



Microsoft Teams: Collaboration in the Time of Pandemic

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Roo Dunn
roo.dunn@hkstrategies.com
+1 212 885 0454 (o)

www.hkstrategies.com



Telecommunications & Conferencing Manager H+K Internal IT - Global



- ❖ Hill+Knowlton Strategies (H+K) worldwide PA & PR firm.
- ❖ +/-77 offices in 55 countries.
- ❖ WPP – holding company with +120 companies
- ❖ H+K IT is 15-18 with shared support team in Scotland
- ❖ Impressively flat IT management structure.
- ❖ Primary focus but all work across disciplines and geographies.
- ❖ More than half were full or part time remote.
- ❖ Remote Workers: Live+Work=Maine.

Why migrate?

- High availability with global access.
- No VPN required. Users wherever/whenever.
- Common storage platform.
- Improved security. Fewer points of entry.
- Reduced reliance on managed service providers.
- Elimination of premises file servers or
- **“Melt the Metal”**



+/- Timeline – Teams/OneDrive:

2012-2015 – Migrate to Exchange Online from physical and virtual servers.

2017- Teams/OneDrive Migration begins.

**2018 – Migration continues office-by-office.
First file servers decommissioned.**

2019 – Q4 – Surpass 90% migration target.

2020 – Completion by end of Q3?

+/- Timeline – Skype For Business Online/Teams:

2009 - Office Communicator. Then introduced Lync telephony.

2018 – Migrated first legacy telephone numbers to Microsoft SIP.

2019 – Migrated Washington DC, Chicago + other cities.

2020 – Planned migration of UK and other NAM offices.

2020 – Q4 – 75% to SfBO from Lync?

2021 – Microsoft projects retirement of Skype for Business Online.

2021 – Teams is H+K telephony platform.



Requires focused IT team & project management.

Business leadership must sponsor & drive adoption.

- What is ‘sponsorship?’
- Discovery is vital for IT to understand the office needs.
- Local SMEs are taught about transformation by IT.

Develop Teams to meet the desired shared structure.

- Should it mirror current? Should it transform for future?
- Coherent Team and file structure vision.
- Understand and preserve current file permissions.

What is Where?

- ✓ OneDrive = “Home” drive.
- ✓ Teams = Shared “G:\” drives.
- ✓ It all lives in SharePoint.

Tools used by our Team:

- ✓ Various remote access tools.
- ✓ ShareGate.
- ✓ DataSync Studio.
- ✓ Brute force (sadly)
- ✓ Azure storage
- ✓ External SSDs
- ✓ Site visits!!!

Post Migration: What is where?



Teams/OneDrive: A lens into different slices of SharePoint.

- OneDrive is a user's personal, corporate storage.
- Teams is the lens into corporate shared files.
- Drives membership & file sharing control to the user level.

Teams: The new conferencing/future telephony platform.

- Currently a mix of premises Lync and trad PBX platforms.
- Goal is migration to Microsoft telephony.
- Telephone number migration is most difficult portion!

Video conference transformation!

- Easing into Teams as it matures.
- Less demand for other collaboration providers
- More open environment.

What's been melted?

- ✓ +/-300 total servers.
- ✓ +/-140 file servers.
- ✓ **+/-125 decom'd.**

Consider in advance.

- ✓ Consider your external file sharing policies.
- ✓ Forward facing Team and document management.
- ✓ End user training.

What Can Trip You?

- ✓ Path, permissions, naming.
- ✓ User training and churn.
- ✓ Legacy telecom.
- ✓ Bandwidth

‘Now’ began to happen.



+/- Timeline – Novel Coronavirus/COVID-19:

January – March – The beginning – IT Team.

- A few APAC line employees caught up in the region.
- Felt abstract and remote in January. A ‘novelty.’
- Contingency discussions in mid-February.
- Early March told to catch up business continuity coms.
- Early March asked to develop end-user guidance.
- And then last week happened. . .

'Now' happened last week.



March 12-13 – The beginning.

- Warnings began to flash.
- Friday March 13, H+K becomes remote.

March 16-22 - Week One, Days 1 – 3.

- WPP makes most staff remote beginning Monday 16th.
- Communications overload to employees.
- Users sorting basics. Learning how to do their jobs.
- Microsoft encounter capacity issues.

March 16-22 - Week One, Days 4 – 7.

- MS sees 600% increase and begins catching up.
- We continue catching up conferencing, user issues.
- Office moves & network refresh activities delayed.
- Evaluating possible supply chain delays for new kit.

Teams instantly becomes principal communications tool for H+K:

- ✓ Fairly transparent.
- ✓ MS suffers provisioning update lags.
- ✓ Some cities not yet conference enabled.
- ✓ Users in Teams continue near seamless collaboration.
- ✓ Teams, OneDrive, SharePoint works!



What's Next?

Duration is unknown.

Contingencies active for end-user computing.

Contingencies active for mobile communications.

H+K & WPP rapid development of end-user training.

Rapid expansion of Teams conferencing.

Current opportunities.

A chance that we can continue to flip the office.

“We don't' always know how it ends.”



Questions?

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