



**MICROSOFT TEAMS:**  
ACCENTURE AND MICROSOFT  
**COLLABORATE ON THE  
NEXT EVOLUTION OF  
COLLABORATIVE CAPABILITIES**

# OPPORTUNITY

Accenture's hyper-scaled workforce of more than 400,000 people provide professional services around the world, many of whom work directly at client sites. Given the mobile and virtual nature of this work, Accenture has invested heavily in empowering employees with digital capabilities. The aim is to increase productivity, enable collaboration and foster innovation. Collaboration, in particular, is enabled company-wide by such tools as Microsoft Office 365, Skype for Business, Windows 10, OneDrive for Business and several Accenture-internal social collaboration capabilities.

But Accenture is always looking at ways to work better. It was exploring the next evolution of collaboration—collaboration at the team level. At the same time, Microsoft was building Microsoft Teams, a chat-based workspace woven into the Office 365 fabric that gives team members one place to connect, access a range of third-party and custom services and engage in inherently human ways. As long-time industry leaders and relationship partners, Accenture was excited to collaborate and innovate with Microsoft on Microsoft Teams.

# SOLUTION

As the Beta of Microsoft Teams took off, Accenture's involvement was particularly valuable because Accenture is very team-based in how it works with clients and ecosystem partners. Accenture provided input on the types of use cases relevant in a large, multinational enterprise and the requirements needed for enterprise scale and security.

One major area of Accenture contribution was in helping Microsoft understand the necessity for more granular administration controls to help with potential information security and data privacy concerns. Due to the many third-party tabs, connectors and bots Teams can integrate with, Accenture needed the ability to selectively restrict these by application and user group to mitigate security risks of unsanctioned applications. In some cases, other features of Microsoft Teams

needed to be selectively restricted by country due to potential data privacy violations. Accenture worked with Microsoft on the details of these controls feature by feature, and provided guidance on the types of controls that would be necessary for introduction of future functionality. These improvements helped make Microsoft Teams more enterprise friendly.

Accenture also participated in the early product pilot, along with other key Microsoft Beta customers and partners. A sampling of active Accenture teams used Microsoft Teams for about six months, with the number of teams piloting it continuing to expand. Throughout this time, Accenture provided input on the product—while also pushing the envelope on its capabilities with Microsoft.

# RESULTS

In March 2017, Microsoft Teams went live and Accenture launched its full, global business pilot. It is a digital workspace built on four core promises: chat for today's teams, a hub for teamwork, customization options and security that teams can trust. Over the past year, the number of Accenture teams piloting Microsoft Teams at Accenture has grown to more than 3,600, making Accenture among the top five companies in the usage and adoption of Teams.

Feedback has been positive. "Microsoft Teams is allowing Accenture people to use an array of services in a very friction-less way, as well as engage in real-time conversations," notes Jason Warnke, Accenture Social Enterprise Lead. "That's the way people expect to work these days."

Accenture is committed to continuing to partner with Microsoft on the evolution of Microsoft Teams. In the coming future, Accenture will be exploring ways to drive adoption of Microsoft Teams and shift to Microsoft Teams becoming one of its primary team-oriented collaboration platforms.

# ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 411,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at [www.accenture.com](http://www.accenture.com)

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