## YOUR BUSINESS IMPROVMENT SERIES SEMINAR



## Using Technology to gain efficiencies in your day

#### **BUSINESS CHALLENGES & SOLUTIONS**

#### **CHALLENGE**

How can we better utilise Email, share calendars, automate task management and how can we be more efficient in meetings?

- @hotmail, @gmail, @bigpond, doesn't look professional for business email
- You're unable to share calendars or set tasks or reminders for yourself or employees
- Managing a mobile workforce
- Taking written notes that require you to keep paper files with you
- ✤ Access to electronic files from mobile locations

#### SOLUTION

Office 365, is able to bring all these together for you in one simple package

#### CHALLENGE

How can we make the most of the great relationships we have with our clients?

- How do you track how often you have dealt with customers?
- Can you remember what you last spoke about with your customer?
- Are you using hand written notes to track your relationship?
- Do you have various employees working on the same customer?
- How will they know what other employees have discussed with the customer?

#### SOLUTION

A CRM (Client/Customer relationship manager) - we have shown Microsoft Dynamics CRM Online as an example, however there are many CRM products that may suit your business.

#### **CHALLENGE**

How can our business be mobile efficient and keep our data secure across all the different devices we use, such as PC's, tablets and mobiles?

#### **SOLUTION**

The new range of Windows 10 touch-enabled devices provides a familiar experience as each device looks and works the same. When we use Office 365 we can also have the same Office experience and access documents with a similar experience regardless of the device you use.

Windows 10 devices provide;

- Faster boot times
- Better battery life management
- More responsive performance
- Improved productivity and mobility
- Ability to sync files and apps across devices

#### CHALLENGE

How can we maintain face to face communication with staff or clients when working in different locations?

#### **SOLUTION**

Skype for Business, connecting and communicating in real time with online video conferencing, instant messaging and group meetings.

#### **CHALLENGE**

How can we collaborate and work on the same document at the same time across different locations? Having the same document edited by 2 staff members in the same office can create headaches due to different versions being emailed back and forth.

#### SOLUTION

SharePoint technology; allowing your employees to simultaneously revise documents, whilst they're all held in one location that your staff or colleagues can log into as required.

#### **CHALLENGE**

How can we have all our business metrics in one location so we can monitor dashboards and track profitability – from any location?

#### **SOLUTION**

Power BI, keeps you in the know, you can set up your dashboard and reports so that they change as the circumstances change and are available on various mobile devices. So no matter where you are, you're able to monitor the important aspects of your business.

#### **CHALLENGE**

How do we protect our business data that is stored on personal phones, laptops or tablets?

What if you're sending documents containing your intellectual property to other professionals; how can we protect those documents from being copied and used as their own?

#### **SOLUTION**

There are a range of security technologies your business can implement to remote wipe mobile devices and protect the documents that contain your IP and customer's private information be they inside or outside your business. This technology includes Microsoft Intune to wipe your devices and Azure Active Directory Rights Management to protect your documents.

If you require further information or assistance please don't hesitate to contact our MGR Information Technology Team via email, <u>ithelp@mgr.com.au</u> or phone (03) 5444 8799

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YOUR BUSINESS ADVISERS FOR LIFE

### If you require any further information or assistance, please feel free to contact us on (03) 5443 8888 or email mgr@mgr.com.au