



# Reimagining Physical Workspaces for the Hybrid Workforce



# Table of Contents

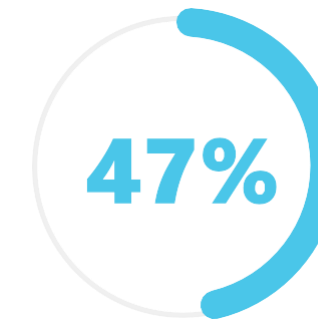
- 01 | The Hybrid Workplace Trends and How can Companies Prepare for this New World
- 02 | How Microsoft Teams Rooms Enables People to Connect Across Hybrid Workplaces
- 03 | Guidelines to Planning Your Meeting Room Upgrade
- 04 | How New Era Technology can Support You in Your Transformation Journey



The research has confirmed.

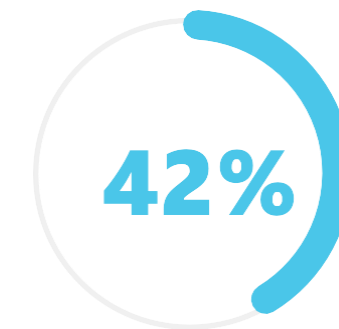
# Hybrid Work is Here to Stay.

In survey after survey, we can see the great paradox playing out. While the respondents are reporting that they want flexible remote work options, they are also reporting that they want MORE in-person collaboration with their teams post-pandemic.



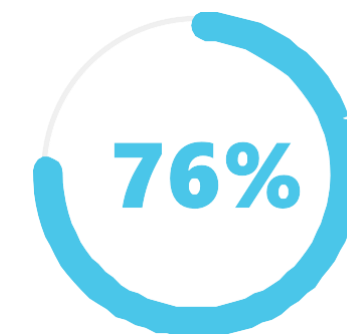
## Hybrid Work is Inevitable

**47%** of employees say they are likely to consider shifting to hybrid or remote work in the year ahead<sup>1</sup>



## Collaboration is Harder in Remote Work

**42%** of people report lower connection to colleagues is a key barrier of remote work



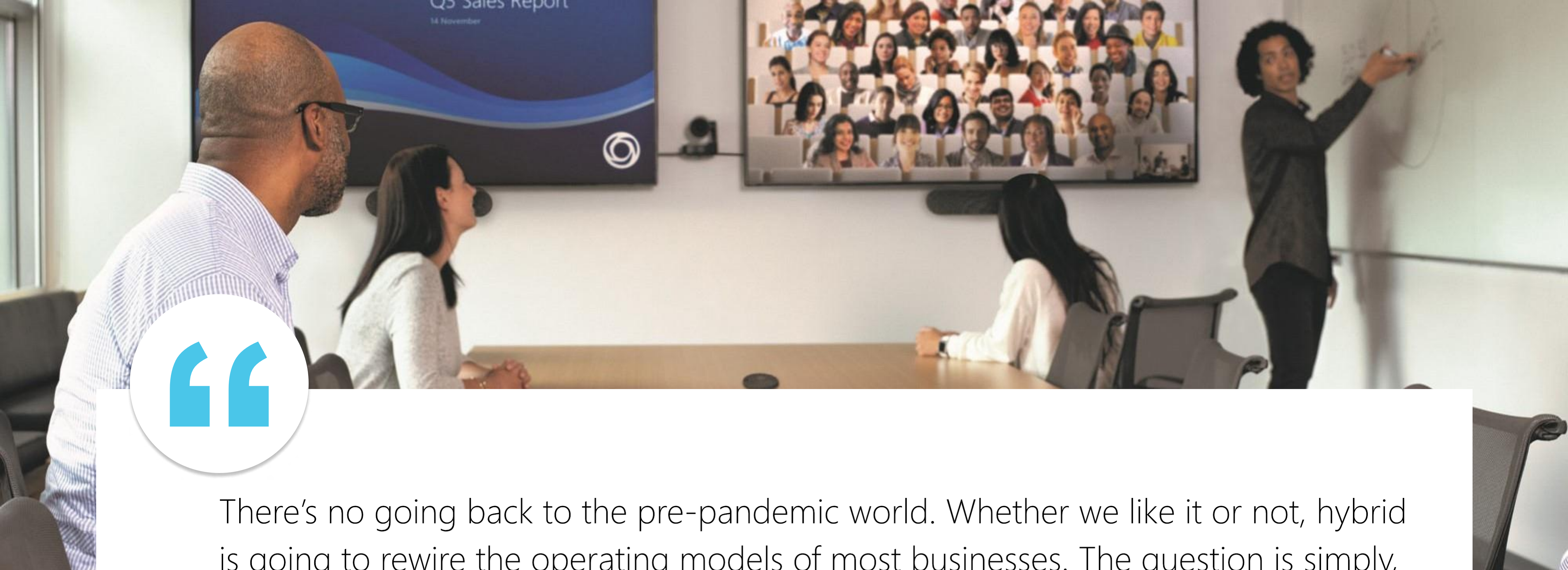
## Companies are Facilitating Connection

**76%** of leaders say they are interested in technological advancements to facilitate better connection



## Collaboration is Evolving

**52%** of employees are open to using digital immersive spaces in the metaverse for meetings or team gatherings in the next year<sup>1</sup>



“

There's no going back to the pre-pandemic world. Whether we like it or not, hybrid is going to rewire the operating models of most businesses. The question is simply, will we just let that play out or will we take an active role in shaping the future. ”

**- Jared Spataro, Corporate Vice President of Microsoft 365**



For companies to prepare for this new world, they need to

# Tap Into the Human Senses



## See & Be Seen

Ensure all meeting participants have a clear, inclusive view of each other. Make it possible for them to read the room and be aware of non-verbal communication, gesture, and expression



## Immersive & Inclusive

All three experiences combined create immersive and inclusive meetings



## Hear & Be Heard

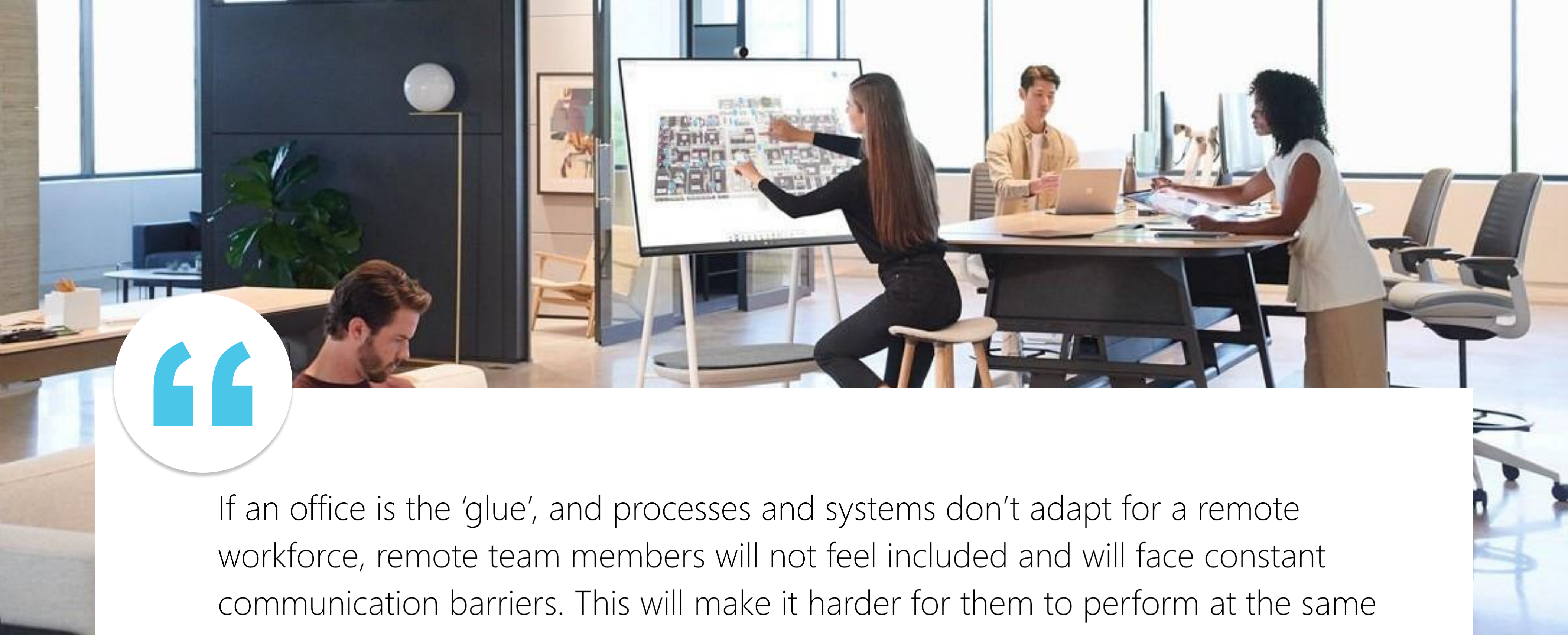
Ensure that audio is clear and enhances everyone's visual experience. Also, supply non-audio channels for people to communicate within the meetings such as chat.



## Enable Collaboration

Provide ways to create and share content, both during and after the meeting. Make it easy for remote participants to take part in in-person collaboration activities.





If an office is the 'glue', and processes and systems don't adapt for a remote workforce, remote team members will not feel included and will face constant communication barriers. This will make it harder for them to perform at the same level as their in-office peers. ”

- Hybrid Remote Work Offers the Worst of Both Worlds, Wired, July 2020



# Now People Have Started to Take a Longer View and Ask Questions

## Employees are Asking

How do I feel like I'm in the room, when I am not?

## Leaders are Asking

How can I easily administer technology use and provide the best experience to people, wherever they are working from?

How can we ensure security and compliance?

Can you recommend ways to consolidate costs?

## Managers are Asking

How do I make everyone feel like they can contribute?

How do I ensure that the flow of work isn't disrupted by time or place?

## IT Teams are Asking

What does an inclusive meeting and collaboration look like in the hybrid world?

How do I enable a safe return to the office?

We need to standardize, simplify, and centralize meeting solutions. How can you help?





Teams Rooms is Designed to Connect People  
Across the Hybrid Workplace



# Teams Rooms Bridges the Gap Between People Working Remotely and Those in-the-Office



## Inclusive

Fosters inclusive, collaborative meetings, bridging the gap between workspaces, so everyone has a place at the same virtual table, no matter where they join from



## Easy to Use for All

Delivers consistent and intuitive Teams experiences that allow people to easily schedule, join and participate in meetings quickly.



## Flexible

Turns any space into a Teams Room with a wide selection of devices to flexibly scale to fit every need and space.



## Secured & Managed

Keeps devices secured, reliable, and up to date through rich management capabilities, powerful analytics, and managed services

# How does Teams Rooms Drive Inclusion and Boost Productivity?



## Employee Experience

### Builds Strong Team Culture with Inclusivity for All

- Full visibility across people and content, even with multi-display
- Split gallery highlights those on video
- Inclusive video layouts (Front row)
- Auto live caption



## Save on Automation & Process Improvements

### Keeps Meetings Efficient with Quick Meeting Startup Times

- High quality
- One-Touch Join
- Proximity join
- Wireless content sharing
- Familiar Teams UI
- Direct Guest Join 9 join Zoom and WebEx meetings)
- Voice-based controls



## Save on Automation & Process Improvements

### Ensures High Participant Engagement to Maintain Members' Attention

- Meeting does not rely on a PC so your device is not locked in
- Collaborative whiteboarding
- Intelligent content capture
- Raise hand
- Reactions and emojis



## Employee Experience

### Enables a Personal Presence Across the Digital and Physical Meeting

- Intelligent speakers (attributed transcription)
- Intelligent cameras ( support multi-stream cameras and voice recognition tech)
- Companion devices





# Inclusive

Teams Rooms gives a greater sense of connection to remote participants and supports collaboration before, during, and after meetings



Enables everyone to be seen and heard with AI-powered video for better focus and noise suppression for superior audio quality



Enables easy catch-up with intelligent speaker attribution and transcriptions using Microsoft's voice recognition technology



Fosters connection with multiple inclusive video layouts to maximize screen real estate



Ability to use personal devices to participate in whiteboarding, share live reactions and even share content while in a meeting room





## Easy to Use for All

Teams Rooms ends the frustration and allows people to easily schedule, join and participate in meetings, and as per your return-to-work policies.

12



Provides a predictable and familiar experience across Teams Rooms devices, irrespective of the device or room size



Eliminates scheduling hassle with the ability to reserve a room directly from the Outlook or Teams app or Teams Panel



Enables people to instantly join a meeting with a single touch and saves time lost in fumbling with the equipment



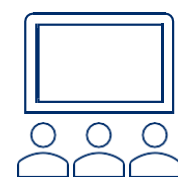
Supports clean workspaces by enabling people to go touchless by using their personal device or only their voice to join and participate in the meeting





# Flexible

With Teams Rooms, collaborate without compromises through a wide array of certified devices, & other flexibilities



Turns any meeting room, from small huddle areas to large conference rooms, into a Teams Meeting Room, with a wide range of certified, high-quality devices



Provides the same core functionality on both Windows and Android operating systems



Enables connection with other meeting services such as Zoom and Cisco Webex





# Secure and Managed

Teams Rooms boosts the security and reliability of meeting rooms with security-by-design and up-to-date management



Teams Rooms devices are secure-by-default with out of the box security and automatic updates



Teams Rooms Application is secured using the assigned access feature in Windows 10, limiting the application entry point



Windows User Accounts are secured using Credential Guard to protect credentials from theft attack



# Planning Your Meeting Room Upgrade?

## You Need a Plan

Technology upgrades are just means to an end. Start with your key requirements and select the right technology and hardware depending on your budgets and other requirements.

1

### Get A Baseline On Current Usage

What meeting spaces are in place now? How often are they used? Who are the key stakeholders for this room? Are the seats filled? What technologies are heavily used? What kinds of meetings are being held? Are there remote participants? etc.

2

### Define Existing Commitments

Which devices have you already invested in? What is their lifecycle? What is their level of interoperability with the new solution?

3

### Profile Meeting Room Size and Conditions

What is the size and purpose of the room – is it a huddle space, large conference room, or an executive office? What should be the dimensions and positioning of the screen? How much natural and artificial lightning is already there?

4

### Determine How Meeting Rooms Are and Will Be Used

How would remote employees participate in the meeting? Is audio sufficient or would they need a full video and audio experience? Would they have to use screen sharing? Do you require a mobile experience or not? Simultaneously consider not just your current requirements but also your future ones.

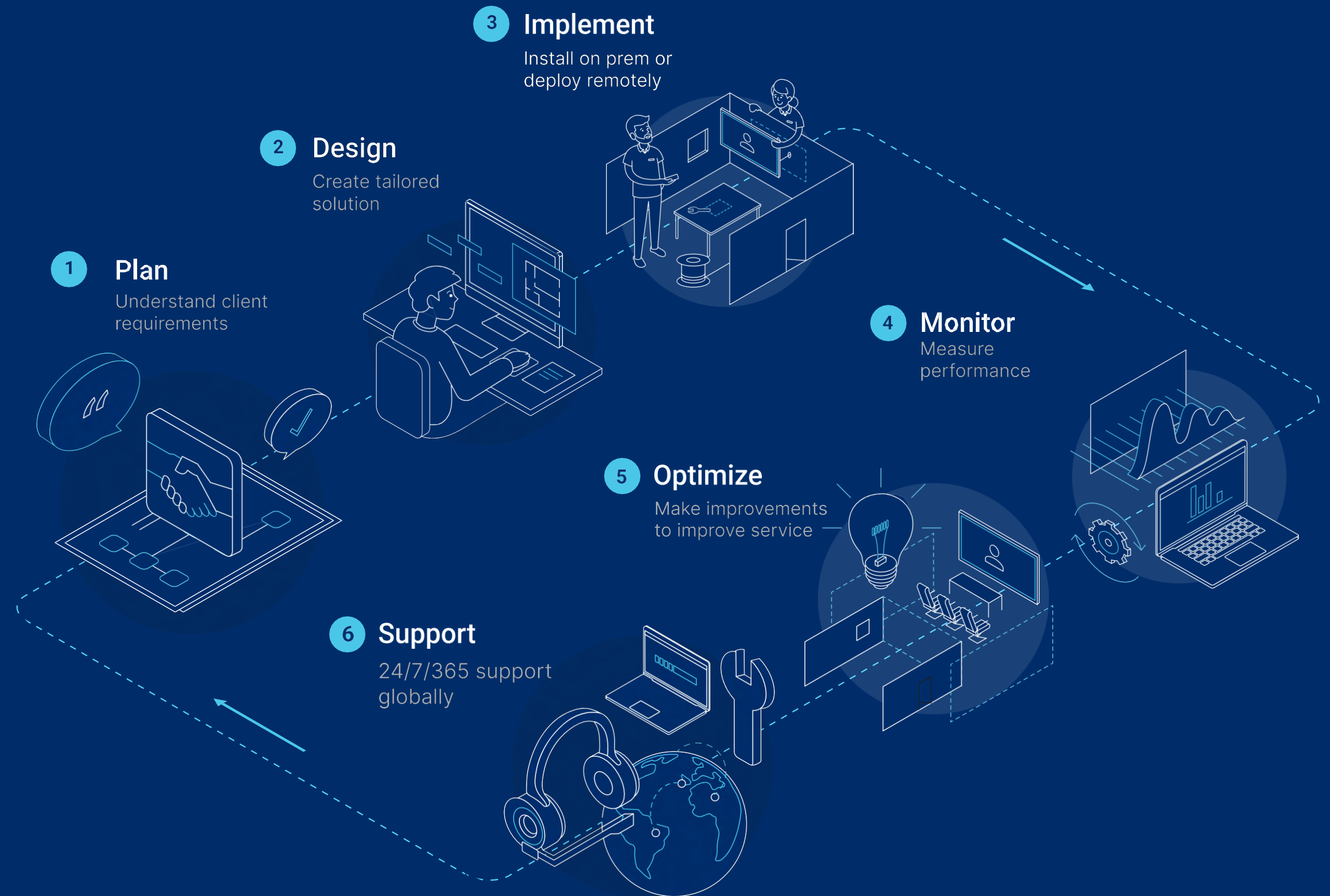
5

### Evaluate Cost and ROI

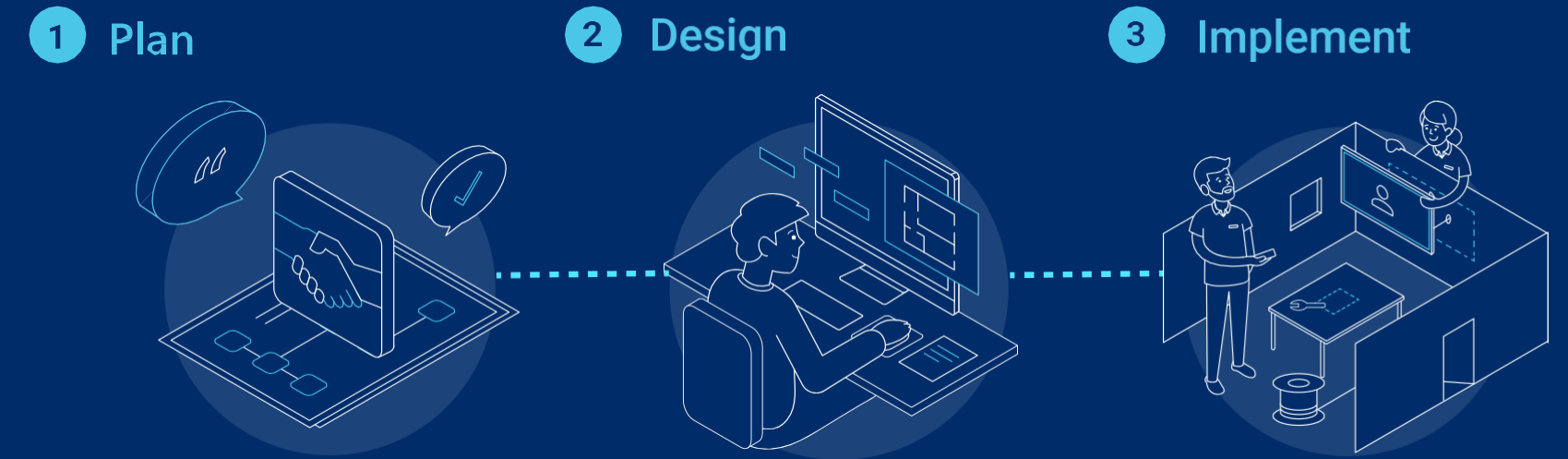
Define your budgetary outlay. Also, estimate how much maintenance these systems would require in addition to initial cost, product life cycles and if you have the proper admin staff for smooth operations.



# New Era Can Help, Wherever You Are in Your Transformation Journey



# Transition to Microsoft Teams Rooms with Ease



## Professional services

Global team of Video Collaboration experts to help shape lifecycle strategy and the implementation of Microsoft Teams Rooms.

### What We Cover:



Assessment of current meeting room environment to understand meeting room configurations and key dependencies and complexities



Plan to integrate legacy technologies with Microsoft Teams Rooms



Implementation of a fully engineered solution as well as roadmap for mass deployment

## AV Design and Implementation

Team of AV design specialists working to create a fully immersive Microsoft Teams Room experience, that captures the right technology to integrate with existing or complex meeting spaces.

A trusted partner who can design and implement a full spectrum of spaces from huddle rooms, to boardrooms and theatre style auditoriums

### What We Cover:



Analysis of operating environments, including wall colours, lighting levels, layouts through and complex audio services.



Full budget assessment optimizing costs



3D renderings and drawings









# Manage your Meeting Room Environment Effortlessly



## Managed Services

Unbeatable end-to-end video collaboration support for Microsoft Teams Rooms. We provide proactive management and support of all the equipment, including AV components, to ensure maximum uptime and the best possible experience.







### What We Cover:

-  Comprehensive IoT-based monitoring with real-time alerting, monitoring and control
-  Always up-to-date with the latest versions
-  24/7 professional support, available globally
-  Proactive communication of outage, that may have the potential to impact the collaboration environment
-  Proactive incident management with a focus towards root-cause resolution
-  SLA backed performance monitoring

## Expert Support

Extensive Managed Service for Microsoft Teams, backed by a 24/7 global team of video experts and professional customer support staff. Our support covers all equipment in the room, including your AV components plus technicians on site the next working day if remote fix is not possible.

### What We Cover:

-  24/7 1st, 2nd, and 3rd line support
-  Next day on-site replacement service
-  One point of contact and single SLA
-  ITIL driven processes
-  Quarterly Service reviews
-  Accessible via email / phone / QR code

# About New Era

New Era is a global technology solutions provider, offering end-to-end managed services with a consistent methodology for the entire unified collaboration environment. Dating back to the days of the OCS, our experience enables us to integrate and manage multiple vendors and collaboration technologies, including audio visual technology, telephony, audio conferencing, web conferencing, video conferencing, unified messaging, instant messaging, digital signage, and more. This has helped them build trusted, long-term relationships with both global and regional companies.

Contact us to learn more:

[solutions@neweratech.com](mailto:solutions@neweratech.com)  
[neweratech.com](https://neweratech.com)



20,000+  
Customers



80+  
Offices Worldwide



#49  
CRN's Solution Provider  
500 List for 2023



 **Microsoft**  
Solutions Partner

Modern Work

**Specialist**

Meetings and Meeting Rooms  
for Microsoft Teams