



triple4  
Excellence Simplified

The **technology**  
investment you need  
to grow and **remain**  
**competitive**

## Business Enablement Services Bundle

The manufacturing industry is coming under increased pressure to supply digital data and supporting documentation to various compliance and standards bodies. Additionally, the times are forcing us all to rationalise our approaches to business, to be more nimble and steer clear of excessive manual processes; to automate and streamline.

Digital transformation, while integrating ISO9000 standards, is a mammoth task not quickly undertaken, and a partner with a proven track record in manufacturing is critical in assisting in the journey of modernising. Triple4 assists with the entire process, guiding relevant change and mitigating disruption for a seamless digital transformation of the quality management process.

We do this through consulting, designing and implementing an aligned Microsoft Teams deployment, applying our knowledge of manufacturing, ISO standards, then integrating with best-of-breed peripheral technologies and solutions.

## What is Microsoft Teams?

Microsoft Teams is a collaborative platform outside of traditional email. It is a controlled hub dedicated to building virtual interactions via video, telephony, meetings, and document collaboration. Enabling dedicated employees to create public – and private – Teams of up to 5000 members; it's no wonder 200 000 organisations use Teams.

As a leading competitor to Slack, Hangouts and Zoom, Microsoft Teams is a unique platform, and single pane of glass, for all communications with a business. This offering extends itself to MAC and iOS-based devices since many companies use Windows-based PCs. Now, you can integrate Teams across multiple business devices to create unity.

Omnichannel unified communications

Digital transformation has challenged many businesses to be resilient to disruption. This structured solution has combined simplicity with convenience at every touchpoint, streamlining production, and process management. Since March 2020, Teams has made it possible to tie the entire Office 365 stack together, reaching over 44 million users.



## Adoption

Every technical adoption poses its challenges. Each project varies in size and complexity based on the environment, but the initial steps are identical across the board. Breaking the process down into three distinct phases of start-up, experiment and enablement; we clearly define each stage in three separate workshops. Before kicking off the Teams workshops, we would need to understand your IT environment and take a specialised approach to your specific digital requirements. We facilitate this migration process with transparency, encouraging user acceptance and adoption positively and fluidly. We are committed to monitoring,

maintaining, and supporting all aspects of your IT environments. Thus, our experts at Triple4 consults with you on systems, processes, people, and strategy. We do this to ensure that your IT strategy supports your objectives. The goal of the workshops is to understand and build a simplified procedure or process on how Teams can successfully collaborate within the team network or infrastructure. The result of this also improves your internal processes and ensures that your systems are ISO compliant. During the adoption process, we implement a change management strategy, using the ADKAR methodology.



## Change

The ADKAR approach, used by Prosci, is the preferred change management program that Microsoft recommends for people to adopt change in an organisation successfully. At Triple4, we are well versed and fully certified in delivering change through ADKAR.

### It emphasises the following categories:

- Awareness
- Desire
- Knowledge
- Ability
- Reinforcement

### Consider the best practices:

- Terminologies and technologies
- Workflows
- Teams vs channel vs folders
- Metadata
- Taxonomies



### The workshop consists of 4-hours over three days, i.e., three workshops.

Day 1 (Introduction)	Preparation, demos and structure
Day 2 (Dreadful homework)	Review prep work, structured demo
Day 3 (Success, it's over)	Finalise, design and handover

If necessary, homework is given to the attendees to prepare for each workshop to accelerate the process. It helps users understand how we facilitate the build, making it possible for users to go back to their respective teams and confidently teach them about Teams.

Once we complete the workshops, Triple4 provide feedback and hand over official documentation on the way forward for your business. If you choose to move forward with Triple4 and complete this project, we begin the change management workshop.

## What is change management?

Change management is crucial to the successful rollout of any new technology implementation in an organisation. In essence, the completion of this effort ensures user adoption and satisfaction of new experiences. The steps identified below can be altered depending on the size of the business, but provide a sustained level of communication with stakeholders, champions, IT administrators, and the users.

*If you do not manage change, change is bound to fail.*

At Triple4, we use the awareness, desire, knowledge, ability and reinforcement (ADAR) model to plan and implement change management activities in your organisation effectively. We share Microsoft's goal to achieve more, giving your organisation's leaders the tools they need to change. This project runs for 4-hours; the following are only some of the critical points posed:

- Why is this change being made?
- What would happen if no change were made?
- Who is impacted the most? The least?
- How will work processes change?
- How will our customers' experiences change?
- How will we be more competitive?
- How will technology change?
- How long will it take to implement this change?

These questions are specifically designed to help you manage expectations or eliminate uncertainties being felt towards the Teams migration. Any change is daunting, but Triple4 has the potential to make your experience frictionless.

## ISO Replication Workshop

The ISO 9001 workshop walks you through the criteria of using Teams as your filing system for your quality management processes. We unpack your entire filing process and requirements and replicate this into Teams using automation, tags and metadata and other scripted mechanisms to ensure repeated compliance to process.

Not matter at what stage you are, in your ISO journey, this workshop provides critical value directly back to your operational efficiency.

## Taxonomies and Metadata

A Taxonomy groups the words, labels, and terms that describe something, and then arranges the groups into a hierarchy. In layman terms, taxonomy is how to categorise the data in a structured way so that it's easier for users to search for the required information in real-time.

While Metadata can be many kinds of information: a location, a date, or a catalogue item number.

These are all SharePoint technologies, where Teams acts as an interface to that environment and provides for the actual storage of your data.

Our previous workshop arms us with the knowledge we need, to make all your information and intellectual property accessible to all your users in a controlled, defined and secure manner.

## Cloud PBX Implemented and Migrated

For years, businesses have relied on a PBX system for connecting multi-line phones. It's seen everyone through all your company's trials and tribulations and was the top of its class when you first got it. Sadly, this system has run its course. It's time to upgrade from your old PBX system to a real-time collaborative environment by embracing the Voice functionality within Microsoft Teams. This kind of change is a big deal. You're about to change your old desk phones for something entirely new, and that can be intimidating. We exchange the old with a communication technology that meets the demands of the modern world through Microsoft Teams. While PBX systems come with conference-call and extension features, Teams makes conferencing more accessible and more efficient. Microsoft Teams also offers intuitive scheduling, planning, file sharing, and note-taking for meetings; a few clicks and you're on a conference call. After porting your current

telephone numbers to our infrastructure, Teams becomes your end-to-end communication solution encompassing every channel you were used to conversing on, carefully organised, and in one single readable pane of glass. Your PBX now is moved to the Cloud. Remote working has become the norm for many organisations across the globe. While it's a flexible approach to working, it should not affect production. Regardless of where your employees are, Teams keeps them connected with a softphone in place of a desk phone. The Teams client is available on all mobile operating systems, such as Android, iOS as well as desktop operating systems. If you feel you do not want to use the softphone, then there are certified desk phones, allowing you to make calls via teams but using a regular handset.

## Call recording with speech analytics

Call recording is as old as telephone systems, but how do you get real value out of thousands upon thousands of minutes you have recorded? Where is the real Intelligence and analytics in this approach? Digital transformation requires employees to be resilient and proactive when it comes to customer engagement via voice. Our speech analytics tool assists you in streamlining your workflow according to trends, cognitive results, and more.

Triple4 can revolutionise your business and deliver customer service excellence by:

- Enabling the ability to notify team leaders when a negative call for a follow-up on a service ticket occurs;
- Allowing the notification of a supervisor when a customer calls about poor service delivery; or
- Activating a notification to a sales manager when a customer phoned in to order something from telesales over a particular value.

## Triple4's Speech Analytics gains insights into customers' needs.

Triple4 Speech Analytics uses sophisticated algorithms to scan and detect keywords and phrases, to reveal trends and patterns. Voice recordings and analyse customer satisfaction in their responses. You are able to classify emotions – positive and negative – within text and voice interactions. Based on these results, you can pinpoint unhappy customers.

Triple4 Speech Analytics sorts, tags, and categorises call recordings into a usable list, allowing you to filter according to the following:

- The basics, such as agent, number, date, or time;
- The attitude, either positive, ambiguous, or negative; or
- The purpose, such as customer service, complaints, sales queries, or late payments.

Within a month, Triple4 Speech Analytics portrays a real view over a filterable period, and can assist in improving your business' performance. Our speech analytics solution can record, analyse and compare data according to trends. Your customers' behaviour gives us a breakdown of their experience with your brand, and ultimately, how well your customer service teams – or the lack thereof – are affecting your bottom line. This information makes it easier to address the root cause of any customer-influenced business problem. Thus, allowing

your teams to learn, grow, and fast-track your success. It also processes calls in up to 44 different languages. Phonetic boosting clarifies transcription, enabling agents to understand conversations regardless of linguistic barriers. For instance, dialects, accents, and slang can be normalised. Also, the tool listens to volume, pitch, tempo, and silences. This activates a sentiment analysis check, analysing the attitude and mood of the customer so that you can better attend to them.

## Price

Costs will vary depending on the complexity of your operations, size and requirements. The finer cost details, as we mentioned, are unpacked in our adoption workshop series.

The documentation you receive will outline all the detailed costs from inception to completion and handover. The adoption workshop's value is used as a prepayment against the remaining fees, should you proceed.

Adoption Workshop Cost: R 19'050.00

## Why Triple4?

Triple4 developed and engineered the first public cloud offering in South Africa, successfully launching it in 2009 before the release of even Microsoft Azure. To this day, Triple4 is still running this environment for one of the largest ISP's in South Africa, ten years later.

The company has been going for more than a decade, having adopted a remote services model from the start. We have assisted businesses all over the world by extracting the best from their investments and selecting the correct solutions, so that they may have a competitive edge in their industry.

It is imperative that Triple4 understands their customer intimately, how they make money, their lingo and their challenges, and what makes them unique. By doing this, Triple4 can serve you best.

We believe in honesty to our customers first and foremost, as that sets the groundwork for a long and trusting relationship. We aim to provide the most significant value possible, underpinning this with a world-class response.

We have a complete offering, that considers all nuances. Our client base is more than just a customer code on an ERP system, mattering only to the account manager. Everyone at Triple4 is a client liaison, and part of your team.

With an office in Dublin, Cape Town and Johannesburg, with execution capabilities anywhere with an Internet connection, Triple4 is truly global with our engineers and consultants delivering exceptional work according to our value system everywhere.