SYNNEX CANADA

Navigating the modern workplace

Insights and strategies for small and medium-sized businesses

Microsoft

Let's reimagine the workplace

🌐 www.synnexcorp.com/ca/modernworkplace

At SYNNEX Canada, we want to equip businesses with the tools they need to adapt their workplace and keep employees productive and satisfied. Throughout this playbook, we will explore strategies to accelerate your workplace transformation.

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> **We've seen two years' worth of digital transformation in two months.**
> **- Satya Nadella, CEO, Microsoft**

CONNECT
Digital platforms make it easier than ever to virtually connect with colleagues.

ENGAGE
Discover new ways to keep employees informed, motivated and involved.

ADAPT
Shifting business and employee needs require innovative and flexible solutions.

SECURE
Work anywhere at any time knowing your files and data are safe and secure.

AUTOMATE
Simplify time-consuming workflows and processes with powerful automation tools.

The way we work is rapidly evolving

Now, perhaps more than ever, we are all rethinking how we work. The idea of the typical workplace, with one physical location, daily face-to-face meetings, and long commutes into the office no longer fits into our new reality.

The nature of work and the workplace has shifted across all industries. So what does the modern workplace look like? Physical and digital workplaces will be flexible and inclusive, so employees can be more productive and satisfied. Digital workspaces will continue to grow. Businesses need to recognize the unique challenges of virtual teams and invest in ongoing training and support in order to realize the benefits.

SYNNEX Canada, along with our trusted partners, equips businesses with the tools they need to succeed. The world is changing at lightning speed. We want to ensure our customers are prepared to take on any challenge.

Among the top technologies transforming work are Microsoft Modern Workplace solutions. This suite of products and applications allows employees to work securely from any place, at any time, on any device. Through Microsoft's many tools and services, workplaces can become more unified and collaborative.

But creating a successful modern workplace isn't just about adopting new technology. It requires a cultural transformation—by being open to adopting new strategies and processes, organizations can position themselves to not only adapt, but to thrive.

SYNNEX Canada's extensive network of partners is dedicated to working with our customers to find the best solutions for their needs. As we all adjust to the modern workplace, we want to provide insight into what this may look like and tips on enhancing the way we work.

A chance to innovate

As new safety guidelines and employee needs emerge, businesses are continuing to adapt their work and routines. The reality is that many employees will not be returning to the workplaces they once knew—but perhaps this change is long overdue.

Remote and flexible work are not new concepts. Home-based work was the norm prior to the Industrial Revolution. But what is unprecedented is the speed at which businesses across all industries have had to transform their work.

At a glance

4.7M
Canadians

Who do not usually work from home did so during the week of March 22-28, 2020 [1]

14.3%
Businesses

Report being likely or very likely to offer teleworking once the pandemic is over [2]

25.2%
Businesses

Report being likely or very likely to require teleworking once the pandemic is over [3]

This is a historic time for the workplace. Businesses have the opportunity to reimagine and reinvent how they work. Through strengthening collaboration, streamlining workflows, and digitizing processes, we can move towards a new and innovative workplace.

[1] Statistics Canada, Canadian Perspectives Survey Series 1: COVID-19 and working from home, 2020, April 2020. https://www150.statcan.gc.ca/n1/daily-quotidien/200417/dq200417a-eng.htm

[2] Statistics Canada, Canadian Survey on Business Conditions: Impact of COVID-19 on businesses in Canada, May 2020, July 2020. https://www150.statcan.gc.ca/n1/daily-quotidien/200714/dq200714a-eng.htm?CMP=mstatcan

[3] Statistics Canada, Canadian Survey on Business Conditions: Impact of COVID-19 on businesses in Canada, May 2020, July 2020. https://www150.statcan.gc.ca/n1/daily-quotidien/200714/dq200714a-eng.htm?CMP=mstatcan

The modern workplace with Microsoft

Microsoft's Modern Workplace is a suite of solutions that enhances productivity, communication, and collaboration. It includes operating systems, enterprise-grade security tools, and productivity apps. These tools can replace multiple unconnected technologies. Rather than switching between apps and services, Microsoft solutions form a cohesive ecosystem, with everything that an employee needs to work effectively and efficiently. A few of Microsoft's innovative technologies include:

Microsoft 365 Business

Designed specifically for workplaces, Microsoft 365 Business combines cloud storage, Microsoft Teams, business-class email, and Office apps (including Word, Excel, PowerPoint, and OneNote). Basic, Standard, and Premium plans are available to fit the needs and budget of each company.

Microsoft Teams

Teams is a comprehensive digital communication platform to chat, host meetings, share files, and collaborate on projects. Colleagues in any location can work together in real-time through one central hub. Microsoft Teams is included with every Microsoft 365 plan.

Windows 10 Pro

This powerful operating system is the foundation of the modern workplace, helping teams work more effectively and collaboratively. With advanced protection, business-class tools, and flexible management, Windows 10 is the most advanced and secure Windows operating system to date.

Microsoft Power Automate

Rapidly adapt and automate your processes and tools. Power Automate makes automation possible for non-programmers. This low-code/no-code tool helps businesses modernize processes and streamline repetitive tasks.

Enterprise Mobility + Security (EMS)

EMS is an intelligent mobility management and security platform that protects users, devices, apps, and data. Employees can work in new and flexible ways knowing that their information is secure across their devices.

The solutions listed above are all included in Microsoft 365 Business Premium and Enterprise subscriptions.
Contact us to learn more about available subscriptions for:
Microsoft 365 Business Basic | Microsoft 365 Business Standard | Microsoft 365 Business Premium

The future of work

For many businesses, remote work environments have illuminated inefficiencies in workflows. It has also prompted meaningful conversations about how to best support employees. Now, businesses need to prepare for the challenges and opportunities of a post-COVID workplace.

Let's imagine what the future of work could look like with the help of Microsoft's Modern Workplace solutions.

Colleagues, whether working remotely or at the office, can easily connect and collaborate through Microsoft Teams. Everything from sending instant messages and scheduling meetings, to video chatting with customers or hosting live events can be done within Microsoft Teams. Employees can work together on the same Word, Excel, or PowerPoint document and see another team member's edits in real time.

Wherever employees are located, they can access their documents on any device through their OneDrive cloud storage. OneDrive has robust security features so files remain secure and protected anywhere employees work.

With tools like Microsoft To-Do and Microsoft Planner, employees can keep track of their own tasks, as well as manage team tasks. And with Microsoft Power Automate, anyone can create automated workflows to replace time-consuming manual tasks.

By adopting Microsoft solutions, any business can look like this—more productive, more secure, and more connected.

We know this change won't happen overnight. Developing new processes and adapting to new technology requires time and training. But to get started, we want to provide some practical tips to help begin the journey. If you have any questions along the way, SYNNEX Canada is here to help.

SYNNEX Canada provides best-in-class software and hardware to support workplace transformations. Contact us to learn about the latest offers and book a free consultation.

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The modern workplace embraces new forms of connection

Whether collaborating with team members, digital platforms make it easier than ever to connect.

UTILIZE DIFFERENT COMMUNICATION METHODS

As employees continue to work remotely, strong communication between team members is more important than ever. By using different methods of communication—from emails and instant messages to audio and video calls—team members can stay connected throughout their day.

Get started:

- Use Microsoft Teams to connect via instant messaging, audio, or video. Communicate in the way that works for you.
- Use Together Mode so you can feel like you're sitting in the same meeting room.
- Use reaction emojis and the chat feature to chime in without interrupting the flow of a meeting.
- Want face-to-face interaction without the video fatigue? Compromise by turning on your video at the beginning of the meeting and off when the meeting gets going.

FORM DIGITAL BRAINSTORMING SPACES

In a time of so many unprecedented changes, creative thinking is needed to solve problems—and many of the best solutions come from colleagues brainstorming together. By creating a digital space for colleagues to exchange ideas, businesses can generate more innovative ideas and produce better work.
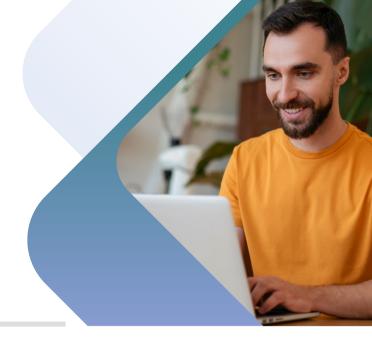
Get started:

- Keep thoughts and ideas organized with threaded conversations in Microsoft Teams.
- Use Whiteboard, a shared digital canvas, to draw, share, and write together.
- Upload and access Word, Excel and PowerPoint documents in Microsoft Teams and edit together in real-time.

Learn more
- Check out these 10 tips to collaborate for remote and onsite work.
- Contact us to see how Microsoft 365 can transform your workplace.

The modern workplace keeps us engaged

As more employees continue to work away from the office, it's important to keep them engaged with the organization and with each other.

SHARE AND UPDATE INFORMATION

To keep employees engaged, they need up-to-date information on what's happening within the organization. Rather than sending emails that can easily be missed, consider having a portal to share files, news, and announcements.

Get started:

- Create dynamic team sites with SharePoint, a modern intranet. Share news and announcements and store documents that everyone in your team can access. Each team in Microsoft Teams has a site in SharePoint, which means that files uploaded in Teams are also added to the document library of SharePoint.
- Mark messages on Microsoft Teams as urgent or use @mentions to send a notification directly to a colleague.
- Build connections across the organization with Yammer, a social networking platform for workplaces. Post updates, polls, and events and gather ideas and feedback. Interact with colleagues' updates by commenting or using the reaction button.

CREATE SPACES FOR CASUAL TEAM CONVERSATIONS

In the office, team members were able to pop over to each other's desks, grab a coffee, or chat at lunch. Now, the majority of communication is centered on work or projects and happens over email or meetings. Find ways that colleagues can continue to have casual, friendly interactions.

Get started:

- On Microsoft Teams, consider creating channels for communities of practice, where team members can share best practices or discuss areas of interest. Add a "water cooler" channel for team members to share stories and photos and chat about topics unrelated to work.
- Schedule recurring meetings or use the Meet Now function to start a video chat in the water cooler channel. Encourage team members to drop in on the meeting when they feel like chatting.
- Recognize team members' achievements and hard work with the Praise feature.

The modern workplace is adaptive and flexible

Business and employee needs are constantly changing. Workplaces need to find ways to respond to the shifting environment.

STRATEGY 1
KEEP IT IN THE CLOUD

Employees should be able to securely and conveniently access their files wherever they are working. By storing documents on the cloud, team members can access work when and where they need.

Get started:

- Save files and documents to OneDrive, a secure cloud solution included with Microsoft 365 Business plans.

- Download the free OneDrive mobile app to access, upload, and share files on your iOS or Android device. With the option to save files offline, you can view and edit your documents even when you are not connected to the internet.

STRATEGY 2
MAKE MEETINGS MORE ACCESSIBLE AND INCLUSIVE

There are unique challenges that come with virtual meetings, and it is important to consider the different needs of employees. As with in-person meetings, find ways to accommodate and include every employee.

Get started:

- Live captions detect what is being said in a Microsoft Teams meeting and shows captions in real time. For the best caption experience, ask team members to speak clearly and directly into their microphone.

- Record meetings so colleagues who cannot attend can catch up. Recordings are saved in the cloud and can be securely shared across your organization. The audio, video, and screen sharing activity of a meeting will be captured in each recording.

- With the automatic transcription feature, team members can search a meeting's transcription to easily locate important discussion items.

Learn more
- Read about the future of work and learning.
- Enable your team to do their best work from anywhere. Contact us to find out how.

The modern workplace prioritizes security

As more work and information moves online, new security risks have to be managed. Businesses need to understand the procedures and standards that will protect data, as well as invest in effective cybersecurity technology.

STRATEGY 1
SECURE YOUR SYSTEMS AND NETWORKS

Cloud storage allows employees to work and access files anywhere. This means that all systems that are accessing this data—whether in the office or at a remote location—need to be secure.

Get started:

- Turn on automatic updates to ensure that all devices and applications have the latest security features. Microsoft 365 Apps have automatic updates turned on by default.

- Enable antivirus solutions and configure a firewall.

- Use Microsoft Defender for Office 365 to safeguard against malicious threats that can emerge from email messages, URLs, or collaboration tools.

STRATEGY 2
GUARD YOUR IDENTITY AND PRIVACY

So many aspects of our lives are connected to virtual systems and services. Businesses need to create awareness around digital identities. Share best practices with employees to ensure that all team members are informed and secure.

Get started:

- Set up multi-factor authentication, a security practice that requires multiple credentials to verify a user's identity. 99.9 percent of attacks on accounts can be blocked through multi-factor authentication.

- Change or blur your background to keep your location private. This can help employees maintain privacy between their home and work environments.

[1] Microsoft Security, One simple action you can take to prevent 99.9 percent of account attacks, August 2019. www.microsoft.com/security/blog/2019/08/20/one-simple-action-you-can-take-to-prevent-99-9-percent-of-account-attacks/

The modern workplace automates everyday work

By automating repetitive, time-consuming processes, businesses can create more effective workflows so employees can focus on higher-value work.

STRATEGY 1
THINK OF SMALL TASKS WITH A LARGE IMPACT

Introducing automation can be intimidating, particularly if a business has long-standing processes in place. Automation requires employee buy-in. To begin, identify time-consuming tasks that are manageable, but could be more efficient, such as emails or scheduling. Start by automating these tasks to show employees the benefits.

Get started:

- Eliminate the back and forth of scheduling meetings. Use the Scheduling Assistant to find a time when everyone is available.

- Manage teamwork with Microsoft Planner. Add and assign tasks, mark due dates, and attach photos, files, or links to a task. Planner shows the status of tasks so you don't need to email team members if you are looking for an update.

STRATEGY 2
DEVELOP CUSTOM WORKFLOW AND PROCESSES

Invest time into finding areas of redundancy. This will ultimately help create a more productive workplace. By asking team members to identify inefficiencies in their workflow, businesses can get a better understanding of common pain points and create new solutions.

Get started:

- Use Microsoft Power Automate to create more efficient processes. Power Automate is a no-code/low-code platform where anyone can build automated workflows between apps and services. For example, automatically send out an email when a new item is created in SharePoint, or receive a push notification when you get an email from an important customer.

Learn more
- See how Microsoft Power Platform has helped transform these organizations.
- Contact us to find out how automation can save you time and money.

Simple, cost-effective solutions

Across organizations and industries, this is a transformative time for the workplace. By implementing the right tools and strategies, businesses can adapt to new needs, stay resilient through challenges, and thrive in the future.

Technology will be a key tool as businesses transform their workplaces. This technology is ultimately here to empower employees to become more productive and engaged, and to help businesses achieve more.

Through this guide, we aimed to provide a better understanding of what the modern workplace looks like, as well as practical tips for small and medium-sized businesses.

SYNNEX Canada and our partners are here to equip businesses with the tools they need to succeed. As a hybrid distributor, we offer a complete solution, with both the hardware and software needed to support a modern workplace transformation.

We understand that each organization has different needs. SYNNEX Canada and our partners will implement custom solutions that meet the requirements of each unique workplace.

Contact us to learn more and begin the journey towards the modern workplace.

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