



LIVE WEBINAR

How to be more efficient in 2021

Mon, 14th Dec 2020, 1PM – 2PM



Agenda for today's webinar

1. Implementing better efficiencies for 2021



- Setting up a fresh start for 2021
- Ways to be more efficient for better outputs
- Linking strategy to action for better profits

2. Understanding the capability of Office 365



- Anywhere, Anytime Access
- Co-Authoring of documents
- Security

3. Using One Drive as a resource for better document workflow



- Availability
- Included Storage
- User authentication

3. Getting the best out of Microsoft TEAMS for your business for better engagement



- Fully integrated with Microsoft Office
- Live, real time Collaboration
- Introducing Bots

5. The benefits to your team and company to perform better!



- Better efficiencies will make your business more effective
- How streamlining your process and systems increase staff engagement
- Why better staff outputs increases team and customer satisfaction

With over 12 years of experience in business, **Colin** has helped many small-to-medium businesses achieve their desired growth by incorporating different aspects of business improvement solutions across Human Resources, Sales, and Strategy.



Colin Wilson Director KBA



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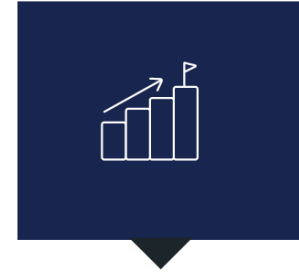
What we offer



Business Advice & Strategy



HR Advice & Support



Professional Sales Training



Cameron Evans has over 20 years' experience in multi-store operational management. He is the director of AMA ICT, who are experts at providing innovative ICT solutions across Australia.

Cameron has been contributing to the improvement of the wider Telstra community since 2008. In 2017, he became a Licensee at the Telstra Business Centre, Western Victoria.

He is passionate about empowering people with new technologies.

“



Cameron Evans, Director AMA ICT



What we offer

AMA ICT is an ICT services company whose Mission is to:

"Help our customers grow their business with better technology".



We do this by taking a whole of business approach, offering the right mix of telco and innovative ICT services

Our capabilities are built through strategic partnerships with industry leading vendors chosen for their ability to drive our Mission

We are a direct Telstra Partner with Telstra Cyber Security Accreditation and one of the first in Australia accredited to deliver Telstra Calling for Microsoft Office 365 to Small Business.

A person wearing a tan, textured sweater is sitting at a wooden desk, typing on a silver laptop. The person's hands are visible, and they are wearing a black watch and a gold bracelet on their left wrist. The laptop screen is open, showing some text. The background is a bright window with a dark frame.

TOPIC 1

Implementing better efficiencies for 2021

Setting up a fresh start for 2021

Key Points:

- Review/brainstorm your processes of what worked well and what didn't in 2020?
- Look at internal inputs and outputs
- Think about ways to become more effective and efficient with your staff/ departments/ teams?
- Where were the road blocks that held your business back? i.e. finding information, communication and resources
- How can your company become more effective with staff working from home and in the office?
- How quick can you source information when you need it? What is going to make staff more productive in 2021?



Ways to be more efficient for better outputs

Key Points:

- Use Microsoft Office 365 to its full capability? i.e. TEAMS, Share Point, One Drive etc.
- Get advice to map out what your business needs and put a plan in place
- Think about speed and having quicker access to everything
- Less documentation and more video content
- Research different types of software programs and do your comparisons
- Make sure you have clarity around what you and your company needs
- Get buy-in from all staff so that they are onboard to use it



Linking strategy to action for better profits

Key Points:

- To be more efficient, everyone needs access to information anytime/anywhere
- Make sure you have a well thought-out plan
- Look at benefits and do a value equation (be more profitable)
- Make sure you do your due diligence of who has access and who doesn't
- Think about security, backed-up information that can quickly be restored
- Think about how you are going to get everyone on-board to use it properly i.e. create procedures around the process
- Map it out and train your team to become more efficient for better profits



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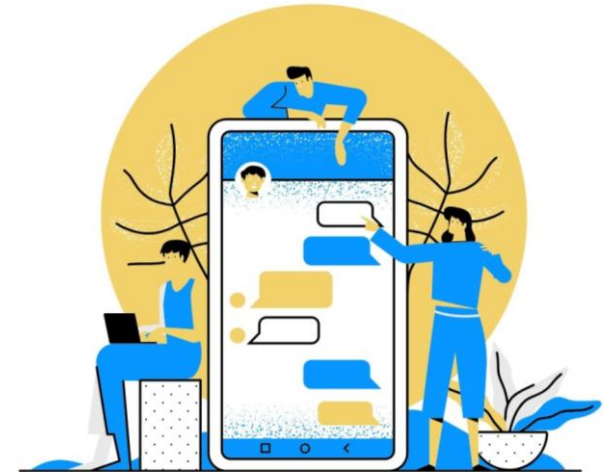
TOPIC 2

Understanding the capability of Office365

Anywhere, Anytime Access

Key Points:

- Ability to access and work on documents with the same ease you've come to expect from email or social media
- Using a wide variety of devices including tablets, phones & computers, where Office is not even installed
- Online & offline abilities

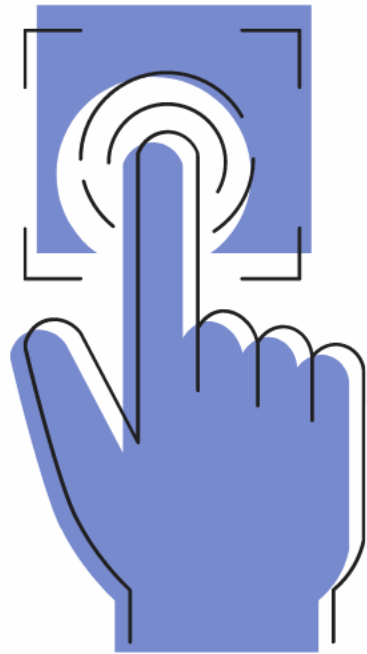


Co-Authoring of documents

Key Points:

- Multiple people can consecutively work on the same document
- Across the full Microsoft Suite
- Simultaneous editing – everyone sees changes in real time





Security

Key Points:

- Multi factor authentication
- Enhanced email control
- Recognising suspicious content

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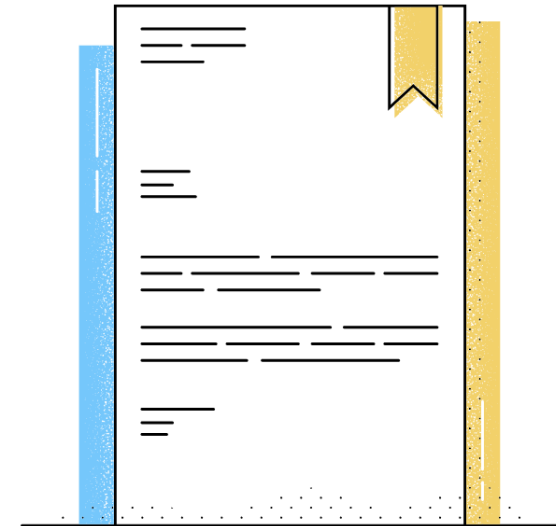
TOPIC 3

Using One Drive as a resource for better document workflow

Availability

Key Points:

- “Always On”. The previous 4 years averaged 99.97%, world wide up time.
- Immediate syncing
- Don’t need Microsoft applications to access. Can be stand alone!



Included Storage

Key Points:

- 1TB per user with the most common Office 365 plan
- Wrap a cloud around each team member



User authentication & Security

Key Points:

- Access control
- Multi factor verification
- Mass file deletion notification & recovery



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TOPIC 4

Getting the best out of Microsoft TEAMS for your business for better engagement

Fully integrated with Microsoft Office

Key Points:

- The next step in utilising the Microsoft environment
- Included in Microsoft 365 subscriptions
- Chat based collaboration tool



Live, Real-time Collaboration

Key Points:

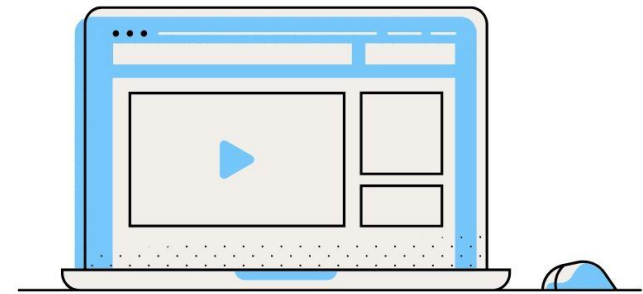
- Improved chat & meeting experience
- Scheduling abilities linked to Outlook calendar
- Highly customisable



Business Control

Key Points:

- The conversation and information shared in MS Team “company property”
- Strong governance
- Role delegation, recording access & consent



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TOPIC 5

The benefits to your team and company to perform better!

Better efficiencies will make your business more effective

Key Points:

- If you can't source required information this will impact your business
- COVID has forced us to look at ways to become more efficient
- Legacy systems put a massive strain on many businesses
- System failures creates frustration and meltdowns because things did not work
- Many companies have band aided things to get them through
- As we are now out of lockdown it's a good time revisit what is needed to be more effective in 2021
- We live in a new world of staff expectations!



How streamlining your process and systems increase staff engagement

Key Points:

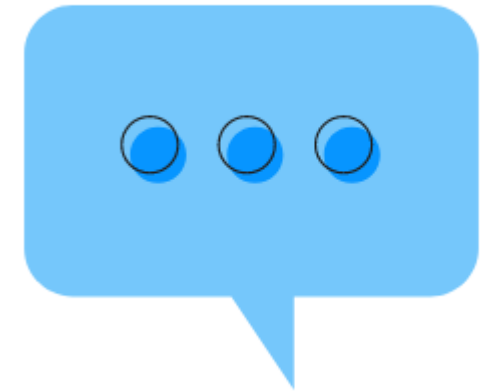
- If you can increase staff productivity you will make more money
- Setting up better processes creates better outcomes such as:
 - Staff happiness
 - Team cohesion
 - Customer output and satisfaction
 - Faster turnarounds
 - Less mistakes
 - Real time information
 - Quicker conversations



Why better staff outputs increases team and customer satisfaction

Key Points:

- Staff want to be empowered to perform better
- Having quick access to information will produce better outputs
- Finding the right information will increase performance
- Customers expect information or answers immediately
- Using the best tools can make a world of difference
- We know technology is our future and it's forever changing!





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Next webinar – How to make an impact in your business in 2021!

Monday 18th Jan, 2020 1pm-2pm



1. Generating good revenue must be your No 1. priority
2. Understanding ways to close more sales
3. The importance of staff training
4. The importance of building a cohesive team
5. Who's holding you accountable?

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