



**KORIS365**

# A GUIDE TO COLLABORATION:

THE FUTURE IS NOW: ENHANCING  
BUSINESS OUTCOMES WITH  
COLLABORATION



**01**

Technology and Collaboration In the Workplace: Chicken or Egg?

**02**

Collaboration in Cross-Functional vs. Functional vs. Remote vs. Self-Managed Teams

**03**

How the Technology Environment Enhances Collaboration

**04**

The Urgency of Future-Proofing Your Organisation

**05**

How Integrations Boost ROI in Historical and Future Tech Investments

**06**

The Power of an Integrated Omnichannel Contact Centre

**07**

Step Into the Future With a Technology Assessment From Koris365

# 01

## Technology and Collaboration In the Workplace: Chicken or Egg?

Technological innovations have shaped human history and defined us as a species long before computers, smartphones and the internet. Likewise, team work—shared values, culture and ideals—have enabled our continued growth and survival. Arguably, the combination of technology and collaboration are inseparable, forming the very foundations of society.

It's difficult to pinpoint which drives which in such a dependent, symbiotic relationship. Are we inventing technology to improve the way we work, or is the way we work necessitating the invention of new technologies? Perhaps it's impossible to answer this question. But, what's certain is that technological advancement has accelerated at a record pace—and the way we work is changing rapidly as a result. Company leaders are faced with an ultimatum: adapt or risk fast-becoming irrelevant.

For the past decade, fears about tech replacing humans have been pervasive. However, as automation replaces menial tasks, it's setting people free. Menial tasks, manual labour and repetitive workflows crush creativity—the one thing technology is a long way off from grasping. With software, hardware, and AI taking care of the basics, humans can collaborate and innovate at an unprecedented rate. With the rise of digital transformation, it's no surprise that technology and collaboration have become even more intertwined. Businesses are now turning to collaborative solutions to enhance their outcomes. But what does collaboration really mean in the workplace, and how can it be used to achieve business objectives?

Collaboration in the workplace can be defined as a process where employees work together to complete a task or achieve a goal. This process can be enhanced by the use of collaboration technology, which includes tools and platforms that allow employees to communicate and work together more effectively.

Benefits of collaboration in the workplace include:

Improved communication and information sharing

Increased productivity and efficiency

Enhanced creativity and innovation

Better decision making

Greater employee engagement and satisfaction



02

## Collaboration in Cross-Functional vs. Functional vs. Remote vs. Self-Managed Teams

The workplace of the future will be a hotbed of creativity, with humans and machines working in unison to achieve business outcomes. Technology can help us to be more efficient, but it's collaboration that will enable us to be more effective.

The traditional model of work is becoming increasingly outdated. The 9-5 work day, set in stone by the industrial revolution, is no longer fit for purpose. In today's 24/7 global economy, businesses need to be able to operate around the clock to stay ahead of the competition. This means that employees are expected to be available at all hours, often working from home or on the go.

The rise of the gig economy is also contributing to this shift. More and more people are working freelance, on short-term contracts or as part of a team. This gives them the flexibility to work wherever and whenever they want.

The traditional workplace is also becoming more and more virtual, with employees working remotely from different parts of the world. This is made possible by advances in communication and collaboration technologies, such as video conferencing, instant messaging and online project management tools.

The way we work is changing, and company leaders need to adapt if they want to stay ahead of the curve. The future of work is collaborative, creative and virtual. Technology will play a vital role in enabling this, but it's collaboration that will be the key to success.

In order to determine how best to utilise technology in the workplace, it's important to understand the different types of teams and when they should be used.

### Cross-Functional Teams

Cross-functional teams are project-based, meaning they're assembled for a specific purpose and then disbanded once that purpose has been served. These teams are often used in Agile methodology and Scrum, as they allow for a high degree of flexibility.





Let's say your team is working on a new product. In order to bring it to market quickly and efficiently, you'll need input from every department—design, development, marketing, sales, and customer service.

This is where a cross-functional team comes in handy. A cross-functional team would allow everyone to work together from start to finish, rather than waiting for each department to complete their respective tasks.

Technology plays a vital role in cross-functional team collaboration - particularly if team members are working remotely. Communication and project management tools like Microsoft Teams, Slack, Zoom, and Asana keep everyone on the same page and make it easy to share files, ideas, and feedback. When considering which tools to use, it's important to choose those that fit the specific needs of your team.

## Functional Teams

Functional teams are more permanent, with team members working together actively. These teams are often used in companies with a traditional hierarchy, as they're better suited to carrying out specific, ongoing tasks. For example, a marketing team creates and executes marketing campaigns while a sales team generates and closes leads. In functional teams, team members usually have the same skill set and work together daily.

Functional teams are often located in the same place, making it easier for team members to communicate and collaborate. However, with hybrid and remote work becoming more common, functional teams are increasingly working remotely. In these cases, technology, such as video conferencing, screen sharing, and file sharing is essential for keeping everyone on the same page.

Having said that, there are some drawbacks to using technology in functional teams. For example, if team members are working remotely, they may feel isolated and disconnected from the rest of the team. In-person meetings can help to mitigate this, but they're not always possible.

Technology can also lead to "zoom fatigue", where team members feel overwhelmed by the constant need to be "on" during video calls. To combat this, try to limit the number of video calls and invest in asynchronous communication tools, such as Microsoft SharePoint and Teams, which allow team members to communicate and collaborate with no real-time interaction.

## Remote Teams

With the rise of remote work, more and more teams are working together without ever meeting in person. While this can lead to some challenges, such as time zone differences and communication barriers, it also has its advantages.

Take, for example, a team of developers located in different parts of the world. Rather than being limited to working 9-5 in their respective time zones, they can overlap their work hours and get more done in less time. They can also take advantage of different time zones to cover more hours of the day.

Of course, working in different time zones can also lead to communication problems. To overcome this, remote teams need to be extra diligent about setting clear expectations and communicating often. Tools like Microsoft SharePoint and Teams can help with this by providing a central place for team members to post updates, share files, and give and receive feedback.



The bottom line is that there's no one-size-fits-all solution when it comes to team collaboration. The best approach depends on the specific needs of your team. Whether you're working with a functional team or a remote team, the important thing is to invest in the right tools and set clear expectations to ensure everyone is on the same page.

## Self-managed Teams

Self-managed teams are a relatively new concept in the business world. In traditional hierarchies, managers are responsible for assigning tasks, setting deadlines, and ensuring that work is completed on time and to the required standard. In self-managed teams, however, team members are responsible for managing themselves. This means they need to set their own goals, priorities, and deadlines.

While this may sound like a recipe for disaster, self-managed teams can actually be very successful. When team members are empowered to manage themselves, they're more likely to take ownership of their work and be more motivated to get things done.

Of course, self-managed teams don't come without their challenges. The biggest challenge is ensuring that everyone is on the same page and working towards the same goal. Without a clear sense of purpose, team members may end up working on conflicting tasks or priorities, which can lead to frustration and a lack of progress.

To avoid this, it's important to set clear expectations from the outset. Make sure everyone understands the team's goals and objectives, as well as their individual roles and responsibilities. Tools like Microsoft SharePoint and Teams can help with this by providing a central place for team members to stay up-to-date on the latest developments.

Another challenge with self-managed teams is that team members need to trust and rely on each other. This can be difficult to achieve if team members are located in different parts of the world or if they have different working styles.

One way to overcome this challenge is to invest in team-building exercises. These can help team members get to know each other better and build trust. Another way to build trust is to use tools that allow team members to work together efficiently, such as Microsoft SharePoint and Teams. By using these tools, team members can develop a better understanding of each other's working style and build trust over time.

03

## How the Technology Environment Enhances Collaboration

Technology has become an integral part of our lives, and it is increasingly being used to reinforce the way we work. In particular, technology is being used to facilitate collaboration and teamwork in both remote and co-located teams.



Some of the ways that technology can enhance collaboration include:



## Communication tools

Communication is key to any successful collaboration, and there are a variety of communication tools available that can make it easier for employees to connect with each other. These tools include instant messaging, video conferencing, and group chat platforms.



## Social media platforms

Social media platforms can be used for a variety of purposes, including collaboration. These platforms can be used to share ideas, information, and resources. They can also be used to connect with other employees who may be working on similar projects



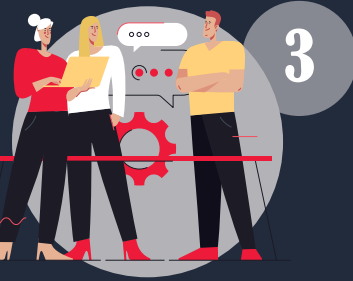
## Project management tools

Project management tools can help teams to keep track of tasks, deadlines, and progress. By using these tools, team members can easily see what needs to be done and who handles each task. This can help to keep everyone on track and ensure that deadlines are met.



## Cloud-based tools

Cloud-based tools are becoming increasingly popular in the business world. These tools allow employees to access files and applications from any location. This can be extremely helpful for employees who are working remotely or in different time zones.



## File sharing platforms

When working on a project, team members will often need to share files with each other. There are several file sharing platforms available that make it easy to share and access files. This can help to ensure that everyone has the most up-to-date version of the file and can make working on projects much easier.

By utilising the right tools and technologies, you can create a collaborative environment that will help your employees to be more productive and successful.

## What to Look For in a Collaboration Tool

The technology environment has a big impact on team collaboration. The right tools can make it easier for team members to stay connected and work together, even if they're across the globe. The wrong tools, on the other hand, can make it difficult for team members to communicate and coordinate their work. When choosing a collaboration tool, there are a few key factors to consider.

### Ease of Use

The most important thing to look for in a collaboration tool is usability. The tool should be easy to use and should allow team members to find the information they need quickly. It should also be compatible with the existing devices and software that team members are using. Remember that not all team members will be familiar with the tool, so it's important to choose one that is user-friendly.

### Flexibility

The tool should be flexible enough to accommodate the needs of the team. It should allow team members to share files, communicate with each other, and track tasks easily. It should also be able to grow with the team as the team's needs change.

### Security

When sharing sensitive information, it's important to choose a tool that is secure. The tool should have security features that protect the data of team members. It should also be compliant with industry regulations.

### Cost

The cost of the tool is another important factor to consider. The tool should be affordable for the team and should offer a good value for the price.

### Strategic Goal

Finally, it's vital that the tool supports your team's strategic goals. The tool should help team members to work together towards a common goal. It should also be able to integrate with other tools and systems that the team is using.





# Five Features Your Collaborative Tool Must Have

When choosing a collaborative tool for your team, there are a few features that are essential.

## 1. Task Management

The tool should allow team members to create and manage tasks. It should also allow team members to see the status of each task and who is responsible for it. This can help to ensure that tasks are completed on time and that everyone is aware of their responsibility.

## 2. File Sharing

The tool should allow team members to share files with each other. It should also allow team members to access files from any location. This can be extremely helpful for team members who are working remotely or in different time zones.

## 3. Communication

The tool should allow team members to communicate with each other. It should have features such as instant messaging, video conferencing, and VoIP. This can help team members to stay in touch and collaborate effectively.

## 4. Project Management

The tool should allow team members to manage projects. It should have features such as task lists, Gantt charts, and Kanban boards. This can help team members to plan and track the progress of projects.

## 5. Reporting

The tool should allow team members to generate reports. This can help team members to track the performance of the team and identify areas for improvement.

The right collaborative tool can make a big difference in the way your team works together. When choosing a tool, be sure to keep these five features in mind.

## Features for the Future

Technology is changing rapidly and the future of collaboration technology has to change with the times. Here are some features that might set the foundation for the future of collaboration:

Project management tools that allow for more collaboration and transparency.

A move towards more Augmented Reality (AR) and Virtual Reality (VR) in the workplace.

More flexible workflows that can be easily adapted to changing circumstances.

Using machine learning and artificial intelligence (AI) to automate tasks.

Managing blockchain to create a secure, decentralized environment for collaboration.

An increase in using social media and messaging apps for work.

A shift towards more remote and distributed workforces.

Digital transformation is a big challenge for businesses. But, it's also an opportunity. By digitizing their operations, businesses can improve their efficiency and performance. They can also reach new markets and tap into new customer segments.

04

## The Urgency of Future-Proofing Your Organisation

As the world of work continues to evolve, it's important for businesses to stay ahead of the curve. The future of work is now, and businesses need to be prepared for the new world of work. There are a few key trends that businesses need to be aware of. Let's dive into each one.

### Artificial Intelligence

The first trend is the rise of artificial intelligence. Artificial intelligence is changing the way we work and live. It's important for businesses to understand how artificial intelligence can be used to improve their operations. As an example, businesses can use artificial intelligence to automate tasks, improve customer service, and make better decisions. The advancements in AI create endless possibilities for internal and external business collaboration. So, let's say you're a mid-sized corporation. You may not have the in-house expertise to develop an AI solution on your own. But, you could partner with another organization that specializes in AI. This would allow you to take advantage of their expertise and get a head start on implementing AI in your business.



### Growth of the Gig Economy

The second trend is the rise of the gig economy. The gig economy is a new way of working where people are hired for short-term or freelance gigs. This trend is being driven by the rise of the internet and the growing popularity of platforms such as Airbnb and Uber. The gig economy is changing the way we work and live. Along with remote work, the gig economy is making it easier for people to work from anywhere in the world.

What does this mean for the future of business collaboration? Well, businesses need to be prepared because more employees will work remotely. And, as the gig economy grows, businesses will need to be more flexible in the way they work. They'll need to offer short-term or freelance gigs to stay competitive.

## Rise of the Remote Worker

During the 2020 economic shut down, the global marketplace saw the rise of the remote worker. With businesses forced to close their doors, employees had no choice but to work from home. Many companies and workers realized the possibility and benefits of remote work. And, as a result, the remote worker population is expected to grow in the coming years.

This trend will have a big impact on business collaboration. With more decentralized teams, businesses need to work together efficiently. They'll need to utilize collaborative tools to stay connected and productive.

## Digital Transformation

The final trend on our list is digital transformation. Digital transformation is the process of using digital technologies to create new or improved business processes. This trend is being driven by the rise of mobile devices, the internet of things, and the metaverse.

Just as the telephone forced companies to adapt in the past, digital transformation is forcing businesses to shift their practices into the digital world. For example, businesses need to move from paper-based to digital processes. They also need to adopt new ways of marketing and selling their products and services.

Digital transformation is a big challenge for businesses. But, it's also an opportunity. By digitising their operations, businesses can improve their efficiency and performance. They can also reach new markets and tap into new customer segments.



## Future-Proofing Your Company

In the wake of every economic catastrophe, there are always those businesses that not only survive but thrive. These are the organisations that can adapt and change with the times. So, how can your business become more future-proof?

First, let's define future-proofing. Future-proofing is the process of making your business resistant to change. To do this, businesses need to be agile and adaptable. It is critical that organisations develop a strategy for transitioning to the demands of the market.



Here are a few ways to future-proof your business:

### 1. Diversify your business model

Don't put all your eggs in one basket. Diversifying your business model will help you weather any economic storms. You could, for example, add new products or services to your portfolio. Or, you could enter new markets.

### 2. Invest in technology

Technology can help you automate your processes and make your business more efficient. It can also help you reach new markets and tap into new customer segments.

### 3. Build a strong team

Your team is your most valuable asset. Investing in your employees will help you build a strong foundation for your business.

### 4. Develop a remote work strategy

The future of work is remote. So, it's critical that businesses develop a strategy for working remotely. This includes investing in the right collaborative tools and training your employees on how to use them.

### 5. Automate your processes

Automation can help you improve your efficiency and productivity. It can also help you free up time for your employees to focus on more important tasks.

### 6. Build a flexible workforce

In the gig economy, businesses need to be more flexible in the way they work. They'll need to offer short-term or freelance gigs to stay competitive.

### 7. Create a culture of innovation

Encourage your employees to be creative. Encourage them to experiment and take risks. A culture of innovation will help you stay ahead of the curve.

While you can't protect against every variation, you can prepare your business for the future. By taking the time to future-proof your company, you'll be better positioned to weather any storm.







05

## How Integrations Boost ROI in Historical and Future Tech Investments

Businesses are under constant pressure to do more with less. To stay competitive, they need to improve their efficiency and productivity. They also need to get more out of their existing technology investments.

There are two types of integrations:

### 1. Historical integrations

Historical integrations are used to connect legacy systems. Give your business the power to connect its legacy systems and data. This will enable you to get more out of your existing technology investments.

### 2. Future integrations

Future integrations are used to connect new applications and services. Connect your business to the latest applications and services. This will future-proof your business and enable you to stay ahead of the competition.

One of the benefits of omnichannel integration is that it helps businesses to better understand their customers. By having all customer data in one place, businesses can more easily identify customer needs and trends. In addition, omnichannel integration makes it easier for businesses to track and manage customer interactions

## The Benefits of Integrations

Integrations provide several benefits, including:

### 1. Enhanced efficiency and productivity

By automating their processes and workflows, businesses can improve their efficiency and productivity.

### 2. Reduced costs

Integrations can help businesses save money by reducing the need for manual processes and duplication of data.



### 3. Improved decision making

Integrations provide businesses with a single view of their operations. This gives them the ability to make better decisions.

### 4. Increased revenue

Integrations can help businesses increase their revenue by expanding their reach to new markets and customer segments.

### 5. Faster time to market

Integrations can help businesses get their products and services to market faster.

### 6. Improved customer satisfaction

Integrations can help businesses improve their customer service. This is because they can provide customers with a single view of their account.

### 7. Improved agent productivity

Agents can quickly access the information they need regardless of which channel the customer is using.

To realise these benefits, businesses need to select the right integration platform. The platform should be able to support the business's current and future needs. It should also be easy to use and scalable.

Koris365 partners with 8x8 to provide a best-in-class integration platform. 8x8 is a leading provider of cloud communications and collaboration solutions. The 8x8 Integration Platform is a complete solution for integrating your disparate systems. It's scalable, secure, and easy to use. And, it has a wide range of pre-built connectors. Koris365 is an 8x8 Authorized Solutions Provider. We can help you get the most out of your investment in 8x8.

## Boosting ROI in Historical and Future Tech Investments

If you want to improve your efficiency and productivity, you need to invest in integrations. Integrations will help you get more out of your existing technology investments. They'll also future-proof your business. One way to boost ROI is to integrate your disparate systems. By integrating your systems, you can automate your processes and improve your efficiency. You can also eliminate data silos and get a 360-degree view of your business.

Integrations can also help you future-proof your business. As new technologies emerge, you can quickly add them to your existing systems. This will help you stay ahead of the curve and keep your business relevant.

Koris365 can help you get the most out of your investment in 8x8. We're an 8x8 Authorized Solutions Provider. We can help you integrate your disparate systems. We can also help you scale your operation and stay compliant. Contact us to learn more about how we can help you boost your ROI.

There are many benefits to integrating your systems. But, it's important to choose the right integration platform. The right platform will be scalable, secure, and easy to use. It will also have a wide range of pre-built connectors.



06

# The Power of an Integrated Omnichannel Contact Centre

What is an omnichannel contact centre? An omnichannel contact centre is a customer service environment that allows agents to communicate with customers through a variety of channels, including voice, text, chat, and social media. In an omnichannel contact centre, agents have access to customer information regardless of which channel the customer is using, providing a consistent experience regardless of how or where the customer reaches out.

One of the benefits of an omnichannel contact centre is that it enhances collaboration between agents and between departments. By having all customer information available in one place, agents can more easily share information and work together to resolve customer issues. In addition, omnichannel contact centres make it easier for managers to monitor performance and identify training needs.

The technology environment of an omnichannel contact centre also enhances collaboration. In an omnichannel contact centre, agents use a variety of tools to communicate with customers and with each other. These tools include customer relationship management (CRM) software, workforce management (WFM) software, and interaction recording software.

## What Is Omnichannel Integration?

Omnichannel integration is integrating customer data from multiple channels into a single view. This allows businesses to provide a consistent customer experience regardless of how or where the customer reaches out.

Some of the benefits of omnichannel integration include:

**Reduced customer effort:** Customers don't have to repeat themselves when they switch channels.

**Increased customer satisfaction:**

Consistent experiences lead to happier customers.

**Improved agent productivity:**

Agents have all the information they need in one place.

**Reduced operational costs:**

Businesses can avoid the expense of maintaining separate systems for each channel.

Omnichannel integration can be a challenge, particularly for businesses with legacy systems. However, there are several technology solutions that can help businesses overcome these challenges.



# Multichannel vs Omnichannel

What's the difference between multichannel and omnichannel?

Multichannel is the ability to interact with customers through multiple channels, such as voice, chat, email, and social media. However, each channel is treated as a separate silo. This means that customer information is not shared between channels, and each channel has its own set of tools and processes.

Omnichannel takes a different approach. In an omnichannel environment, all channels are integrated. This means that customer information is available in one place, and agents can switch between channels without losing context. Omnichannel also allows businesses to track customer interactions across all channels and better understand the customer journey.

Omnichannel is often confused with multichannel. However, the two terms are not interchangeable. Omnichannel is an evolution of multichannel, and it's quickly becoming the new standard in customer service.

The benefits of an omnichannel contact center are:

## Increased customer satisfaction:

Customers have a consistent experience regardless of the channel they use.

## Improved agent productivity:

Agents have all the information they need in one place.

## Reduced operational costs:

Businesses can avoid the expense of maintaining separate systems for each channel.

Some of the challenges of omnichannel integration include:

## Data silos:

Customers have a consistent experience regardless of the channel they use.

## Lack of standardisation:

There is often no standard way to store or format customer data, making it difficult to integrate different systems.

## Complexity:

Integrating multiple systems can be complex and time-consuming.

There are several technology solutions that can help businesses overcome these challenges, including customer data platforms (CDPs), data integration platforms (DIPs), and master data management (MDM) solutions.

CDPs are platforms that collect customer data from multiple sources and provide a single view of the customer. DIPs are platforms that help businesses connect different systems and share data between them. MDM solutions are used to manage master data, such as customer data, across multiple systems.

Technology solutions are not the only way to overcome the challenges of omnichannel integration. Businesses can also overcome these challenges by standardising data, using data governance processes, and investing in training for employees.



07

## Step Into the Future With a Technology Assessment From Koris365

Technology has always been a huge part of business. From the invention of the printing press to the creation of the internet, businesses have had to adapt to new technologies to stay competitive. In recent years, the pace of change has accelerated. New technologies are being developed and adopted at an unprecedented rate. Businesses must now adapt faster than ever to stay ahead of the curve.

One-way businesses can stay up to date on new technologies is by conducting a technology assessment. A technology assessment is a process of evaluating new technologies to determine their potential impact on a business.

Technology assessments can be conducted internally or externally. Internal technology assessments are usually conducted by a business's IT department. External technology assessments are conducted by third-party firms that specialise in evaluating new technologies.

Technology assessments are important for businesses of all sizes. Small businesses can use technology assessments to identify new technologies that could help them grow. Large businesses can use technology assessments to keep up with the latest trends and ensure they're using the best possible technologies.

Koris365 offers technology assessments for businesses of all sizes. Our team of experts will evaluate your business's needs and goals and recommend the best possible technologies for your business. Contact us today to learn more about our technology assessment services.



At **Koris365**, we have a wealth of expertise in collaboration, network design, installation and configuration. Contact us today to discuss your requirements.

[SPEAK TO OUR TEAM](#)



[info@koris365.com](mailto:info@koris365.com)



0345 230 0365



[koris365.com](http://koris365.com)