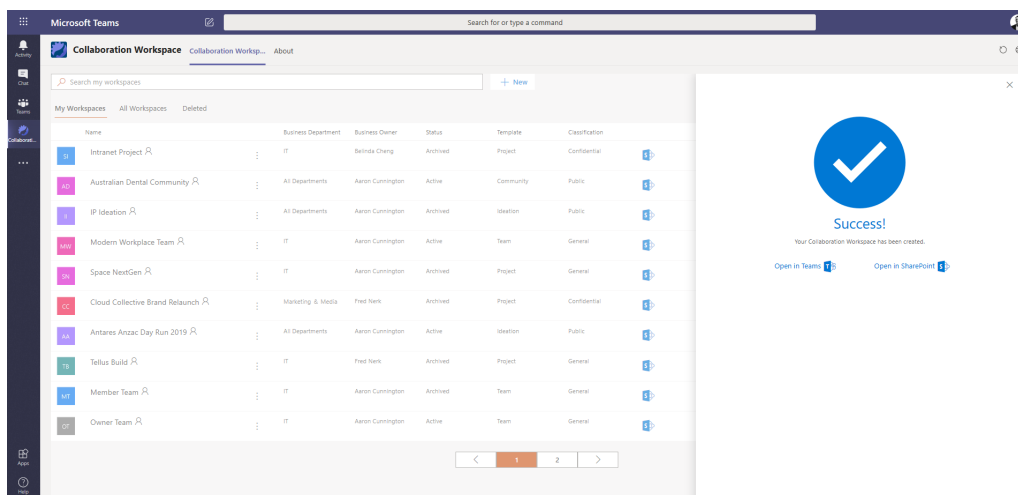✓ Identify security issues before they eventuate

Empower Teams with a more intuitive layout

MS Teams can be confusing for some users. For example, a new Team may be created via the MS Teams or SharePoint interfaces. This then generates both a Team in MS Teams (for collaboration and communication), and a files location in SharePoint (for file uploads and storage).

When creating new Teams with *Tellus*, the app applies a new user interface over the out-of-the-box MS Teams experience. This interface is highly intuitive and offers a seamless experience for creating new teams, regardless of your collaboration requirements.

Our templated approach also removes the confusion of what tools to use and when within a Team. *Tellus* provides a configured collaboration space that's ready to use immediately.

This prevents frustration and saves your users time, while enforcing best practice governance and helping staff use MS Teams to its full capability.

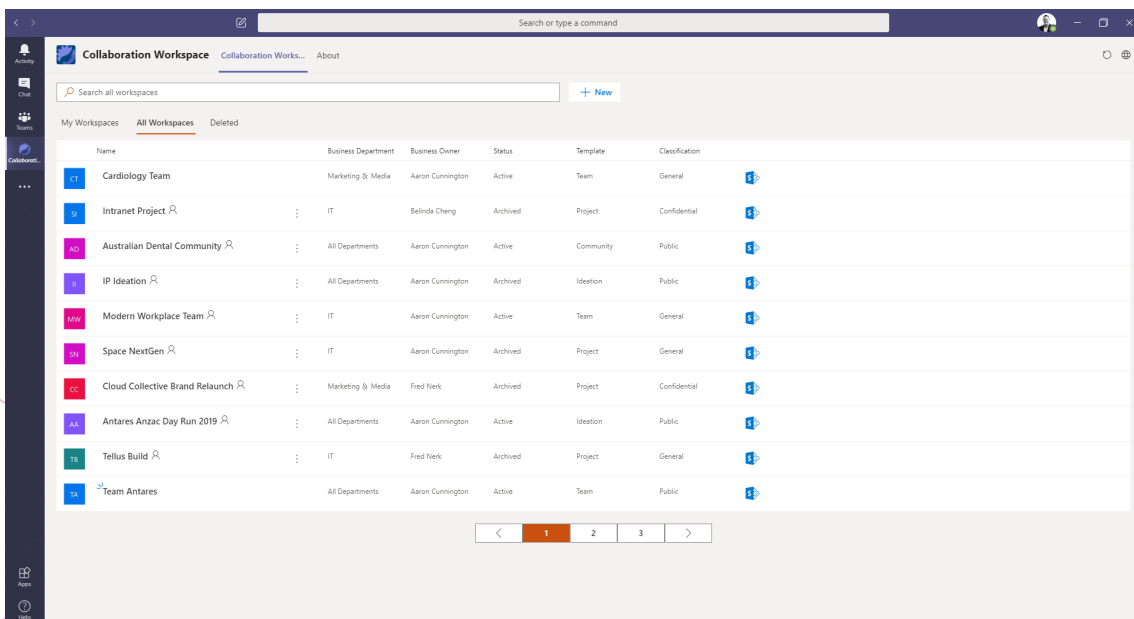Successfully created a Team, following templated process.

A SEAMLESS USER EXPERIENCE

✓ An intuitive user interface for Teams creation

✓ Remove confusion about what tools to use and when within Teams

✓ Empower staff to use MS Teams more effectively

✓ Eliminate confusion and save staff time

Make fast decisions about inactive Teams

With potentially hundreds of Teams, how do you know which Teams are being used and which have sat idle for months?

Idle Teams are a risk because anyone with access can still go back in at any time. If you consider how many staff and guests may come and go in your organisation over the course of a year, the ability to access previously shared intellectual properly can have serious consequences.

Tellus monitors teams and will automatically update a team status to "Inactive" if there has not been any activity for 60 days. In the *Tellus* dashboard, you can see the status of any Team and make fast decisions about which teams to archive, retain or delete.

Easy to see which Teams have moved to "Inactive" status when Tellus is monitoring.
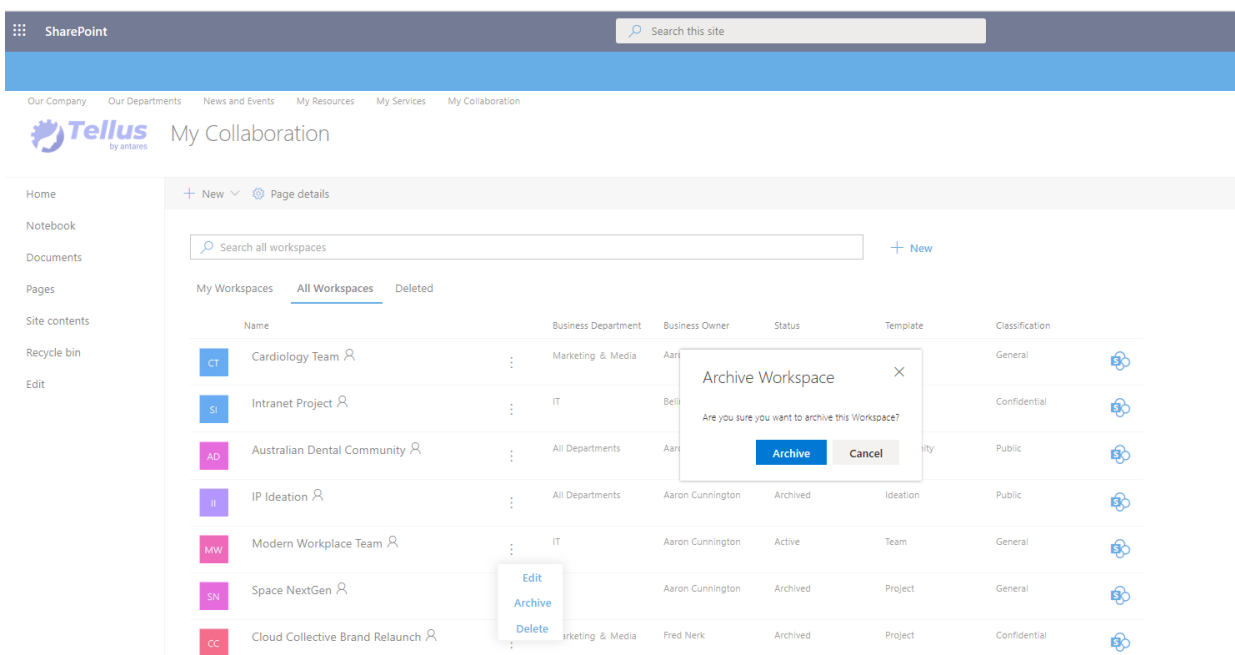
Take control of redundant Teams:

✓ Quickly see which Teams are inactive

✓ Prevent idle Teams clogging up your environment

✓ Reduce the risk of having hundreds of inactive collaboration spaces

Archive and delete legacy Teams

In MS Teams, there is no fast way to see which teams are active, inactive, archived or deleted. *Tellus* conveniently closes this gap with a single view of every Team and the ability to quickly and easily complete lifecycle management tasks: archive, unarchive, delete or restore.

At the click of a button, you can archive or delete Teams that are no longer required – significantly reducing your governance headache and ensuring best practice governance of your Teams from beginning to end.

If you accidentally delete a Team, don't worry. You can completely restore it within 30 days.

Archive or delete teams that are inactive or no longer needed.

MANAGE THE LIFECYCLE OF YOUR TEAMS FROM A SINGLE VIEWPOINT

- ✓ Quickly archive or delete Teams
- ✓ Restore option up to 30 days
- ✓ Keep your environment clean
- ✓ Govern your Teams from beginning to end

A bird's eye view

With effective processes in place for each time a Team is created, *Tellus* gives you complete visibility of what's happening within MS Teams across your organisation.
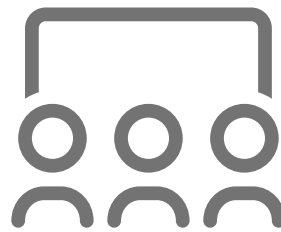
Find what you need fast, drill down and identify Teams by owner, type, member or sensitivity level, and complete internal audits more quickly and efficiently.

You can also empower staff to discover which Teams exist, without the need to grant administration access. This eliminates the risk of vital controls being made available to unintended audiences, while giving users clarity to minimise the potential for duplicate teams.

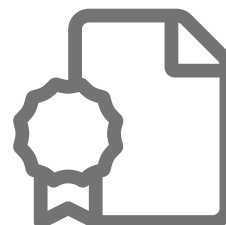## TRUSTED DATA ABOUT YOUR TEAMS

Find the right team quickly

Drill down to pinpoint specific types of Teams

Allow users to see all Teams without granting admin access

Simplify internal audits

askSolution

Launch your organisational brain with askSolution

Capturing and sharing explicit and tacit knowledge is vital for sustainable competitive advantage – yet very few organisations have a strategy to achieve it.

Crucial data resides in the minds of subject matter experts who spend their limited time answering (and re-answering) frequent questions. When they're ready to move on or up, this precious knowledge is often lost to the organisation.

Worse, the wrong information often leads to incorrect decisions and inconsistencies that cost valuable time and money.

WHAT IF YOU COULD LEVERAGE ARTIFICIAL INTELLIGENCE IN TEAMS TO BUILD UNIQUE ORGANISATIONAL BRAINS THAT RETAIN YOUR IP AND FREE UP YOUR EXPERTS TO FOCUS ON IMPORTANT WORK?

WITH ASKSOLUTION YOU CAN.

askSolution is deployed together with Tellus as part of Teams creation. It is available on demand where ideation and collaboration happens. askSolution waits to help your staff whenever they need it and provides answers in the same place as they are already working.
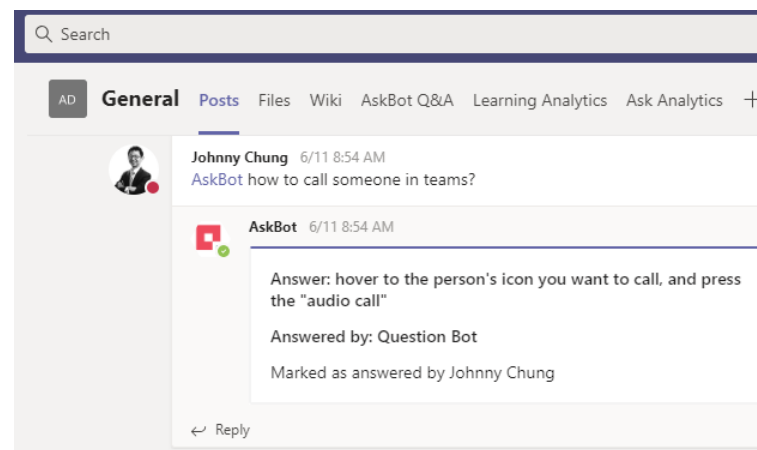
Build your own super-SME

Depending on the study you read, staff spend between 5-20% of their workday looking for the right information. That's at least 13 days of lost productivity each year!

BUT WHAT IF EVERY TIME YOUR STAFF ASK A QUESTION THEY GET THE RIGHT ANSWER EVERY TIME, INSTANTLY?

askSolution is an AI-powered virtual assistant that works where your collaboration is happening in Microsoft Teams. It learns from real life questions and answers to produce the holy grail of organisational knowledge retention and sharing.

WHAT YOU CAN ACHIEVE WITH askSolution?

- ✓ Part of Tellus
- ✓ Deployed to your Teams as part of creation
- ✓ Answer over 60% of common topic-specific questions instantly
- ✓ Decentralise crucial knowledge
- ✓ Democratise organisational IP
- ✓ Free up your experts' time
- ✓ Achieve consistency in answers every time
- ✓ On-board new staff faster
- ✓ Easy self-service access
- ✓ Keep staff engaged and informed
- ✓ Low cost knowledge sharing
- ✓ Analytics to analyse staff sentiment

Q Search

AD **General** Posts Files Wiki AskBot Q&A Learning Analytics Ask Analytics +

Johnny Chung 6/11 8:54 AM
AskBot how to call someone in teams?

AskBot 6/11 8:54 AM

Answer: hover to the person's icon you want to call, and press the "audio call"

Answered by: Question Bot

Marked as answered by Johnny Chung

↩ Reply

askSolution in action

How askSolution works

TRAIN THE BRAIN

askSolution uses natural language processing and machine learning to understand your organisation. The more data you feed askSolution, the more it gets to know you. You can pre-populate your bot with known FAQs before we deploy your solution and then let askSolution do the heavy lifting for you.

ANSWERS ON DEMAND

In a world of remote work, askSolution is your virtual solution to the office "tap on the shoulder" for a quick answer. Staff can ask a question anytime and if askSolution doesn't know, it will send the question directly to the relevant SME and capture their answer for the future.

Tabs to show both unanswered and answered questions.

How askSolution works
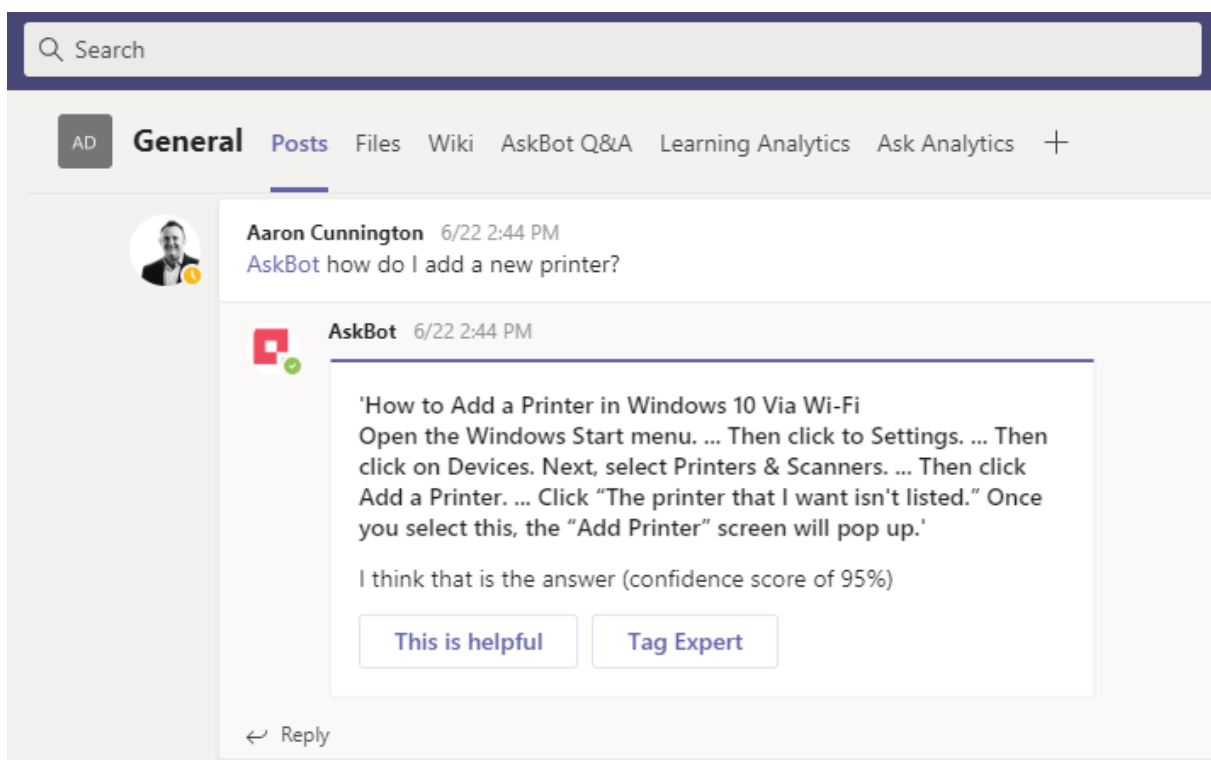
FULL OVERSIGHT AND APPROVAL

askSolution will never retain a Q&A response without your approval. You can vet any questions and answers at any stage. Over time, askSolution will align with your selections and tone of voice so it becomes a natural and highly functional source of knowledge.

UNLIMITED CAPACITY

askSolution can acquire unlimited knowledge across all business divisions and facilitate cross-functional knowledge sharing to help staff gain a deeper understanding of how their work contributes to the bigger picture. askSolution can be deployed as one bot, or many.

ANALYSE EMPLOYEE TRENDS

What are your staff interested in right now? Are they asking questions about working from home policies, IT issues, or sick leave? askSolution collects this data and integrates with Power BI to give you unprecedented access to employee trends and sentiment to ultimately help you make timely data-driven decisions.

askSolution continually grows, including answers to questions that might be more involved than others.

Social Analytics

Understand your people with Social Analytics

How much do you really know about the people in your organisation and how they interact? Who are your high performers and key influencers, and who is totally disengaged and may be at risk of resigning?

Imagine the possibilities if you were equipped with these types of insights (and many more) about your workforce.

Introducing Tellus Social Analytics. Powered by AI, Social Analytics digs deep into your Microsoft Teams interactions to provide real time insights about how staff are engaging with each other (or otherwise) and talking about your organisation.

Social Analytics is displayed through a visual dashboard that can be segmented by Teams, individuals and date ranges. View engagement at a macro level, or drill down by employee names to see how frequently they are posting, how many people respond to them, who they are connected with, what words they use most in conversation, and more.

From effectively planning social activities to formulating your entire HR or change anagement strategy based on real data rather than assumptions, Social Analytics is an advanced networking tool that can help you ultimately keep staff engaged – no matter where they work from.

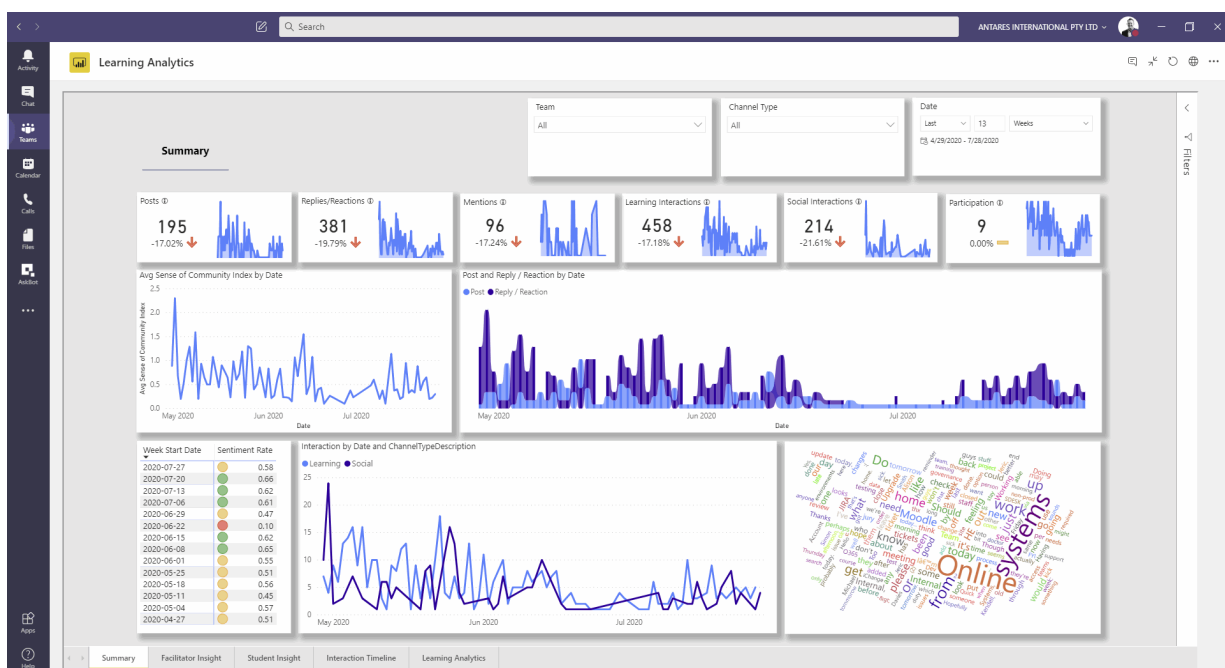# What can you do with Social Analytics?

MAP EMPLOYEE ENGAGEMENT

✓ See how your business teams and individuals are engaged
✓ Understand an individual's network
✓ Uncover training requirements
✓ Improve engagement for remote staff
✓ Pinpoint disengaged employees and create practical plans to engage them
✓ Map engagement trends over time

EMPOWER TEAM LEADERS TO ASSESS THEIR PERFORMANCE

✓ Help your business team leaders evaluate their teams' engagement
✓ Demonstrate to leaders how their people are engaging
✓ Enable leaders to see who they engage with most and who they may be missing
✓ Identify business team sentiment and plan necessary adjustments
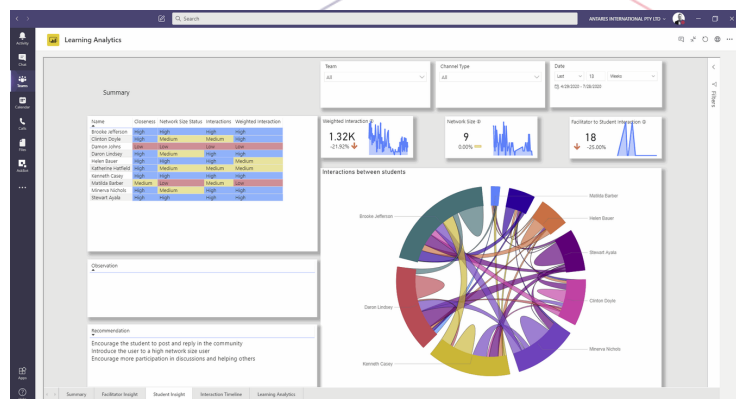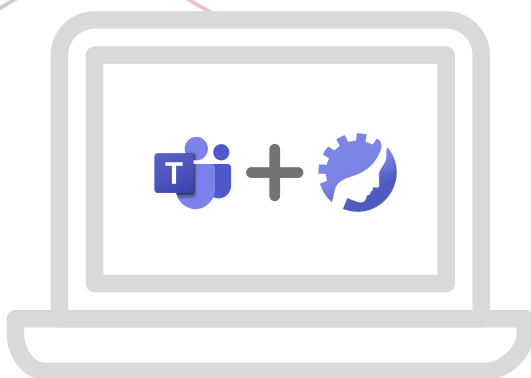

Social Analytics Dashboard

What can you do with Social Analytics?

SEE WHAT'S TRENDING IN CONVERSATIONS

✓ Natural language processing identifies high frequency words

✓ Word maps provide instant insight into what's trending

✓ Apply date ranges to see how language and sentiment changes over time

✓ Develop strategies to change employee conversations and track results

MANAGE CHANGE EFFECTIVELY

✓ Identify key influencers to become champions of change

✓ Pinpoint laggards and resistance to change quickly

✓ Assess the internal response and sentiment to new announcements

✓ Identify internal values to help position change programs

✓ Track the effectiveness of change programs
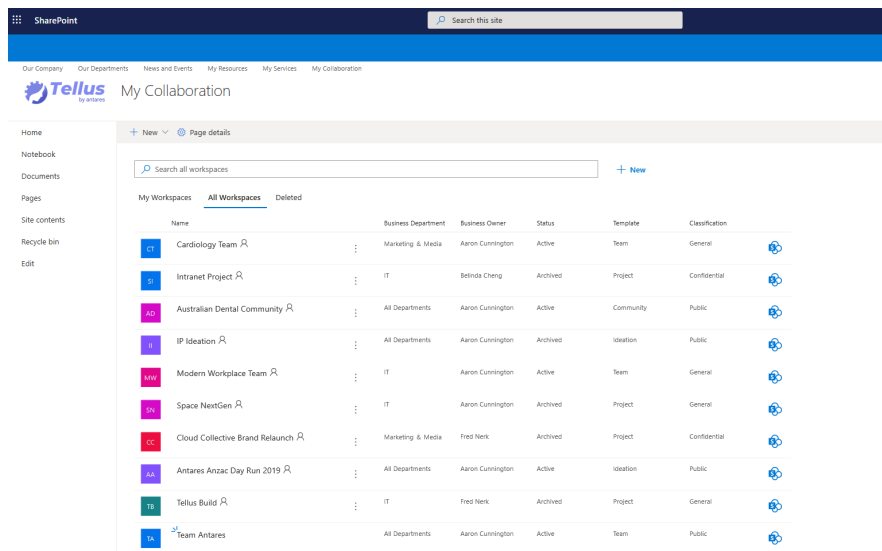
We can customise *Tellus* for you

We know every organisation uses MS Teams in their own unique way.

If you would like certain features built into Tellus, we can customise your deployment for you.

For example, you may wish to include specific:

- templates
- metadata
- approval processes
- security requirements

This gives you peace of mind that your MS Teams is meeting the specific business and compliance requirements that your organisation needs while facilitating fast and effective collaboration to achieve your company goals.

Let's talk about what your organisation needs.

The interface and functionality of *Tellus* is customisable to the needs of your organisation.

Deploy *Tellus*

Want to experience *Tellus* for yourself?

Contact us to book a free demo or find out how we can deploy *Tellus* for effective Teams governance, advanced knowledge retention, and deeper social insights into your organisation today.

PHONE

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