



# MIGRATING TO MICROSOFT TEAMS?

Ensure seamless and frictionless transition with HARMAN,  
your trusted Microsoft Teams implementation partner.



With 75 million<sup>1</sup> daily active users (DAU), Microsoft Teams has become the present-day de facto standard for workplace collaboration globally.

The platform delivers transformational capabilities for teamwork within Microsoft 365 with features such as team-based threaded conversations, live-streamed events, external application integration, file-sharing, and real-time collaboration.

Like any new tool or platform, organizations must navigate various challenges while implementing Teams. As per Gartner<sup>2</sup>, some of the key challenges include:



Organizations need to go beyond introducing technology to adapt to the new way of working. They also need to address the accompanying cultural changes.



Microsoft 365 is often perceived to be just a collection of tools rather than a platform that provides a unified experience for teamwork. Proper training and appropriate education are required to change this mindset.



The adoption of Teams across many organizations proves to be challenging because email remains the preferred mode to communicate and collaborate within teams.

Choosing the right implementation partner can help organizations efficiently address all such challenges and accelerate the transition to Teams.

## Unlock The Full Potential Of Microsoft Teams

HARMAN is a strategic Microsoft partner and Teams integrator. Our developers and experts are dedicated to planning, creating, deploying, and supporting Teams' applications on the Microsoft PowerApps platform.

For effective implementation of Teams, we assess the legacy and existing environments to identify potential pitfalls. We leverage our expertise and experience to ensure effective and quick migration.



1: <https://www.statista.com/statistics/1033742/worldwide-microsoft-teams-daily-and-monthly-users/>

2: A 6-Step Checklist for Effective Deployment of Microsoft Teams in the Digital Workplace. (2020). Retrieved 17 September 2020, from <https://www.gartner.com/>

## Teams Ecosystem Expertise

HARMAN's implementation team has extensive knowledge of the Teams ecosystem, including Microsoft Azure, Microsoft BOT Framework, Microsoft Graph API, and PowerApps. Furthermore, our UX/UI and design capabilities ensure customizable and comprehensive implementation of Teams. Armed with years of experience, we can also:

- Provide cross-domain expertise to identify, apply, monitor, and enhance processes
- Guide prototype development and augment go-to-market capabilities
- Connect with Microsoft product groups and technical teams to remove technical roadblocks

## Teams Components And Functionality Expertise

Having worked with several services within the Teams environment, we can help:

- Create and deploy custom apps based on business needs using PowerApps
- Create and install customized BOTs for business needs such as welcome messages or group broadcasts
- Develop rich interactive and actionable adaptive cards
- Automate the creation, edition, and deletion of teams and channels using background services
- Automate messages from the Teams BOT and deliver BOT features such as message extensions and commands
- Automatically install BOTs, tabs, and other applications required by each team
- Develop Microsoft Power BI reports from Teams activity data
- Provide unified conferencing experience with other video conferencing service providers by enabling interoperability with Teams
- Deploy and configure cloud video interoperability service to allow standards-based meetings on Teams

## Reusable Components

Our implementation team can use reusable components in the Teams platform to build embedded applications powered by PowerApps.

## Device-agnostic Apps And Features

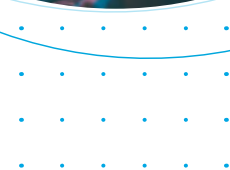
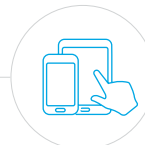
We can develop apps and features that can be used on all devices including mobiles, desktops, tablets, etc.



# Empowering Firstline Workers

HARMAN can help craft customized solutions and unique experiences for firstline workers using Teams and the Microsoft Power Suite of apps. These include:

- Applications designed to simplify facility management, shift management, appointment management, request and approval management, and communication and response management
- Development of cloud-hosted, secured, managed, and scalable API solutions for connecting Teams and integrated custom apps with Graph APIs
- Development of BOTs for backend notifications
- End-to-end Teams life cycle management – creation, addition, deletion, archival, and retrieval
- Teams Push-To-Talk (PTT) implementation on Samsung devices
- Support and training



## UI/UX Expertise

Our UI/UX experts empower intuitive and individualized designs and user experiences despite complex architectures.

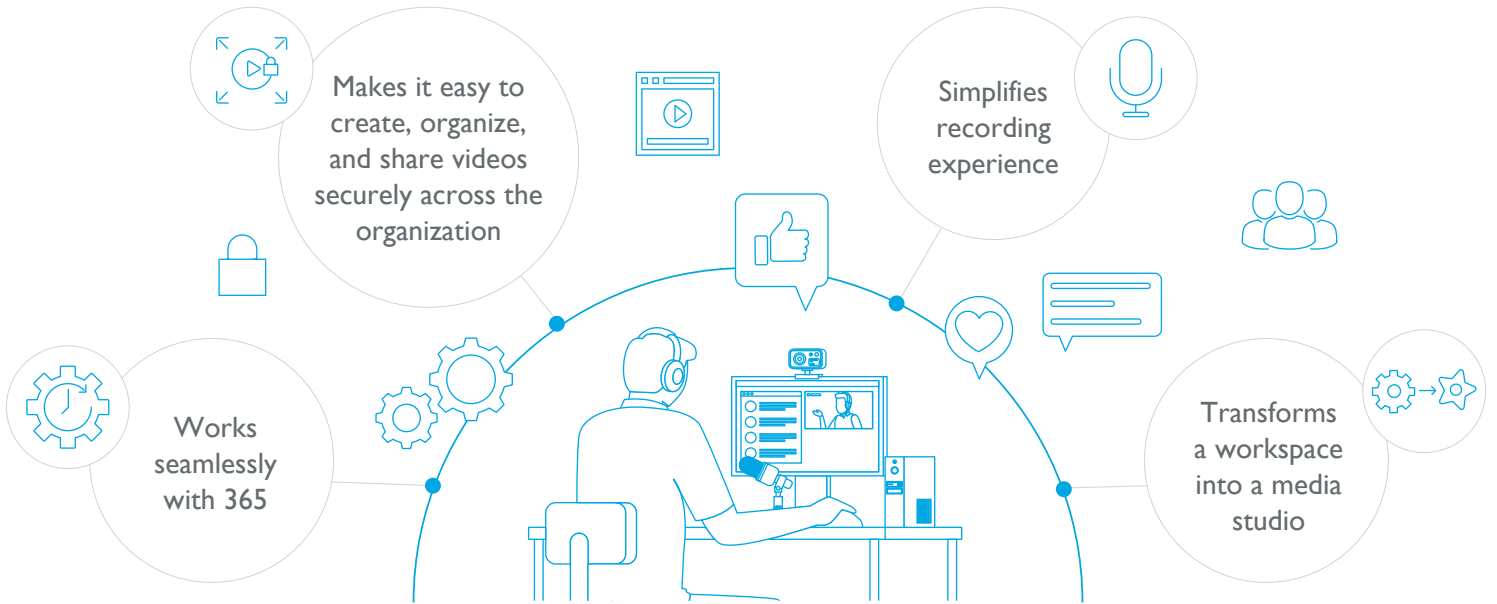
## Strong Connect With The Teams Product Group

The HARMAN team has built excellent relationships with Microsoft's architects, engineers, and executives, unlike typical technical support teams. These relationships give us access to product roadmaps and exclusive feature previews.

We also help implement custom policy changes and enable Teams' adoption through training sessions, workshops, videos, and 24/7 online support.

# HARMAN Media Suite On Microsoft Azure

HARMAN Media Suite on Azure is an enterprise recording, webcasting & portal solution that:



## Why HARMAN

HARMAN is a trusted Microsoft partner with a deep engagement track-record of over two decades in technology relationships across multiple product streams.



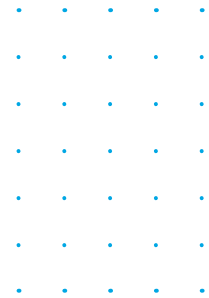
# Success Story

## Deployed Teams for a Global Airlines to Enable Better Collaboration between Ground Staff

The customer needed to integrate and customize a Teams conversation framework and user experience for their gate agents, gate attendants, support staff, and admin teams. The intent was to expedite the boarding process and enhance the efficiency of day-to-day business functions.

HARMAN designed a customized solution within Teams to:

- Dynamically add users to the relevant flight-related teams and include them in relevant conversations
- Easily group, sort, and filter relevant flight teams
- Empower each team with a BOT and other apps to help them change conversation dynamics with adaptive cards
- Enable faster conversations with preset menus using functionalities for sending messages and automated read or acknowledged receipts
- Export full content and files from collaboration team to be able to later audit, retrospect and build BI reports
- Secure shared devices with customized auto sign-out module
- Team BOT to answer FAQs, send critical flight updates and alerts in real time
- Simplify reporting with the business intelligence app to help generate data-based insights
- Provide action buttons to help users communicate faster (e.g., click on a button to “Get me a wheelchair”)



## The Result

The solution enabled streamlined, integrated, and efficient communication for all frontline activities and effective collaboration throughout the ecosystem through:



# Wondering How To Get Started?

Instead of diving head-first into the implementation, we start with a half-day solution discovery workshop. It is designed to help you analyze your collaboration requirements better and understand how HARMAN can drive your goals.

- Analyze the current collaboration ecosystem – different teams, stakeholders, processes, and technologies
- Identify pain points and complexities involved in the current system
- Identify possible solution approaches to address the pain points
- Get a better understanding of Teams and Power Platform capabilities
- Understand how HARMAN's capabilities and reusable components make your Teams implementation journey focused and stress-free

## Development Packages

### Basic (8 weeks)



The coverage includes customization and automation of Teams lifecycle management, user subscription, and corporate communication. You can have custom features, custom branding, and multiple device support. Teams can also be integrated with two business services to enable unified collaboration. Additionally, Basic teams content export.

### Intermediate (10 weeks)



Everything from basic features, additionally,

- Teams BOT to send direct notifications to users,
- Customized team tabs for Live business dashboard or application integration
- FAQ BOT to help finding document resources, to assist on new team features and more.
- Feedback App

### Advanced (16 weeks)



Everything from basic and intermediate features, additionally,

- A BOT powered by Natural Language Processing (NLP) that ensures paramount user experiences and reduced manual operating requirements
- Shift automation
- For more intuitive user experience, collaboration team icon sync with the business defined status
- Customized modules to make shared devices more secure with auto sign-out
- Full conversation and file content export with BI reporting templates and visualization

Ready to make the jump?

Partner with HARMAN by writing to us at [msTEAMS@harman.com](mailto:msTEAMS@harman.com)



## ABOUT HARMAN

HARMAN ([harman.com](http://harman.com)) designs and engineers connected products and solutions for automakers, consumers, and enterprises worldwide, including connected car systems, audio and visual products, enterprise automation solutions; and services supporting the Internet of Things. With leading brands including AKG®, Harman Kardon®, Infinity®, JBL®, Lexicon®, Mark Levinson® and Revel®. HARMAN is admired by audiophiles, musicians and the entertainment venues where they perform around the world. More than 50 million automobiles on the road today are equipped with HARMAN audio and connected car systems. Our software services power billions of mobile devices and systems that are connected, integrated and secure across all platforms, from work and home to car and mobile. HARMAN has a workforce of approximately 30,000 people across the Americas, Europe, and Asia. In 2017, HARMAN became a wholly-owned subsidiary of Samsung Electronics Co., Ltd.

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