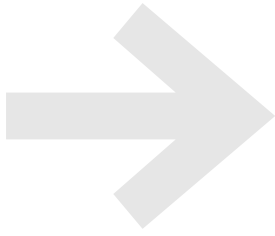
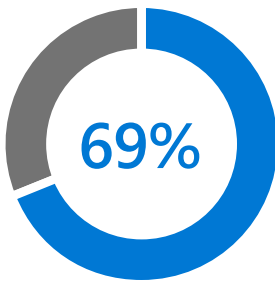


Streamline communication and processes





For small and medium-sized businesses, process inefficiency can become a big problem – especially where employees often juggle multiple roles across multiple departments or business functions.

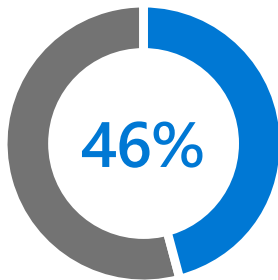


69% of workers spend up to an hour each day switching between apps, which adds up to 32 wasted days a year.¹

¹ 'From Workplace Chaos to Zen', RingCentral, 2018.



Achieving a streamlined workflow as a team doesn't just make your organisation more efficient, it's also critical to employee happiness. When you need to work as a team, but everyone has their own communication preferences and favourite tools, efficiency and morale can really suffer.



46% of employees say differing work styles make collaboration difficult.²

² 'Team Communication Remains a Pain Point for Workers',
Business News Daily, 2019.





**At the end of the day,
people just want to
get their work done,
and they don't want
technology to get in
the way."**

Aimee Bernard
Director of Digital
Operation Smile

From app anarchy to efficiency

Operation Smile, based in Virginia Beach, Virginia, provides free reconstructive surgery to children with cleft conditions, working toward its goal, "to change lives and revolutionise how entire health systems deliver surgical care where we work."³

Operation Smile employs 450-plus people across 30 countries and works to make a tangible difference for children with cleft lip and cleft palate. The organisation's work saves lives, and it was frustrating when the tools they used hindered instead of helped.

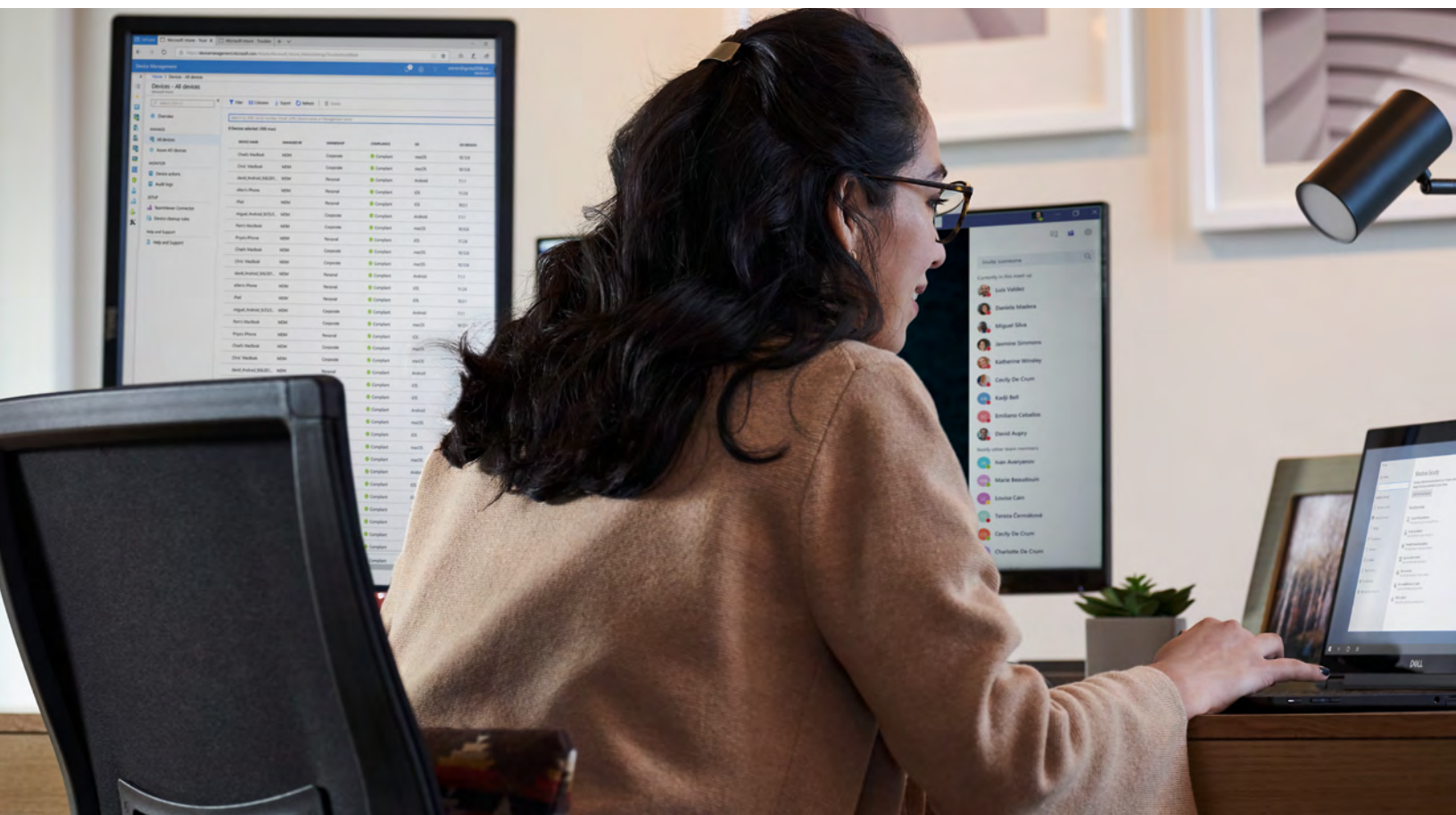
Before Operation Smile implemented Microsoft 365 to help streamline and centralise its processes and tools, each employee used their preferred messaging app, project tracker and document sharing software.

With Microsoft 365 features such as co-authoring, integrated file storage and internal directory, information workers can effectively and efficiently collaborate in real time. According to a Microsoft-sponsored study from Forrester, [Total Economic Impact™ study of Microsoft Teams](#), a part of Microsoft 365, information workers save four hours per week from improved collaboration and information sharing.

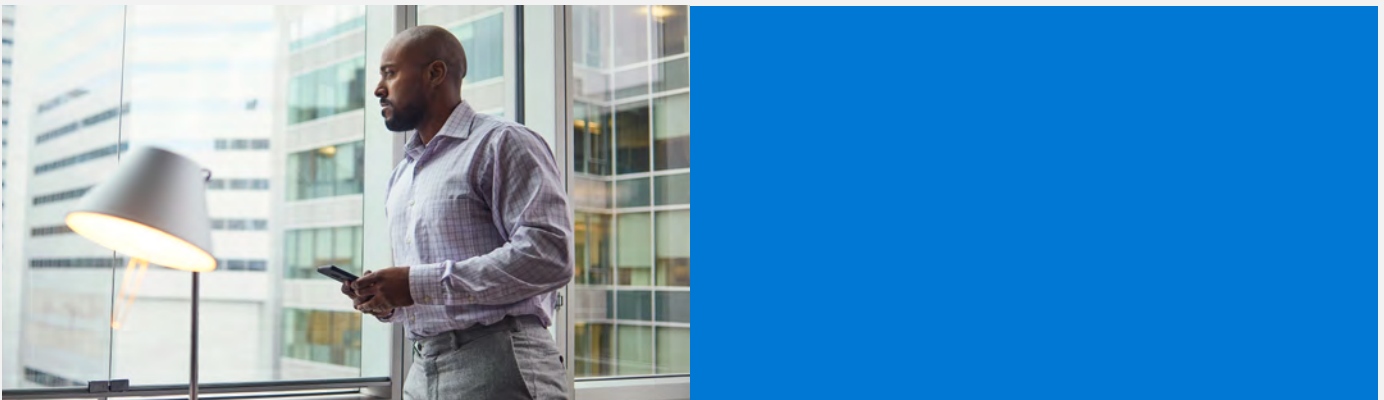
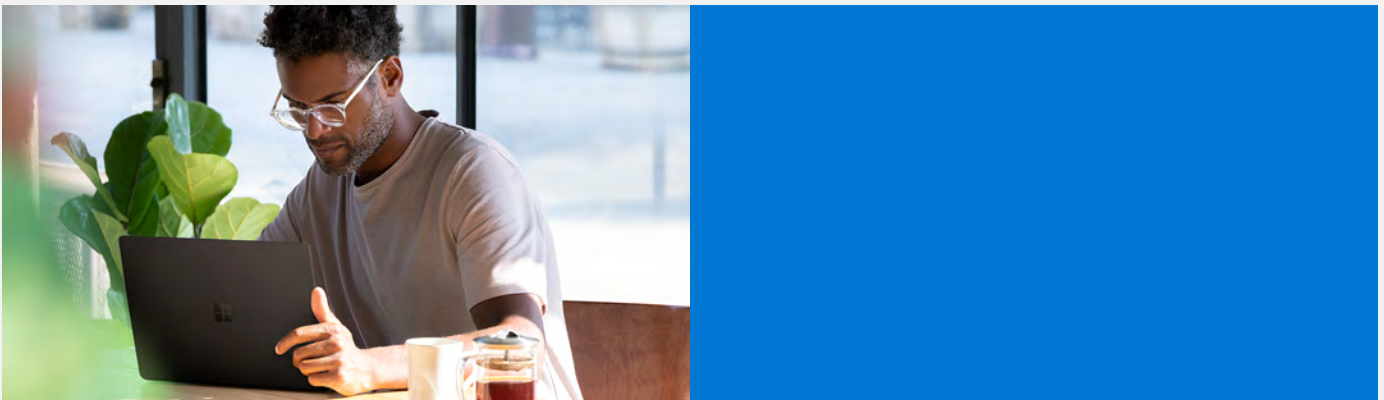
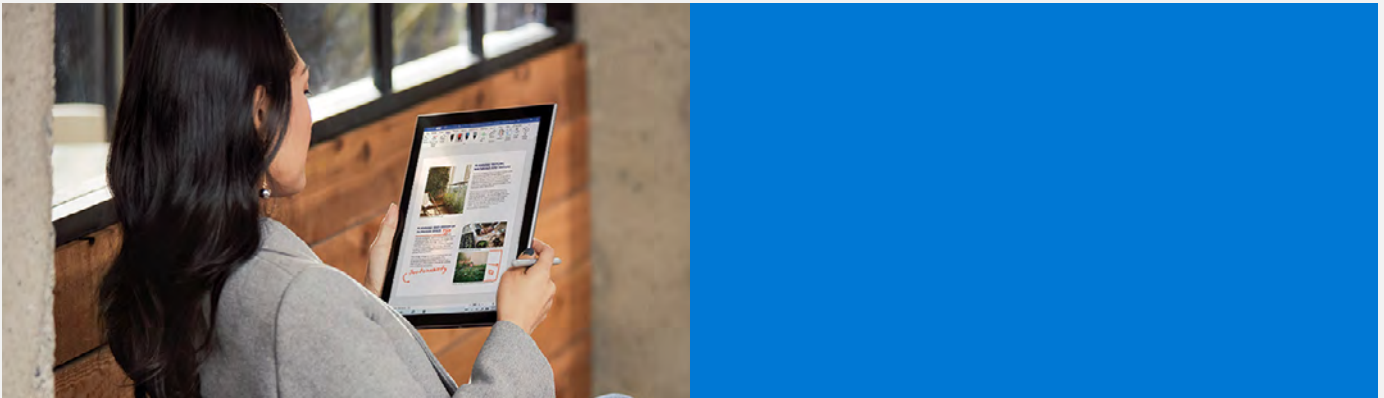
³ '[Our Vision](#)', Operation Smile, 2020.

Not only did moving to Microsoft 365 make Operation Smile more efficient and effective, it also simplified cross-training and made it easier to manage personnel coverage when a team member was on vacation. This was important from a security standpoint, too. Operation Smile employees needed a tool where they could easily collaborate on important documents without compromising the data privacy of their patients.

Microsoft 365 gives users tools to enable them to retain their preferred work styles and provide multiple communication options – chat, video calls and text messaging – with the additional benefits of having filesharing and communication in one app.

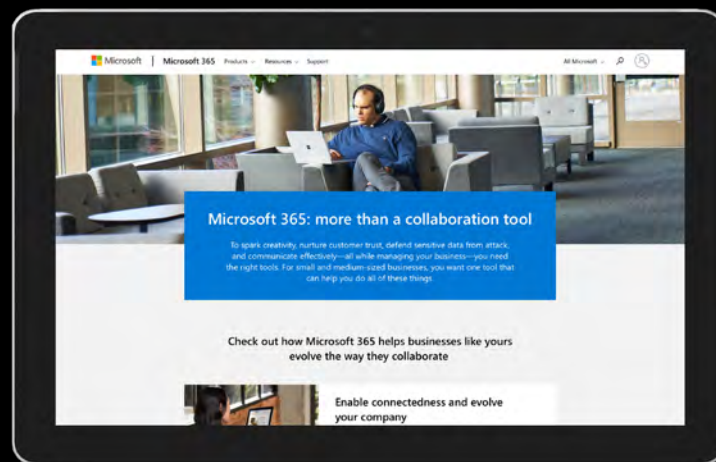


Read more in this series



Centralised communication with Microsoft 365

Discover how to consolidate multiple communication options and tools while enabling employees to do their best work.



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