

# Teams Adoption and harmon.ie

**Practical  
Tips** for Driving Teams Adoption in Your Organization

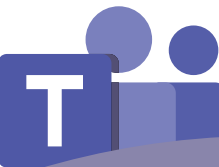
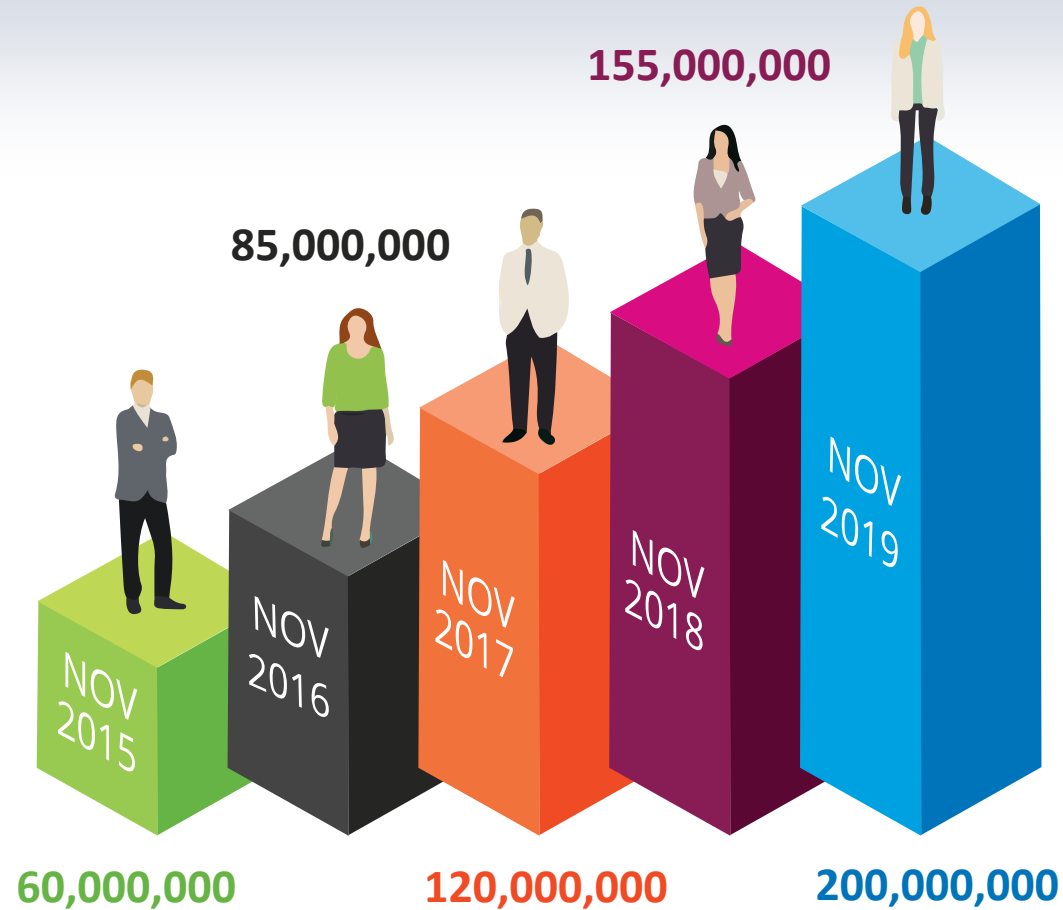


**David Lavenda,**  
Chief Product Officer



# Office 365 Use is Exploding

## Monthly Office 365 Users



# Teams Usage is Growing

“The First 20 Million is Always the Hardest...”

Teams has more than  
“ **20 million** ”  
daily active users.



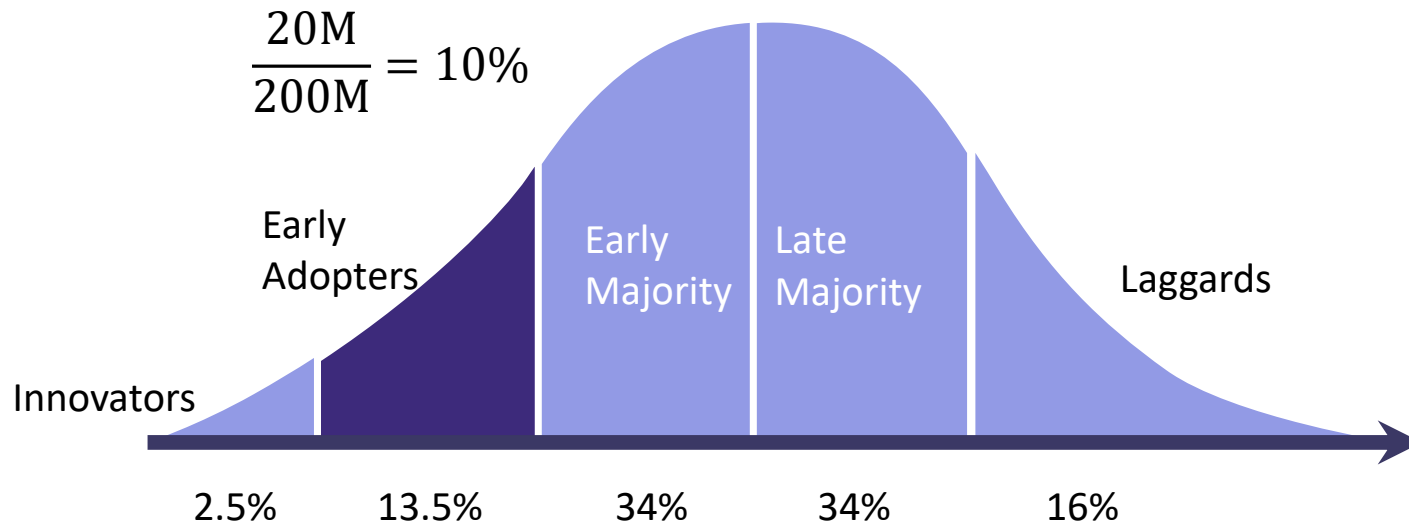
*Jared Spataro, CVP, Microsoft 365*  
*November 19, 2019*

Teams is the fastest growing ‘product’ in Microsoft’s history!

Source: [Microsoft](#)



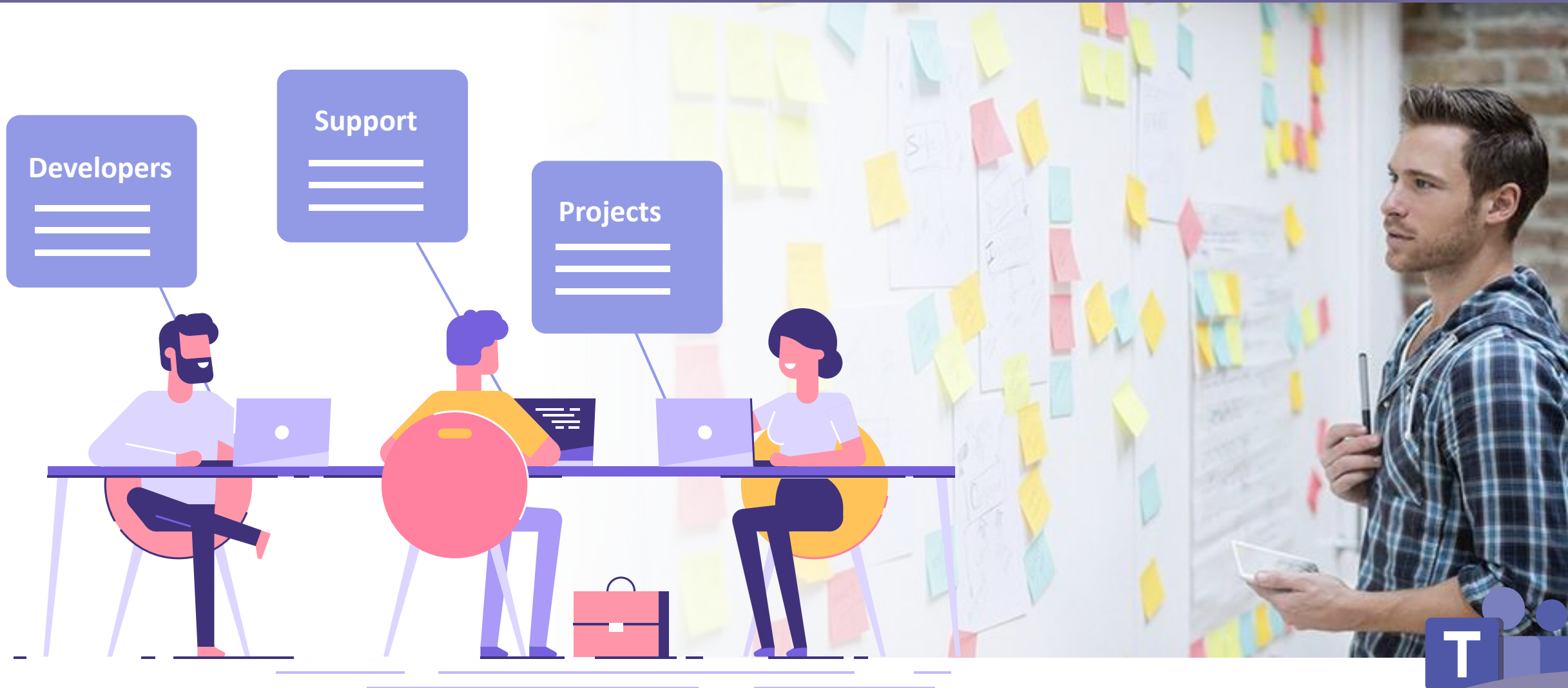
# The Rogers Technology Adoption Curve



**Teams is at 10%** of market adoption



# Typical Early Stage Users



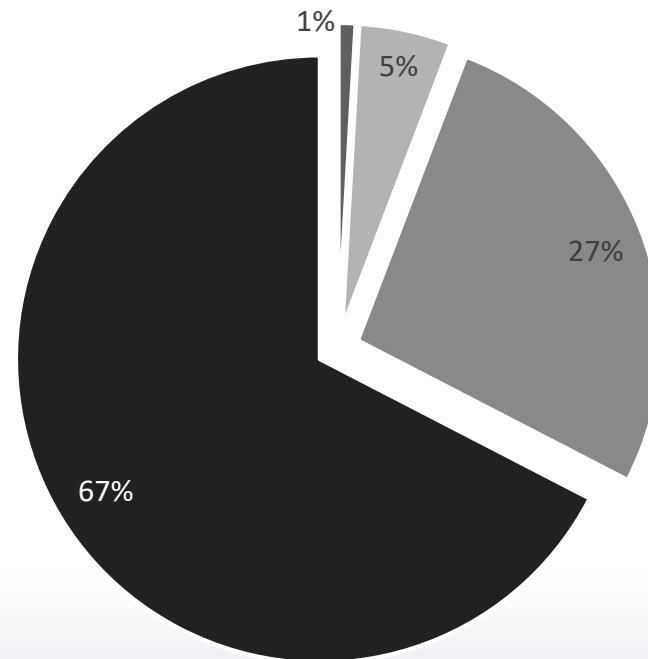
# What Happened to Email?



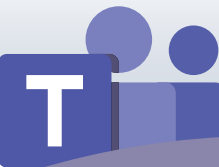
# Email is Still Important

Email is still  
important to **94%**  
of respondents

What role does e-mail play in your  
business processes?



■ not important at all 2 ■ less important 11 ■ Important 60 ■ very important 151



# What Does This Mean?



It's still early days  
for Teams

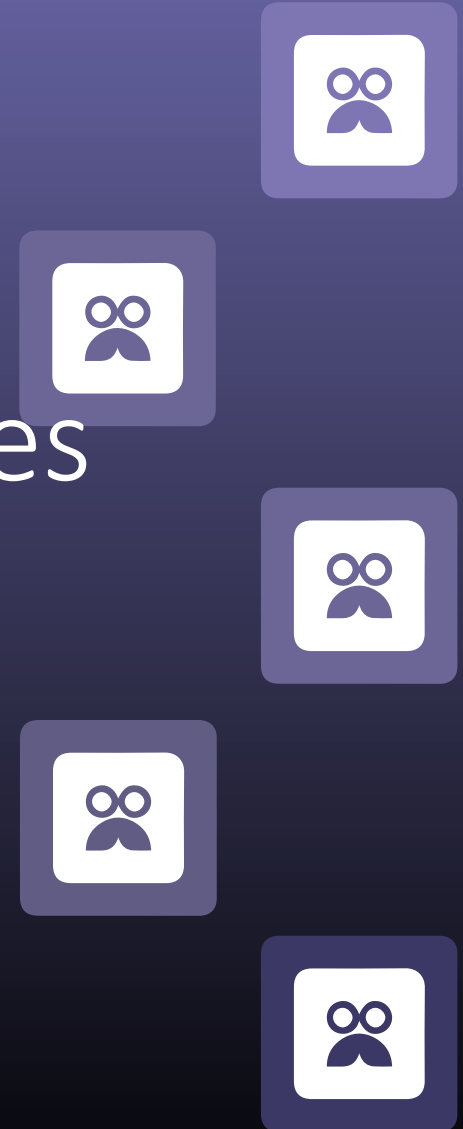
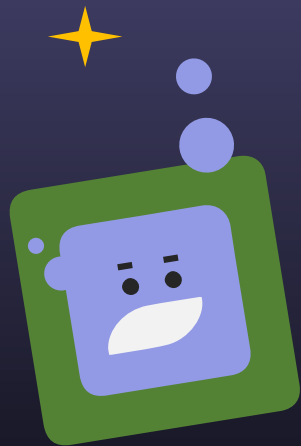
Email is not going away,  
especially for use with  
external parties





# The Teams Adoption Challenges for Mainstream Users

Overcoming Mainstream Adoption Obstacles



# Adoption Obstacle #1

## Changing Behavior

“I am comfortable with what I am doing now.”

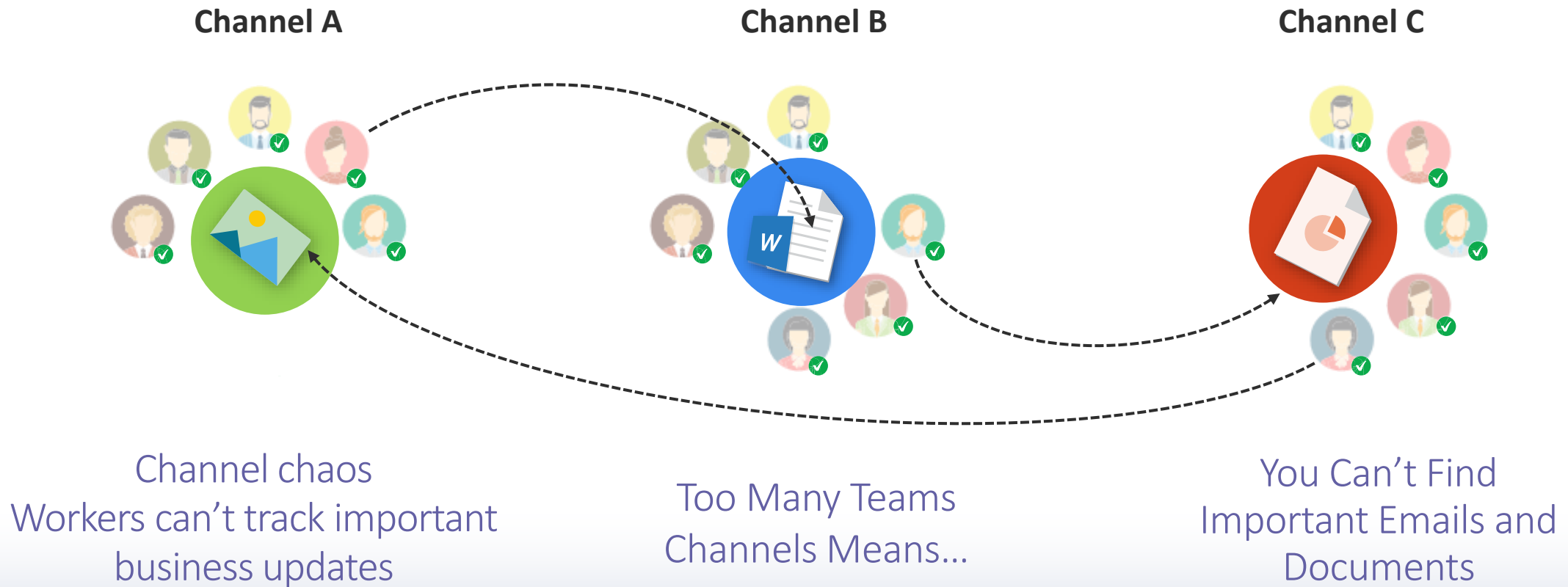
“I need to focus on work, I don't care about technology”



# Adoption Obstacle #2



# Adoption Obstacle #3



Going from Grass Roots to the Mainstream

# How to Drive Teams Adoption



# Make It Easy

## Reduce the amount of behavior change

- Make Teams usage a natural part of the daily workflow
- Start with worker's comfort zone - email
- Employ metadata to make it easy to find information later
- Make it easy to search for find information across multiple channels



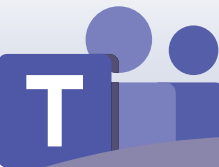
# Start with Well-Defined Business Cases

## Examples

Account  
Management



Case  
Management



# Sample Business Case

Account Management





# Meet Account Manager Annie Tucker

**Client Account Manager**  
*Advize Consultants*

**ABOUT ME**

- RESUME
- PORTFOLIO
- BLOG
- CONTACT
- APPOINTMENT

Category	Progress 1	Progress 2
1	20%	60%
2	80%	80%
3	90%	60%
4	70%	90%
5	20%	

# Meet Annie's Client, Sam

**Glory Ltd**

**Sam Cooper**

Business Analyst  
*Glory Inc*

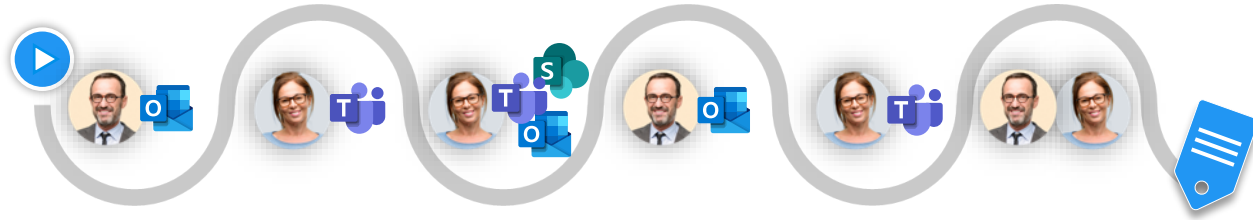
- ABOUT ME
- RESUME
- PORTFOLIO
- BLOG
- CONTACT
- APPOINTMENT

Category	Progress 1	Progress 2
Category 1	20%	60%
Category 2	80%	80%
Category 3	90%	60%
Category 4	70%	90%
Category 5	20%	

# Sam and Annie Work Together



1.

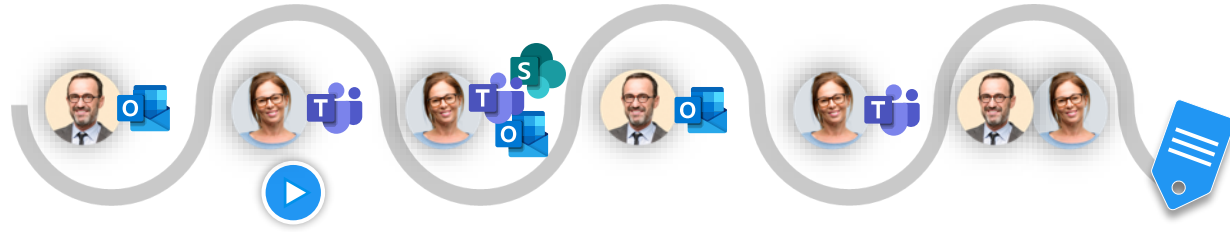


Sam has questions about taxes.



*Sam sends an email  
and an attachment to Annie*

2.

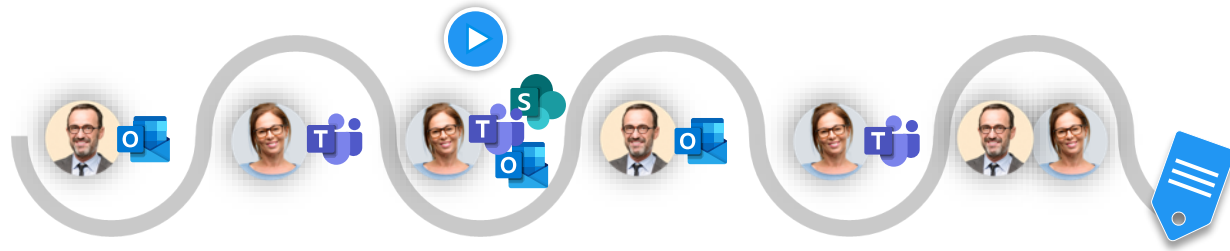


Annie starts an internal discussion with colleagues to discuss the question.



*Annie posts to the “Accounts” team, in the “Glory Inc.” channel*

3.

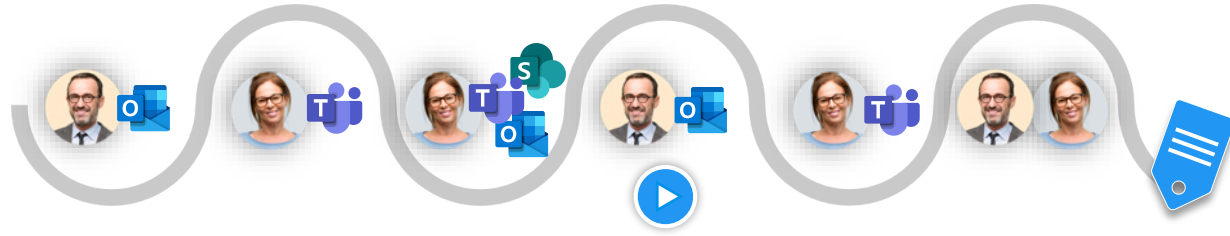


Annie's team formulates a draft letter for Sam.



*Annie emails a draft of the letter to Sam.*

4.



Sam has more questions.



*More deliberation and emails...  
When there are no more questions,  
Annie summarizes the findings.*

5.



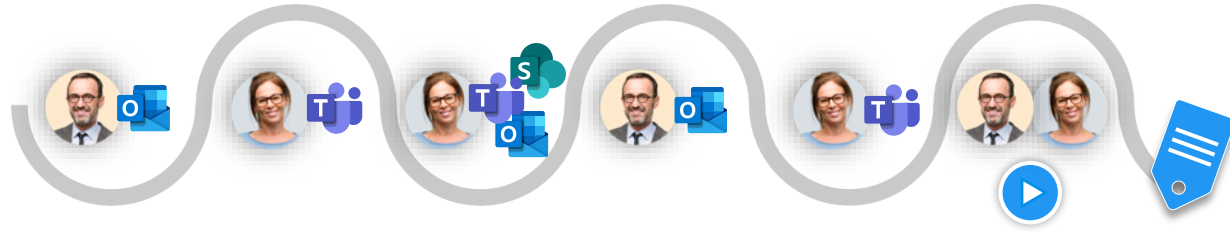
Annie formulates a final opinion letter.



*Annie sends the opinion letter  
to Sam...  
and designates the email  
and attachments should be  
retained for 7 years*



6.



Six months later, Annie gets another question about merger-related taxes



*Annie uses SharePoint metadata to find related emails and documents*



# How Do You Make This Easy?



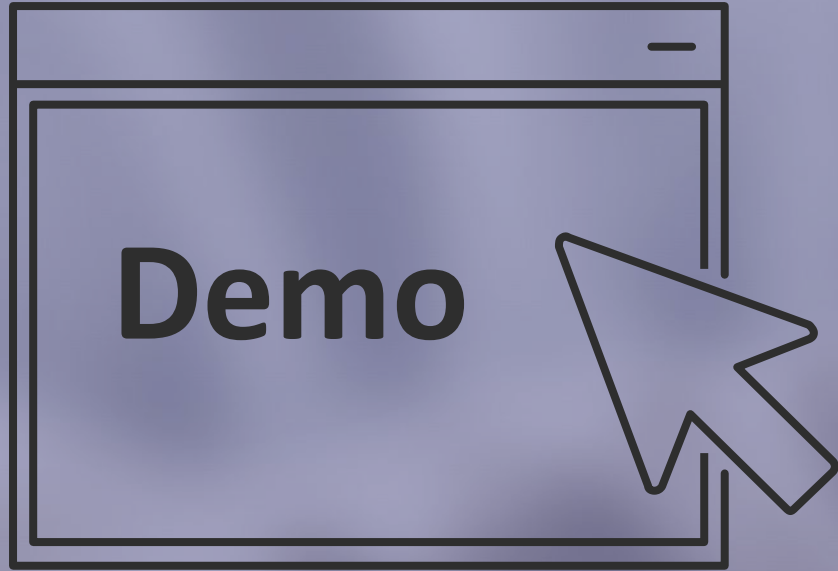
# Introducing harmon.ie SmartAssistant™

The screenshot displays a Microsoft Outlook interface. The top ribbon includes tabs for Respond, Quick Steps, Move, and Tags. The main pane shows an email from Harmon Young to Annie Tucker with the subject "Updated construction plans" and an attached PDF file named "ABB Construction.pdf". The email body contains the text: "Hi Annie, Attached is the updated construction plans for ABB, approved by eng. Lewis. Thanks, Harmon".

Overlaid on the right side is a harmon.ie navigation pane. It features a search bar and three main sections: LOCATIONS, PEOPLE, and TEAMS. The TEAMS section is expanded, showing a hierarchical tree structure:

- Teams
  - Project Management
  - RW Construction and Demo
    - General
    - Active Projects
    - Bids
    - Safety and Incidents
  - Test New Sam C
  - SharePoint
    - OneDrive > Documents
    - Documents > Shared with Everyone
    - Wash Reserve Board Emails
    - RSPB > Documents: All Documents
    - Ravenwood Office 365 Demo Site > Legal: Legal Case Matter
    - Marketing > Shared Documents: All Documents
    - Projects > Ravenwood HQ: All Documents
    - Active Projects





# Summary - Keys to Teams Adoption

- Transition from grass roots trials to an IT-governed Teams initiative
- Start with high-value well-defined business cases
- Minimize behavioral change - make it easy for workers to do the 'right thing'
- Publicize initial successes

