

FROM COVID-19 WFH TO HYBRID WORKING: REFLECTIONS & PRIORITIES FOR SECURE COLLABORATION



From Covid-19 WFH to Hybrid Working: Reflections & Priorities

1. Introduction.....	1
2. The Extent and Speed of Digital Transformation.....	6
3. The Side Effects Of Rapid Digital Transformations.....	10
4. Investment for the Future.....	15
5. Collaboration During COVID-19 Case Studies.....	17
6. Appendix: Participating Organisations.....	24
7. Acknowledgements.....	27

Introduction



The emergence of coronavirus (COVID-19) in early 2020 presented the most significant health-care crisis since the early 20th century. It has seen organisations worldwide close their offices and embrace digital and remote working as governments implemented national lockdowns and social distancing measures to combat the virus' transmission.

The question for organisations was how to enable seamless business continuity in a time of such rapid and societal change.

- ▶ In such unprecedented circumstances, digital technology and solutions became more vital than ever. In early March 2020, prior to the UK's first national lockdown, Microsoft was already noting a huge swell in the number of people utilising their Teams platform for collaboration.

In Italy, an early hotspot for COVID-19 where social distancing and shelter orders were already in place, the country saw a 775% increase in monthly users for calls and meetings¹. Globally, over the course of March 2020, Microsoft recorded more than 44 million daily users, generating over 900 million meeting and calling minutes in a single week. By mid-June, use of Teams had grown by 894% compared to its usage in mid-February of the same year².

One critical example of this within the UK comes from across NHS organisations, whose employees sent 4million messages in just one week in October 2020. Since rolling out Teams in March 2020, a total of 13.2 million NHS meetings have taken place on the platform³.

1 <https://azure.microsoft.com/en-us/blog/update-2-on-microsoft-cloud-services-continuity/>

2 <https://www.computerweekly.com/news/252485100/Microsoft-Teams-usage-growth-surpasses-Zoom>

3 <https://digital.nhs.uk/news-and-events/news/ms-teams-use-in-the-nhs-soars-as-pandemic-continues>

Chris Parsons, who runs NHSmail at NHS Digital, said: “The use of remote messaging and meeting technology like MS Teams has proven to be essential for NHS organisations during the pandemic. Many doctors and nurses have had to work remotely to provide effective care, especially to those patients who have been self-isolating, and technology like this can help make it possible.

“There has been a seismic shift in how organisations work over the last few months, and these figures show that the appetite for digital collaboration has increased exponentially over that time, becoming part of the fabric of working life on the front lines.”

But in this unprecedented wave of adoption as organisations justifiably hastily moved to adopt Microsoft 365 and digital collaboration technologies, a core concern remains: How have they moved to make those platforms compliant one year later?

With this in mind, Exec Survey and iGov Survey teamed up with SaaS specialists AvePoint to examine in more detail how the COVID-19 pandemic has impacted the way in which organisations across the UK are collaborating, with a focus on the use of the Microsoft 365 solution. Crucially, our report also examines how organisations are preparing for the future, and how they are building upon the digital progress made in the last year.



About AvePoint



A five-time winner of the Microsoft Partner of the Year award, AvePoint offers the only full suite of SaaS solutions to migrate, manage and protect data in Microsoft 365. More than 7 million cloud users, including a quarter of the Fortune 500, rely on our solutions.

Our SaaS solutions are also available to managed service providers, so they can better support and manage their small and mid-sized business customers. Our multi-tenant solutions are available from over a dozen distributors in more than 100 cloud marketplaces worldwide.

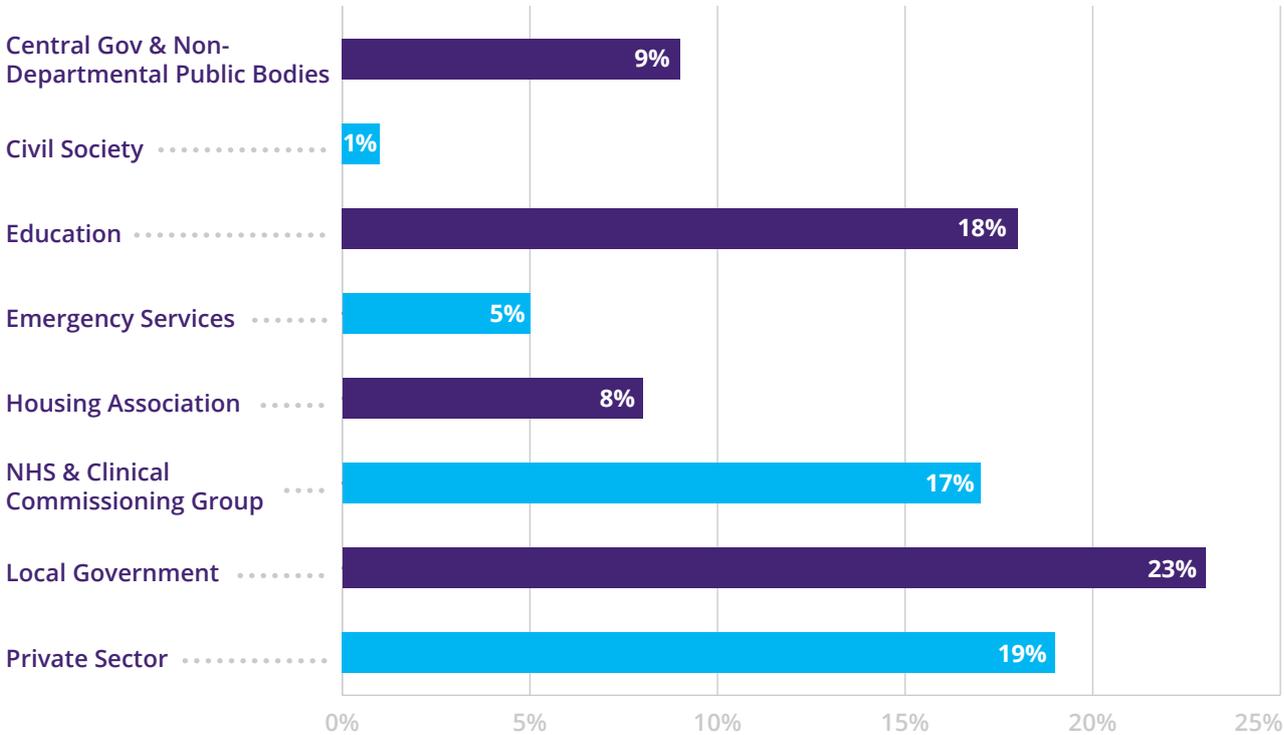
Methodology Overview

The survey was conducted by Exec Survey and iGov Survey in partnership with AvePoint. The project ran from Thursday 26 November 2020 to Friday 22 January 2021.

A total of 222 individuals from 202 unique organisations participated in the survey, each of whom will have received a complimentary copy of the findings report. There was no inducement to take part in the survey, and AvePoint was not introduced as the survey partner.

Breakdown by Sector and Job Function

Number of participants (completes only) by sector



Top responding job functions	
Chief Executive/Deputy	30%
IT Management	22%
Information	15%
Digital	12%
Programme Management	9%
Senior Manager	8%
Transformation & Change Management	8%
Marketing Communications	5%
Project	4%

Meet our Experts

Data without perspective is information without insight. We brought in two experts in digital collaboration to help provide some perspective on our key findings.



John "JP" Peluso

Hey everyone. I am the Chief Product Officer at AvePoint and also one of about 200 Microsoft Regional Directors worldwide. I have 20 years of experience helping organisations understand how they can drive secure collaboration and business productivity through an effective use of technology. You may be interested in my blog series on Microsoft Teams Private Channels or my webinar on external sharing.



John Hodges

Hello! I am the Senior Vice President of Product Strategy at AvePoint, focusing on developing compliance solutions that address modern data privacy, classification, and data protection needs for organisations worldwide. I've worked with many Fortune 500 companies to drive sustainable adoption of Microsoft technology. You may be interested in my blog series on securing sensitive information in Microsoft Teams or my debate with industry legend Tony Redmond on Microsoft 365 backup.

The Extent and Speed of Digital Transformation

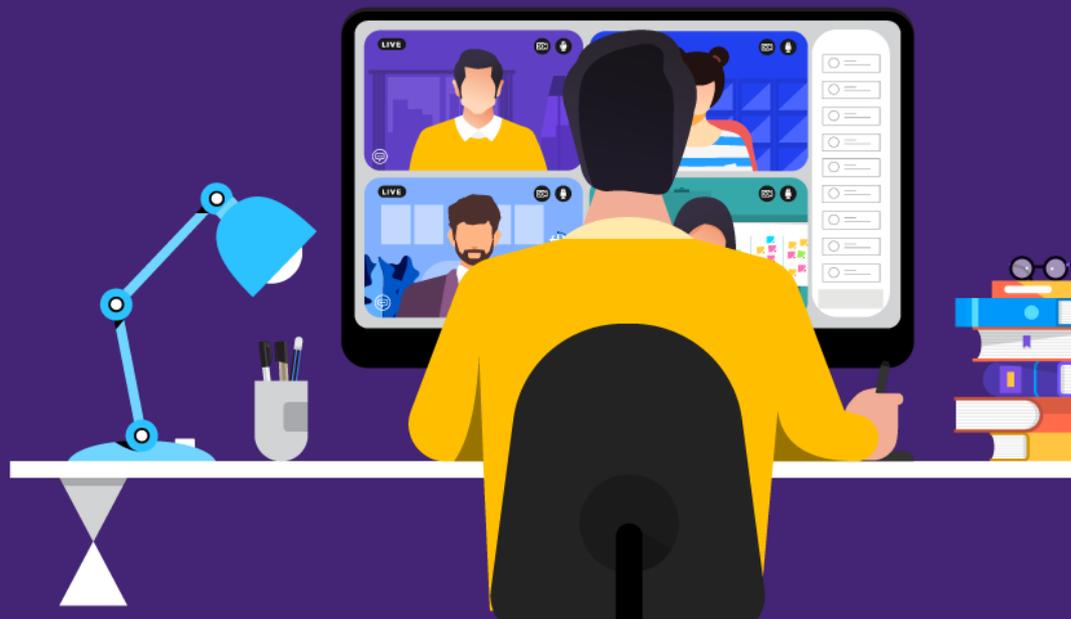
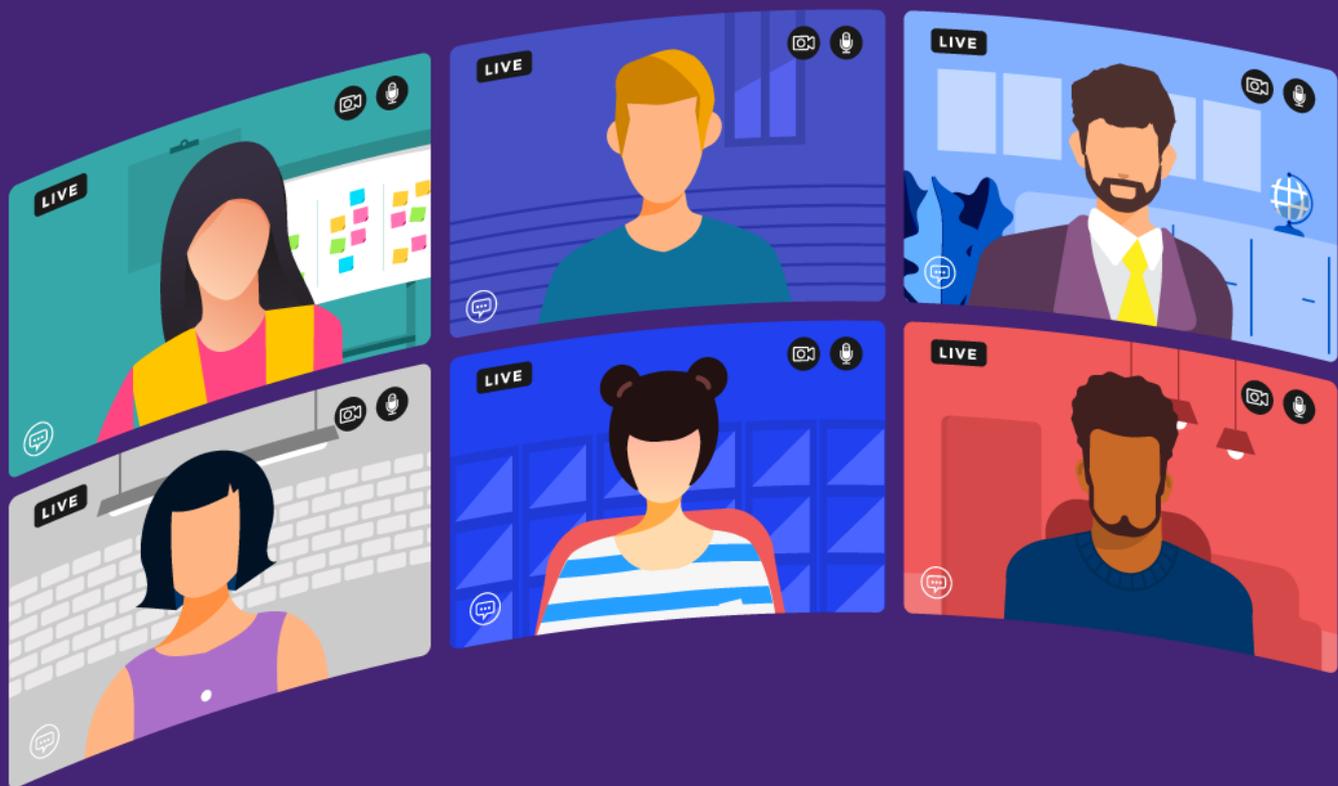
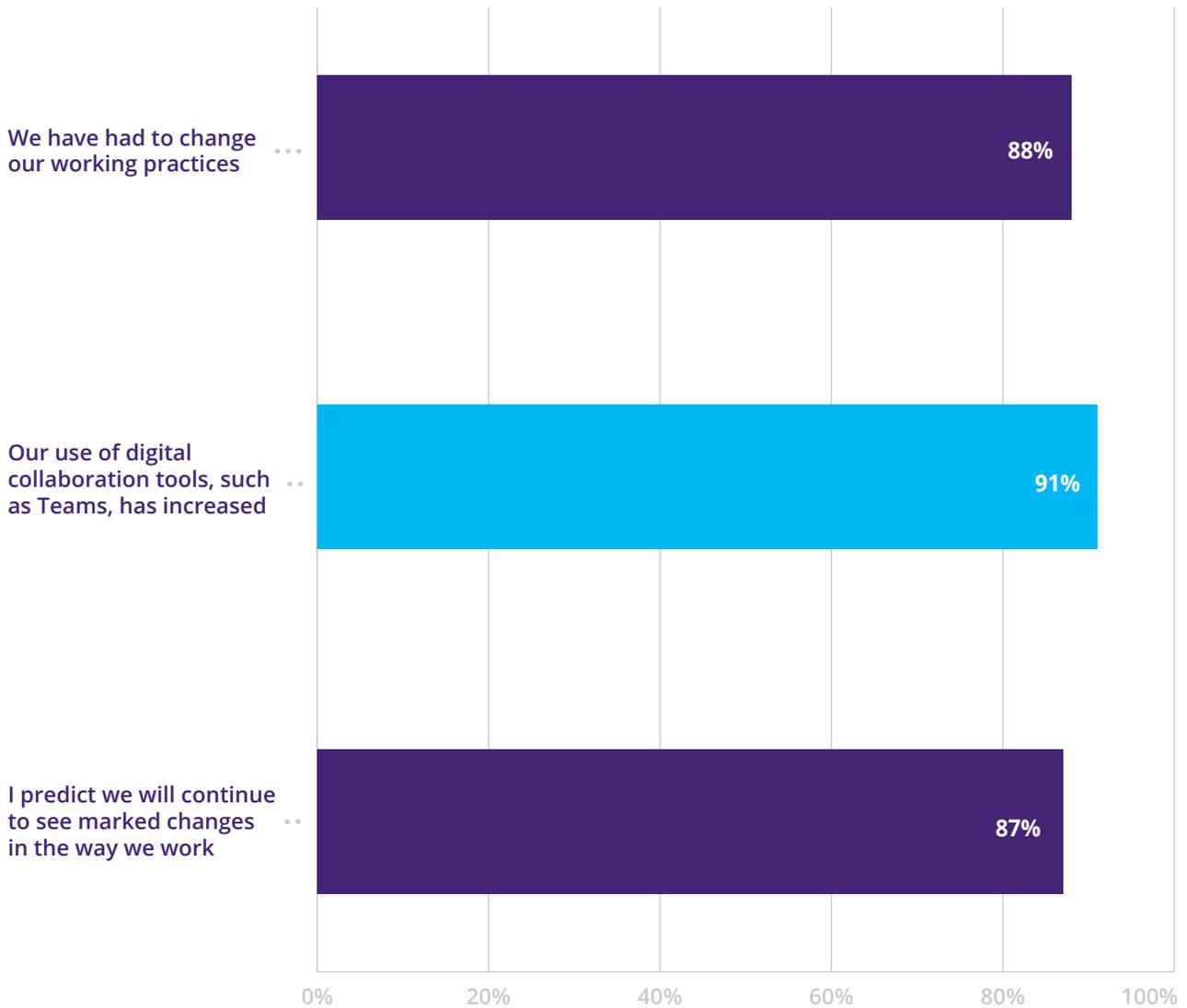




FIGURE 1: Thinking about the way in which the COVID-19 pandemic has affected your organisation, which of the following statements would you agree with? Please tick all that apply.

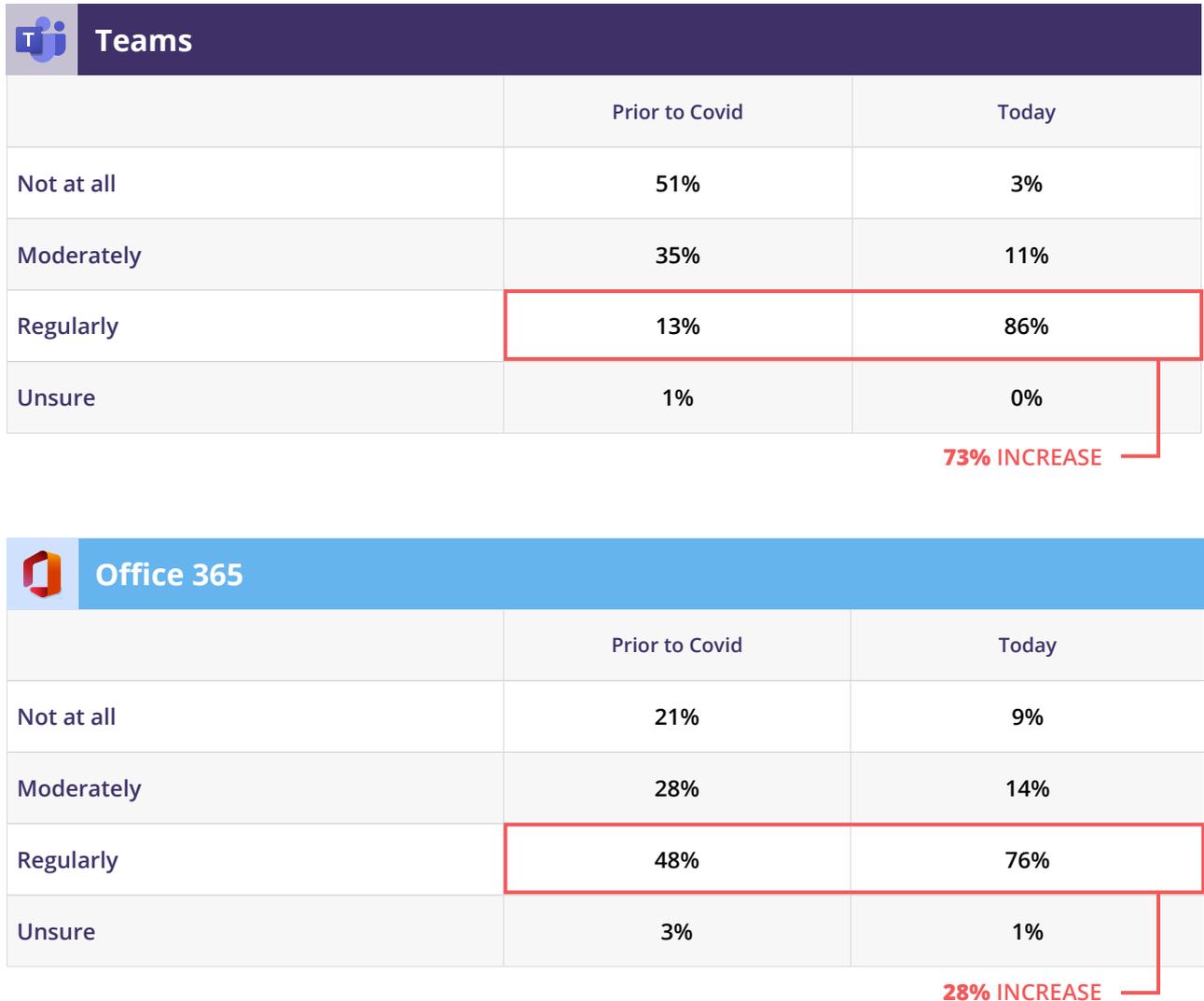


JP: This shows what many of us experienced firsthand: Microsoft Teams was a crucial pillar of business continuity this year by enabling remote work at scale. For the 22 percent of organisations that didn't change their working practices, I wonder, John, if that is because they were ahead of the digital transformation curve or too far behind?



John: I'm thinking the latter JP. The urgency to transform was likely a bit more muted for some organisations, and I'm thinking particularly public sector, that have a large percentage of essential workers and most of their workloads on-premises. But what grabbed my attention here is that while we are one year after the emergency of COVID-19, the vast majority of respondents still anticipated marked changes to their collaboration.

Q **FIGURE 2:** How did you use Microsoft Teams and Office 365 prior to the emergence of COVID-19? compare with How do you use those tools today?



John: In April 2020, Microsoft CEO Satya Nadella said “We’ve seen two years’ worth of digital transformation in two months.” Our survey validates that statement and the skyrocketing daily active user numbers

for Microsoft Teams, which has overtaken Slack and never looked back.



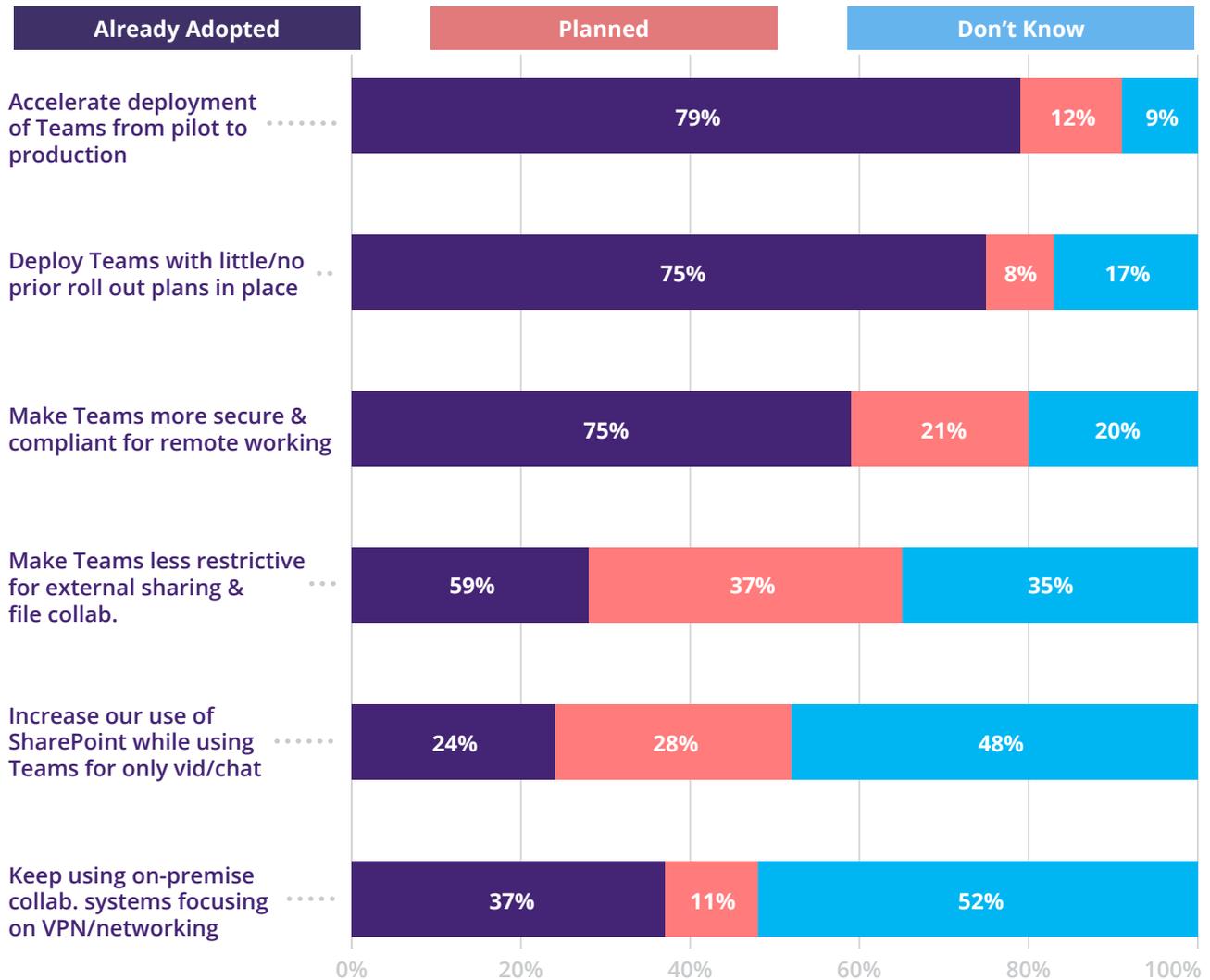
JP: It’s interesting you bring up daily active users, John. Microsoft measures that by a user taking a single action in Microsoft Teams, like sending a message. What this shows is that not only is the adoption of

Microsoft Teams broad but it’s also deep. People have moved from moderate to regular use at a high rate. That indicates to me that it’s likely usage of the platform has moved from the occasional video call or instant message to more mature uses such as file collaboration.

THE EXTENT AND SPEED OF DIGITAL TRANSFORMATION



FIGURE 3: In which of the following ways have you adapted, or do you plan to adapt, your collaboration processes as a result of changing working practices due to COVID-19?



JP: A lot of media attention has been placed on the spike of adoption of Microsoft Teams, but there has been very little investigation into how did this sudden spike happen? Part of the answer was that

many organisations were already piloting Teams and had a foundation to roll it out organisationwide, and the other part was that many typical planning steps were (in this case justifiably) bypassed. Before the pandemic, virtually none of our clients or companies I have worked with rolled out Teams with no prior plans in place, so 75% is a shocking, if understandable, statistic.

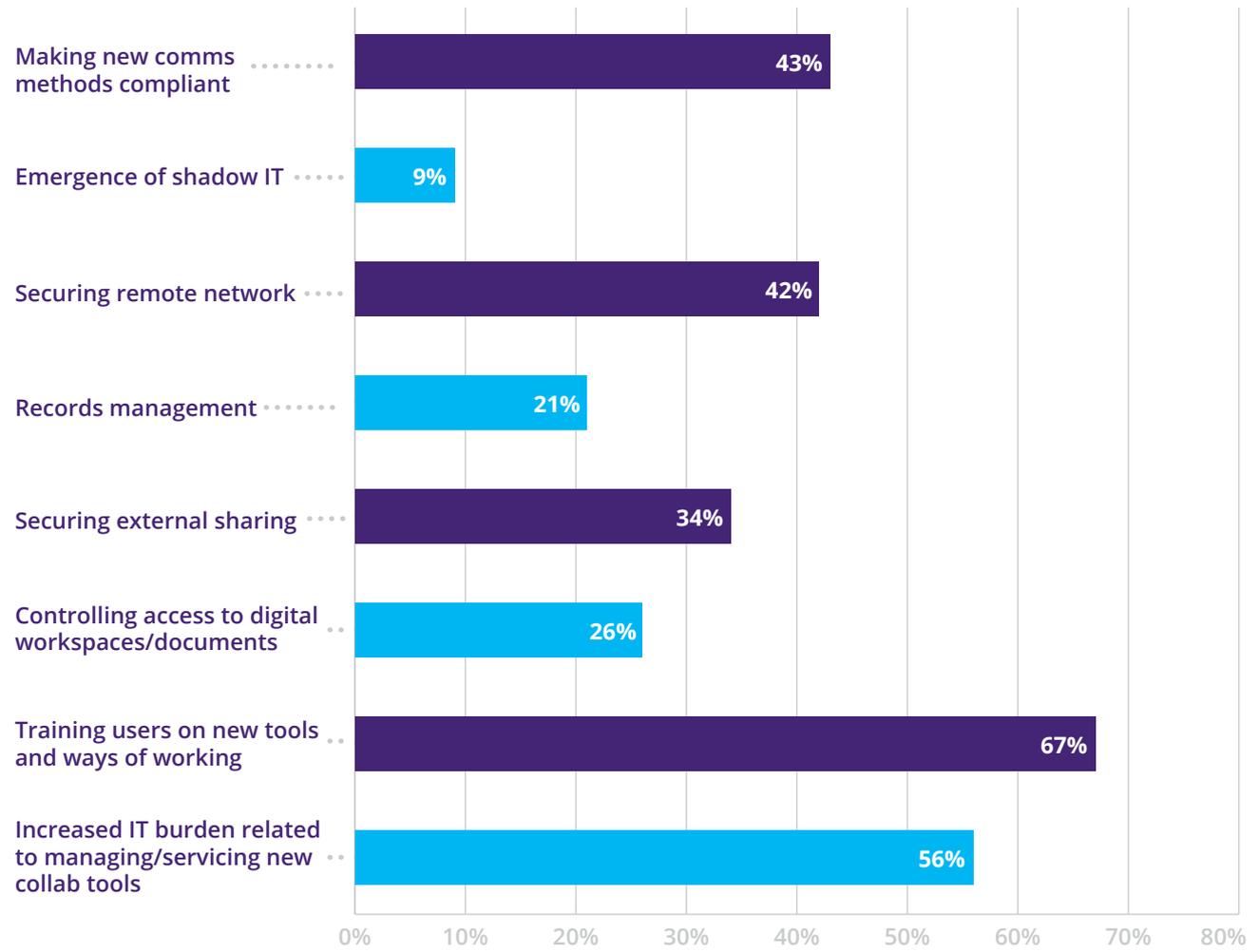


John: This finding validates what we are seeing in the field as well. Most organisations had an “order of operations” to a COVID period Microsoft Teams deployment. It was 1) quickly get up and running 2) button up and secure everything and then 3) find out how to open up restrictions to collaboration. We are seeing a lot of organisations focusing on how to tackle external sharing so the 37% number rings true to me.

The Side Effects of Rapid Digital Transformations



Q **FIGURE 4:** What have been the biggest challenges to your digital collaboration since the COVID-19 lockdown in March?



John: There is so much to unpack here! To start, the biggest challenge of unplanned Teams rollouts being end user training isn't surprising. The reason digital transformation typically doesn't happen in

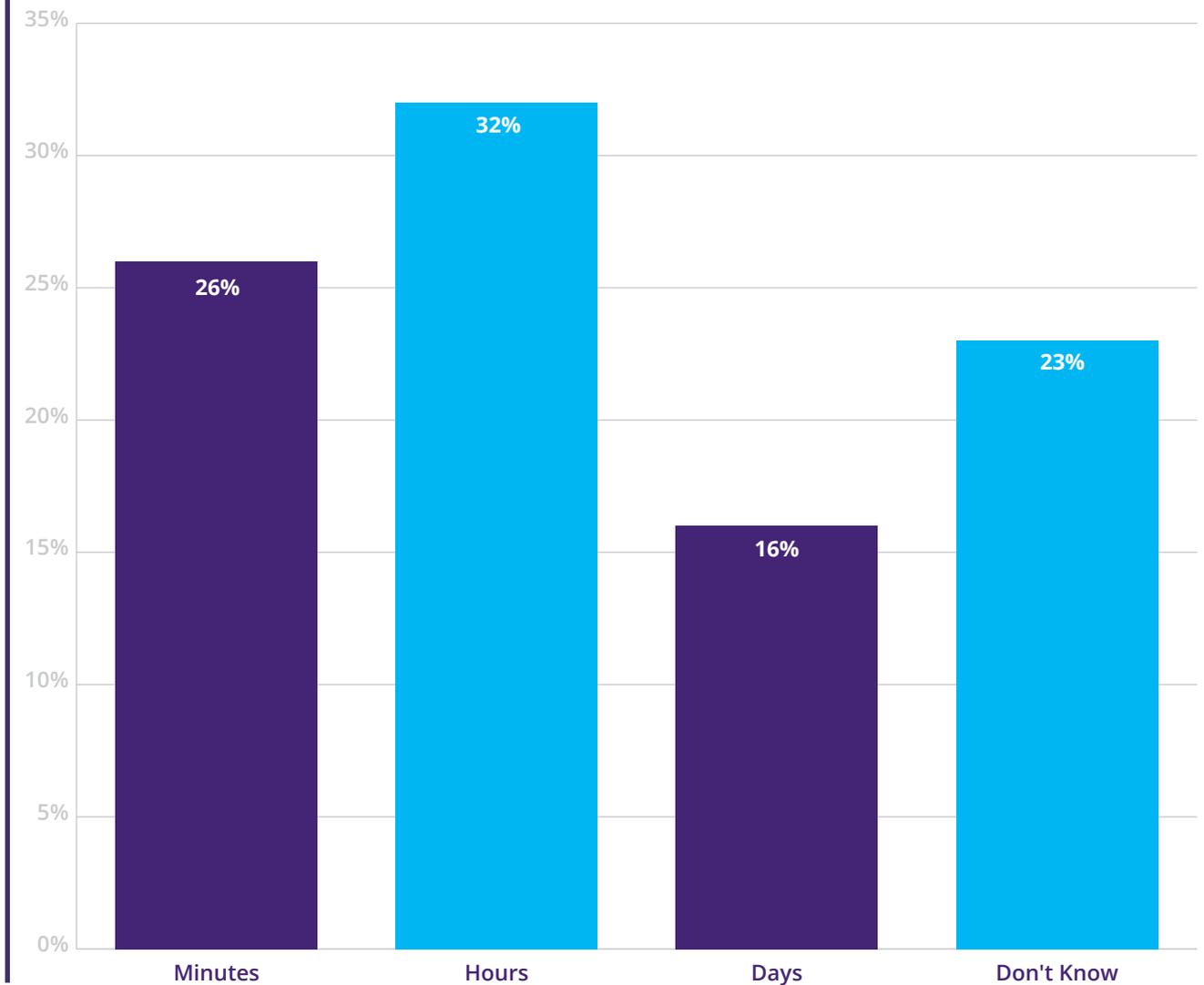
two weeks isn't the technology side of the equation. The technology is easy; it's the policies and people that make it difficult. You also have to feel for IT teams that have been working overtime trying to make this a smooth transition for all of us. The reality is, unless you are leveraging automated tools to help manage your Microsoft Teams and the digital workspace lifecycle, that burden is always going to be there and only increase over time.



JP: There is an interesting drop between the challenge of making new communication methods compliant and records management. One oftentimes necessitates the other, especially as more decision making

is happening in places like Microsoft Teams. The low response there along with emergence of shadow IT is a hint for me that its not just an initial rush to Microsoft Teams and a second wave of cleaning up security and external sharing policies, but we may actually see a third wave of impacts as organisations try to clean up their compliance.

Q **FIGURE 5:** How long does it take to respond to a user's request for digital workspaces (such as Microsoft Teams or SharePoint sites)?



John: This finding goes back to the point I made previously. The only way for most organizations to maintain their governance policies and keep up with the number of digital workspace creation requests is through automation. Your only other option natively is to enable self-service which will provision the space in minutes, but with so little oversight that sprawl becomes a big issue. This chart indicates most are using a managed provisioning option which is partly responsible for creating that IT team burden we saw earlier in this survey.

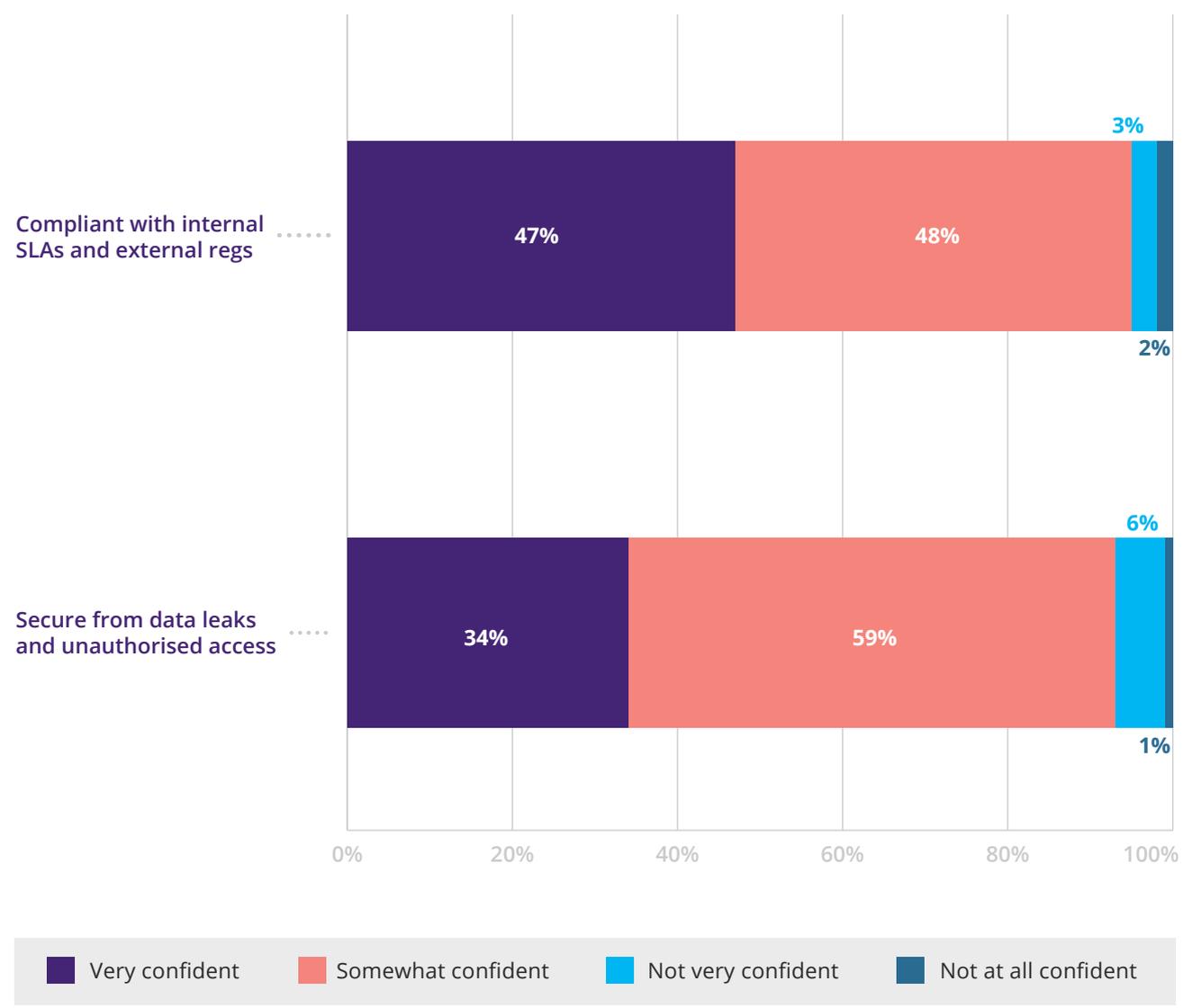
through automation. Your only other option natively is to enable self-service which will provision the space in minutes, but with so little oversight that sprawl becomes a big issue. This chart indicates most are using a managed provisioning option which is partly responsible for creating that IT team burden we saw earlier in this survey.



JP: I know “hours” doesn’t seem like a lot to have to wait for a request from IT, especially for those working for organisations that are taking “days,” but it is significant. Anytime you have users waiting for resources they need to get their job done you are going to have frustration, low adoption and shadow IT—three things IT teams want to avoid.

Anytime you have users waiting for resources they need to get their job done you are going to have frustration, low adoption and shadow IT—three things IT teams want to avoid.

Q **FIGURE 6:** To what extent are you confident that my Microsoft 365 and Teams deployment is currently...



JP: These are the kinds of questions where “overconfident” really should be an option for respondents. It looks like the vast majority believe they are compliant with external regulations and secure from data leaks, but the devil is in the details.



John: I agree, JP, that this is a very surprising result given the speed, depth and breadth of the collaboration changes respondents reported on previous questions. It is interesting to see that only a third of respondents are very confident in their collaboration security, however. One of the major challenges we are seeing customers struggle with is understanding who (including external users) has access to sensitive data, and I think we see that reflected at least a bit in these responses.

Q **Figure 7:** What security and compliance capabilities do you have in place across Microsoft 365 (SharePoint, Teams, OneDrive, Planner, Exchange) or plan to invest in the next 18 months? (check all that apply)

	In place	Planning
Restore granular items deleted for a year or longer	13%	6%
Capture records being created across all, inc. Teams	23%	13%
Check settings & membership of Teams annually	28%	18%
Determine guest user access	25%	13%
Remove guest users	26%	16%
Lifecycle management for Teams/SharePoint	18%	15%
Retain the data only for as long as needed	25%	14%
Determine who has access for data types in audits	22%	14%
Other – please specify	4%	3%
Don't know	54%	66%



JP: These are all capabilities the vast majority of organisations would need in order to be compliant with relevant regulations or to have a reasonable level of protection against data leaks. We can see here that in fact many of the respondents were overconfident in their collaboration, compliance, and security measures in Microsoft 365. If you aren't checking your membership, removing guest users, or engaging in workspace lifecycle management, you are at risk of data leaks. If you aren't capturing records, have the ability to retain and restore data that has been deleted for a year or longer, or determining who has access to sensitive data, then you probably aren't compliant.



John: It is really hard to determine who has access to specific types of data in Office 365 without a third-party tool like Policies and Insights, so the low number there doesn't surprise me. It's good to see at least a fourth of the respondents are engaging in some sort of annual workspace permissions and settings review. That can take a lot of time and add to the burden we saw IT teams struggling with earlier in this survey. That is a routine task that can be automated with tools like Cloud Governance.

Investment for the Future

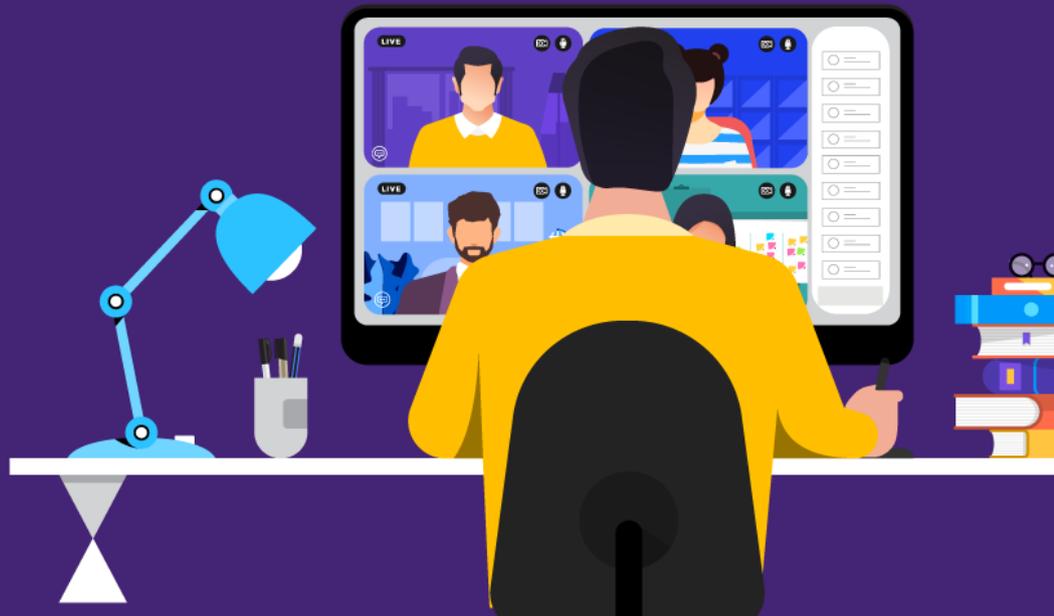
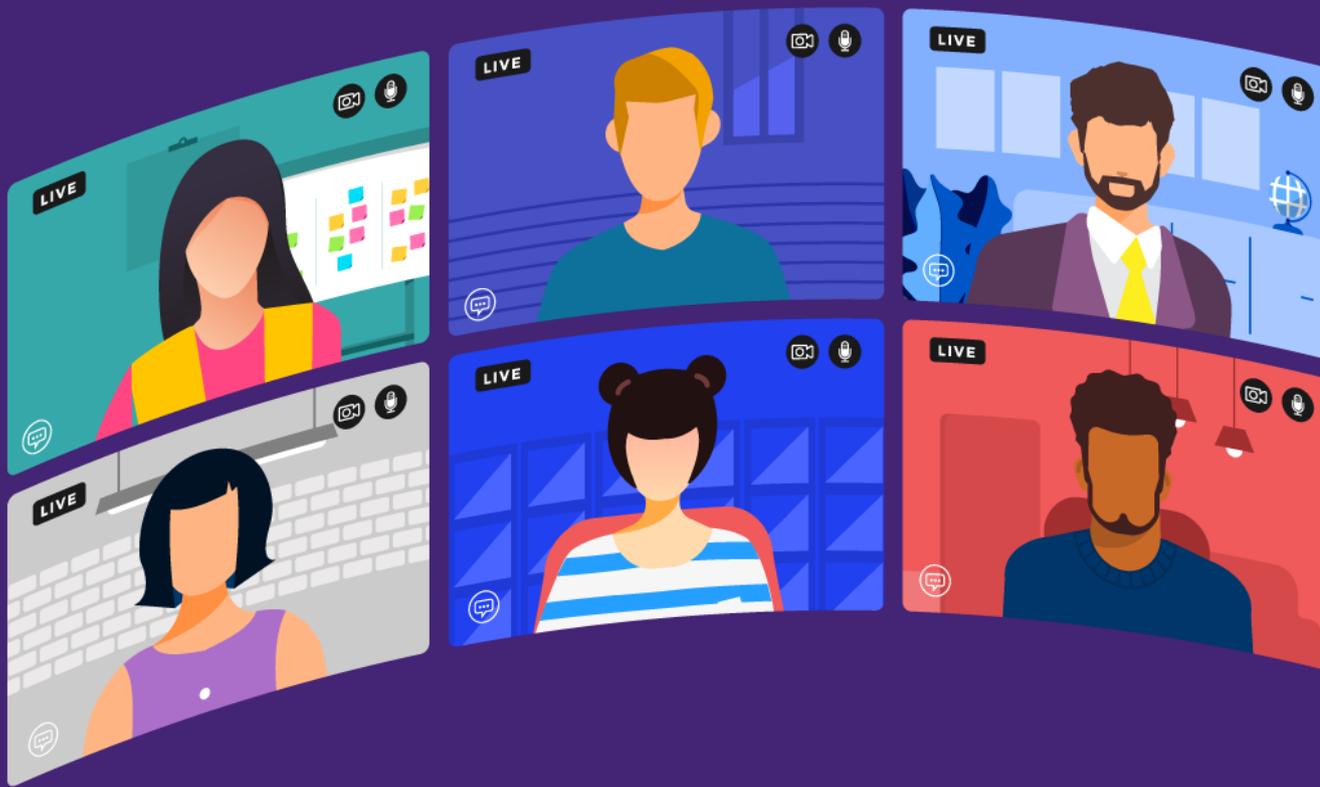
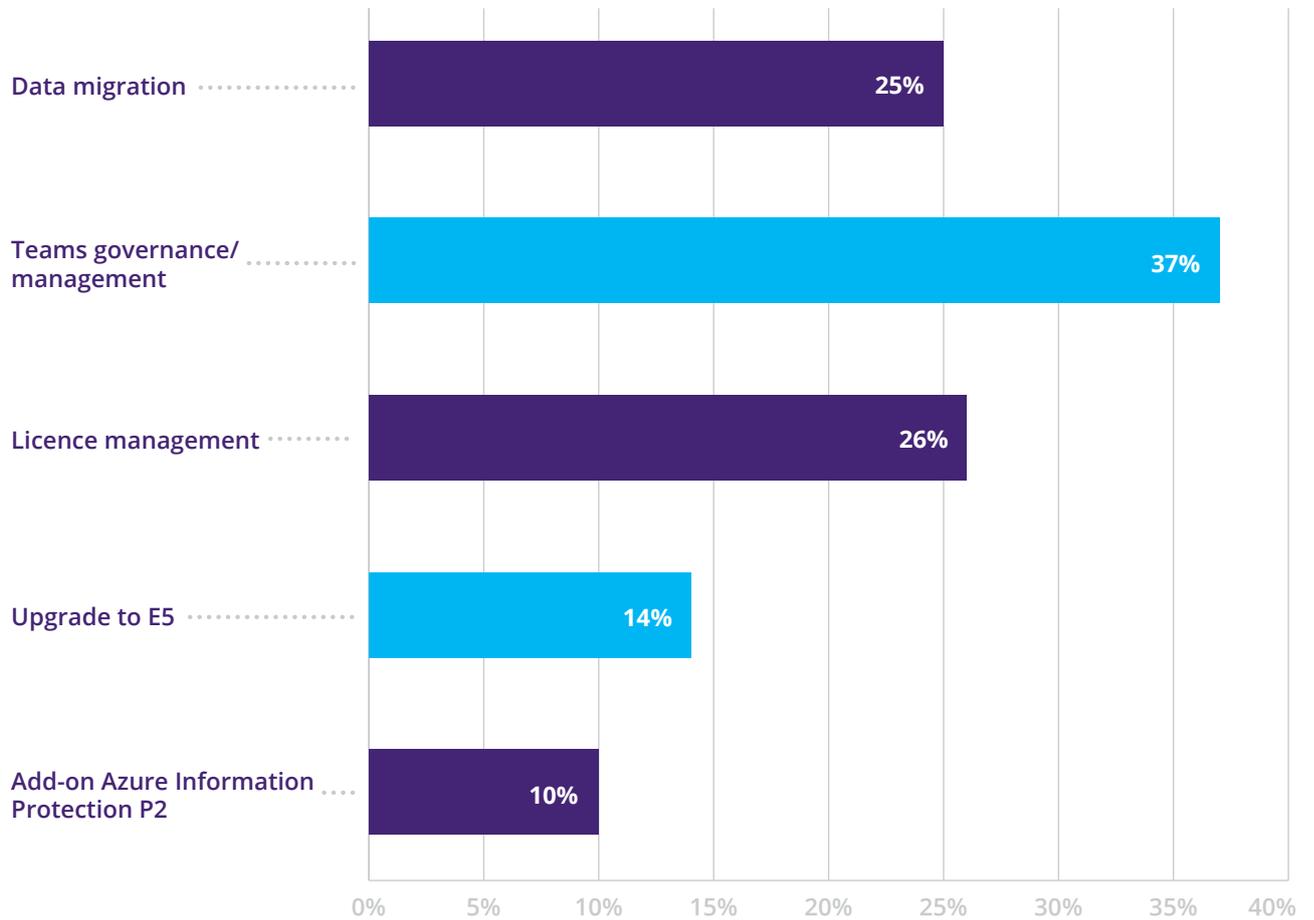




FIGURE 8: Since the COVID-19 lockdown, we have invested or plan to invest in the next 6 months:

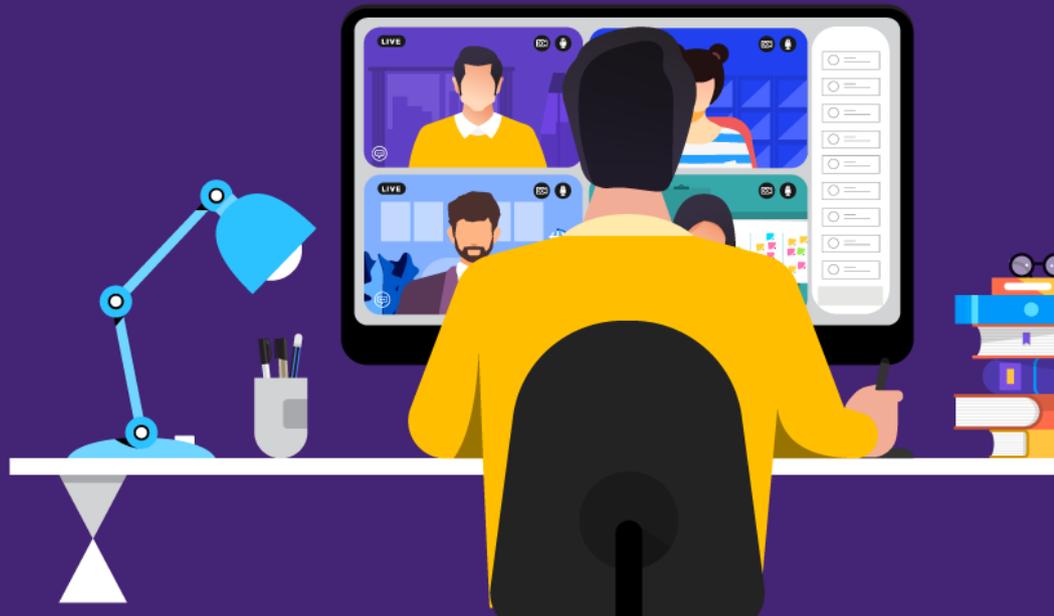
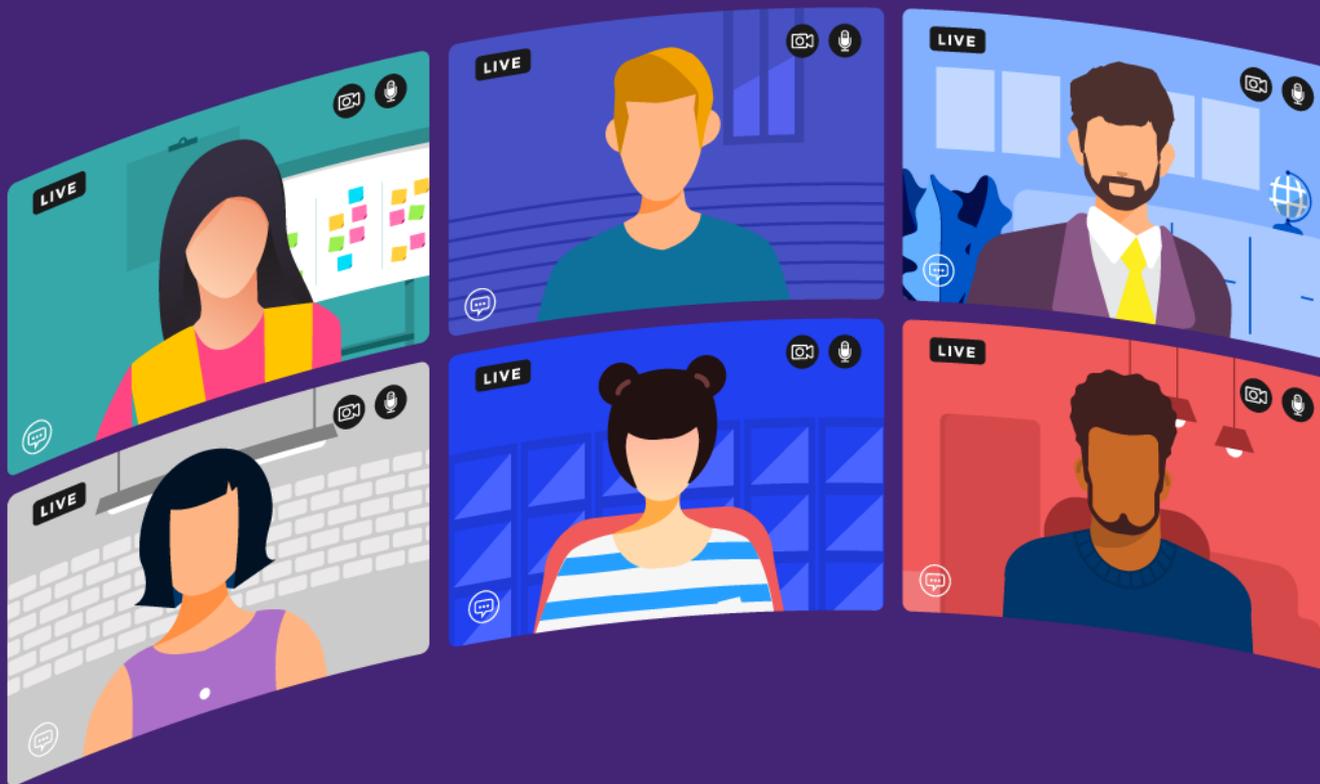


John: All of these options are steps in the right direction, so it's encouraging to see organisations starting to invest in collaboration security. The scope and size of those investments should vary as each organisation will need to "right size" to determine the level of collaboration security and governance that fits their needs.



JP: One of the biggest challenges of security collaboration is to tailor your controls at the organisational, departmental, and even working group level. Otherwise, you are hindering productivity and creating more problems than you're solving. Unlike other security aspects like network security, collaboration security is not a matter of putting up one large firewall. The way we collaborate evolves and shifts over time and based on the purpose of that collaboration—your collaboration security should be automated to evolve accordingly. Microsoft provides the tools you need to have robust security, but AvePoint solutions like Policies and Insights and Cloud Governance are necessary for tailored settings and secure adoption.

Collaboration During COVID-19 Case Studies



City of Port St. Lucie Fixes Thousands of Over-Permissioned Sharing Links, Improves Guest Access Oversight with Policies and Insights



About Port St. Lucie

Port St. Lucie is a city on the Atlantic coast of southern Florida. The city has roughly 1,000 Microsoft 365 users.



The City of Port St. Lucie rolled out Microsoft Teams for the first time as part of their quick efforts to support remote work and keep collaboration among city employees running efficiently. However, managing the service threatened to overwhelm the lean IT department.

“Cloud Governance allowed me to scale so I could keep up without having to hire someone,” said Melton. “The provisioning request goes through the questionnaire and I’ll use Cloud Governance’s Teams app, MyHub, to facilitate the request. A process that took me 30 minutes per Team now takes me 5.”

All workspaces that were created prior to implementing AvePoint were able to be imported into the city’s management and governance process moving forward. Cloud Governance also improved how the city managed its guest users and external sharing in Microsoft Teams.

“Guest users are only supposed to be in our tenant for a short time—typically the length of a project,” said Melton. “We saw many guests users sitting in our AD without a reason, so we set up Cloud Governance to automatically sort through and expire them so they aren’t hanging in our AD forever.”

After finding so much success with AvePoint solutions, Melton started leveraging Policies and Insights (PI) as soon as it became available in July 2020. PI provides the ability to monitor risk and access on sensitive documents by proactively monitoring and remediating policy violations. It also provides actionable security dashboards to highlight and track exposure (anonymous links, external user access) over time.

“When we ran a scan with Policies and Insights for the first time, we came up with thousands of document links that were shared incorrectly,” said Melton. “We went through them and hit a button and it basically fixed the links and instantly mitigated that risk.”

PI’s simple, three step process (identify, prioritize, prevent) visualizes reports for IT, security, and business units by consolidating disparate reports that contain thousands of unprioritized line items in the Microsoft Compliance and Security Center.



“It can be difficult to configure all the policies natively—it’s not very intuitive with Microsoft,” said Melton. “We had a problem because our users were new to working with Microsoft Teams. They were sending links out without understanding who they were giving access to. It was crazy the amount of anonymous links that weren’t shared properly.”

Policies and Insights was very easy to use, deriving value almost instantly without needing to first classify their data.

“You don’t even have to have your information classified as sensitive for PI to identify it and tell you if too many people have access to it,” said Melton. “We turned it on and had insights in 24 hours or so.”

Metropolitan Council Responds to COVID-19 Work-from-Home Orders by Deploying Cloud Governance and Microsoft Teams



About Metropolitan Council

The Metropolitan Council is the regional policy-making body, planning agency, and provider of essential services for the Twin Cities metropolitan region. The Met Council and its 5,000 employees provide essential services and infrastructure – Metro Transit’s bus and rail system, Metro Mobility, Transit Link, wastewater treatment services, regional parks, planning, affordable housing to support communities and businesses to ensure a high quality of life for its residents.



Metropolitan Council started to roll out Microsoft Teams in July 2019 following its SharePoint 2010 to SharePoint Online migration with AvePoint.

“Our move to Teams made sense as we were re-organising and re-architecting SharePoint sites and our collaboration needs. From that point, we have been slowly rolling out features available in Teams,” said Jeff Godderz, ECM Architect Metropolitan Council.

Metropolitan Council decided to leverage AvePoint’s Cloud Governance to support its Microsoft Teams deployment because of its functionality to automatically enforce critical governance components of a Team or SharePoint site such as naming conventions, lifecycle, permissions, and ownership. The organisation also needed to have a more tailored provisioning process for each of its council departments.

“We have five council departments, with five different cultures and it seems like all of them had different ideas for managing Teams self-provisioning,” said Godderz. “One wanted self-service creation enabled, one wanted to route to IT for approval, and all want more control over getting resources as quickly as possible.”

The original plan was to deploy AvePoint Cloud Governance in gradual stages to enhance Microsoft Teams governance. However, in March COVID-19 hit the United States and state governors, including the Governor of Minnesota, started issuing work from home orders for state employees.

“We went live with AvePoint Cloud Governance on March 15, 2020, via a schedule crash to allow the organisation to make Teams since the Governor of Minnesota closed schools [in response to COVID],” said Godderz. “We have some backlog, but the process has been working beautifully. Within one week we had a 20 percent increase in Teams created.”

Metropolitan Council leverages a custom questionnaire to guide their users to one of five different types of Team templates, each with a governance policy tailored to its use case.

“One of our challenges was to balance the needs of our security team with the needs of our end users,” said Godderz. “We wanted end users to be able to get what they need on their own. So we used the Cloud Governance tool for that, and it really allowed us to move quickly with our security team.”

This “overnight” success was made possible through the close collaboration between Metropolitan Council and AvePoint’s in-house experts as part of an Advanced Quick Start services engagement.

This included designing and implementing specific use cases around provisioning, lifecycle, and reporting. Setting up the right reports for service request auditing and overall compliance was key.

AvePoint delivered the project on time and in the two months following the deployment of Cloud Governance:

- Meetings and chats increased 800 percent
- Emails decreased 21 percent
- Channel conversations went up 400 percent
- Overall activity in Microsoft Teams went up 221 percent
- More than 350 Teams have been automatically provisioned by Cloud Governance

Swinburne Uses Cloud Governance to Rapidly Extend Microsoft Teams to Students During COVID-19



About Swinburne

Swinburne University of Technology (Swinburne) is a public research university based in Melbourne, Australia. It was founded in 1908 as the Eastern Suburbs Technical College by George Swinburne in order to serve those without access to further education in Melbourne's eastern suburbs. They have 70,000 students and 8,000 staff users in Office 365 with about 100 TB of data.



Swinburne needed a way to set up different policies within Teams for its two distinct user bases: students and staff. Argame also wanted stronger lifecycle management policies than what was provided natively within Microsoft Teams.

“Someone creates a Team and if they left the organization that team and data is sitting there and no one knows what happened,” said Argame. “We started to look at that and wondering at the same time how can we automate the creation of the Team and also have it limited to certain people who can create Teams.”

In addition, Argame was seeking a solution to balance the need for external sharing with prudent security controls.

“Guest access wasn't available because we didn't want everyone to create Teams and have guests enabled to invite random people in those Teams,” said Argame.

After an attempt to create a provisioning script in-house, Argame discovered and started to evaluate AvePoint Cloud Governance.

Cloud Governance's ability to automatically set different policies for different sets of users based off their attributes in Active Directory allowed Argame to quickly roll out Teams for the student body while setting different permissions for staff.

“Students can only be added to a Team by an academic and all provisioning requests from staff are routed to the service desk,” said Argame. **“If we didn't have Cloud Governance, it would have taken a while to roll out Teams to students properly.”**

“Before cleaning up the Teams being created and not used took a lot of time. We had to figure out and contact the Owners and then if the Owners aren't around anymore figure out who is going to be the next one,” said Argame. “Now, I don't have to worry about any of that.”

For Swinburne's staff users, they have seen tremendous value now that external sharing has been abled thanks to Cloud Governance.

“With Cloud Governance, we can easily designate which teams are guest enabled. That's been the biggest win for our staff users,” explained Argame.

Cloud Governance's functionality to automate provisioning requests and capture additional metadata around each Team has greatly scaled the service desk as well.



6. Appendix: Participating Organisations

Aberdeen City Council	Buckinghamshire Thames Valley LEP	Department for Business, Energy & Industrial Strategy
Abertay University	Buro Happold Ltd	Department for Transport
Ability Housing Association	Bury Council	Derbyshire Constabulary
Acis Group	Caerphilly County Borough Council	Derbyshire Healthcare NHS Foundation Trust
Acturis Group Ltd	Cairngorms National Park Authority	Devon and Cornwall Police
ADAS UK Ltd	Calderdale Council	Devon and Cornwall Police and Crime Commissioner
Adecco UK Ltd	Cambridge Judge Business School	Discovery Schools Academies Trust Ltd
AHR Group Limited	Cambridgeshire Constabulary	Domino's Pizza UK & Ireland Ltd
Air Business Limited	Cardiff Council	Dorset Council
Air Liquide (UK) Ltd	Cardiff University	Dorset HealthCare University NHS Foundation Trust
Albert Bartlett & Sons Limited	Carmel Education Trust	Driver and Vehicle Standards Agency
Almond Housing Association	Cartrefi Cymunedol Gwynedd	Dudley Building Society
Anthony Collins Solicitors LLP	Cassiltoun Housing Association	Durham County Council
Arts University Bournemouth	Cheshire East Council	Dyfed-powys Police and Crime Commissioner
Arup Group Ltd	Cheshire West and Chester Council	E.H.Booth & Co. Ltd
Avingtrans plc	Chorley Council	E-Act
Avon and Somerset Constabulary	Citizens Advice	East Ayrshire Council
Avon and Somerset Police and Crime Commissioner	City Hospitals Sunderland NHS Foundation Trust	East Boro Housing Trust
BAE Systems plc	City of Glasgow College	East Hampshire District Council
Barnet London Borough Council	City of Lincoln Council	East Lothian Housing Association
Barratt Developments Plc	City of Wolverhampton Council	East Norfolk Sixth Form College
Basingstoke and Deane Borough Council	City of York Council	East Riding of Yorkshire Council
Bedford Borough Council	Clanmil Housing Association	East West Railway Company Ltd
Bentley Motors Ltd	Clydebank Housing Association	Emerald Group Publishing Ltd
Berneslai Homes	Connect Schools Academy Trust	Engineering Construction Industry Training Board
Biffa Group Ltd	Cornwall Council	Environment Agency
Blackburn with Darwen Borough Council	Cornwall Fire and Rescue Service	Epping Forest District Council
BMS Group Ltd	Cornwall Partnership NHS Foundation Trust	Essex Partnership University NHS Foundation Trust
Bourne Leisure Group Ltd	Crawley Borough Council	Falkirk Council
BPHA	Creative England	Fife Council
Bradford Diocesan Academies Trust	Crittall Windows Ltd	Five Rivers Multi Academy Trust
Braintree District Council	Cumbria County Council	Flintshire County Council
Brett Martin Ltd	Cumbria LEP	Fujitsu (FTS) Ltd
Bridgend College	Cumbria Partnership NHS Foundation Trust	Gateshead Council
British Business Bank	Darlington Borough Council	
British Transport Police Authority	De Beers UK Limited	
Buckinghamshire Council	Defence Equipment and Support	
Buckinghamshire Fire and Rescue Service		

APPENDIX 1: PARTICIPATING ORGANISATIONS

GFirst LEP	Lichfield District Council	NHS National Services Scotland
Golden Lane Housing	Linear Recruitment Ltd	NHS Norfolk and Waveney CCG
Gosport Borough Council	Liverpool City Region LEP	NHS North Central London CCG
Grand Central Railway Company Ltd	Liverpool Heart and Chest Hospital	NHS North West Leadership Academy
Gratte Brothers Ltd	NHS Foundation Trust	NHS Sheffield CCG
Gravesham Borough Council	Local Government Association	NHS West Hampshire CCG
Greater Manchester Police	London Borough of Barking and Dagenham	Nitecrest Ltd
Green Label Foods Ltd	London Borough of Hillingdon	Norfolk Constabulary
Gulf Keystone Petroleum (UK) Ltd	London Borough of Hounslow	Norfolk County Council
Halton Borough Council	Longhurst Group	Northampton Partnership Homes
Hammersmith and Fulham Council	Loreburn Housing Association	Northamptonshire Police
Health Education England	M J Quinn Integrated Services Limited	Northern Ireland Environment Link
Highways England	Magna Housing	Northern Lighthouse Board
Hill Dickinson LLP	Marston's Plc	Northern Regional College
Hillarys	Metropolitan Police Service	Northumberland County Council
Historic England	Mid and West Wales Fire and Rescue Service	Nottingham City Council
Historic Environment Scotland	Mizuho International Plc	Nottingham Trent University
HM Treasury	Moorfields Eye Hospital NHS Foundation Trust	Nottinghamshire County Council
House of Commons	Morris Education Trust	OCSL Employee Services LLP
IHS Markit	Nando's Chickenland Ltd	Ofsted
Intellectual Property Office	National Museums and Galleries of Wales	Osborne Co-Operative Academy Trust
InterTrade Ireland	Neath Port Talbot County Borough Council	Owens Road Services Ltd
Invest Northern Ireland	New College Lanarkshire	Oxford University Hospitals NHS Foundation Trust
Isle of Wight NHS Trust	Newcastle City Council	Oxleas NHS Foundation Trust
Islington Council	Newcastle Under Lyme Borough Council	PayWizard Group plc
JISC	Newham Council	Peak District National Park
Jisc Collections and Janet Ltd	NHS Bath and North East Somerset, Swindon and Wiltshire CCG	Pendle Borough Council
Johnson Matthey plc	NHS Business Services Authority	PizzaExpress (Restaurant) Ltd
Kent Community Health NHS Foundation Trust	NHS Cambridgeshire and Peterborough CCG	Planet Organic Limited
Kettering General Hospital NHS Foundation Trust	NHS East Sussex CCG	Plantsbrook Learning Trust
Kier Group plc	NHS Elect	PlumLife Homes
Kirklees Council	NHS England	Plymouth Hospitals NHS Trust
Kyowa Kirin Ltd (UK and Ireland)	NHS Ipswich and East Suffolk CCG	Police Federation of England and Wales
Lanarkshire Housing Association	NHS Lothian	Port of Leith Housing Association
Lancashire Constabulary		Porvair Filtration Group Ltd
Leeds and Yorkshire Housing Association		Powys County Council
Lewisham and Greenwich NHS Trust		Preston City Council
Leyton Sixth Form College		

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Queens Cross Housing Association	Stonegate Pub Company Ltd	Trivallis
R.J. McLeod (Contractors) Ltd	Stranmillis University College	Tudor Grange Academies Trust
Renfrewshire Council	Strata Solutions	UK Research and Innovation
Rose Bruford College of Theatre & Performance	Stratford-on-Avon District Council	UK Sport
Rosebery Housing Association	Suffolk Constabulary	Unisys Ltd
Rotherham Metropolitan Borough Council	Summit Learning Trust	University College London Hospitals NHS Foundation Trust
Royal Berkshire NHS Foundation Trust	Surrey County Council	University of Aberdeen
Royal Botanic Gardens at Kew	Surrey Police	University of Derby
Royal Devon and Exeter NHS Foundation Trust	Swan Housing Group	University of East Anglia
Royal National Orthopaedic Hospital NHS Trust	Tees Valley Combined Authority	University Of Huddersfield
Royal Surrey County Hospital NHS Foundation Trust	Telensa Ltd	University of Leeds
Russell Investments Ltd	Thales UK Ltd	University of Sunderland
Rutland County Council	Thames Hospicecare	University of Surrey
Science Museum Group	The Ambassador Theatre Group (Venues) Ltd	University of the Highlands and Islands
Scottish Borders Council	The Consumer Council for Water	University of Ulster
Scottish Churches Housing Action	The Leeds Teaching Hospitals NHS Trust	University of Wales Trinity Saint David
Scottish Water	The London Borough of Havering	Vale of Glamorgan Council
Scottish Water Business Stream Ltd	The National Gallery	Velindre NHS Trust
Serco Group plc	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	Viewpoint Housing Association
Severn Trent plc	The Royal College of Surgeons of Edinburgh	VisitScotland
Sheffield City Council	The Scottish Government	Ward Security Limited
Skills Development Scotland	The Sixth Form College Colchester	Warwick District Council
Sopra Steria Ltd	The Sixth Form College, Solihull	Warwickshire County Council
South Holland District Council	The Slough And East Berkshire C Of E Multi Academy Trust	Watford Community Housing Trust
South Staffordshire Council	The Thinking Schools Academy Trust	Wellsway Multi Academy Trust
South Tees Hospitals NHS Foundation Trust	The Two Counties Trust	West Mercia Police
South West Peninsula Academic Health Science Network	The University of Buckingham	West Midlands Fire Service
Southampton City Council	The University of Nottingham	West Midlands Police
Southwark Council	Thorn Lighting Ltd	West Suffolk NHS Foundation Trust
Spire View Housing Association	Thorntons Law LLP	West Yorkshire Police
St Anne's Community Services	Ti Fluid Systems Plc	Willmott Dixon
Stafford Borough Council	Tower Hamlets Council	Wolseley UK Ltd
Staffordshire County Council	Trafford Housing Trust	Wrightington, Wigan and Leigh NHS Foundation Trust
Staffordshire University	Trinity College Bristol	Wye Valley NHS Trust
	Trinity Laban Conservatoire of Music and Dance	Xerox Ltd

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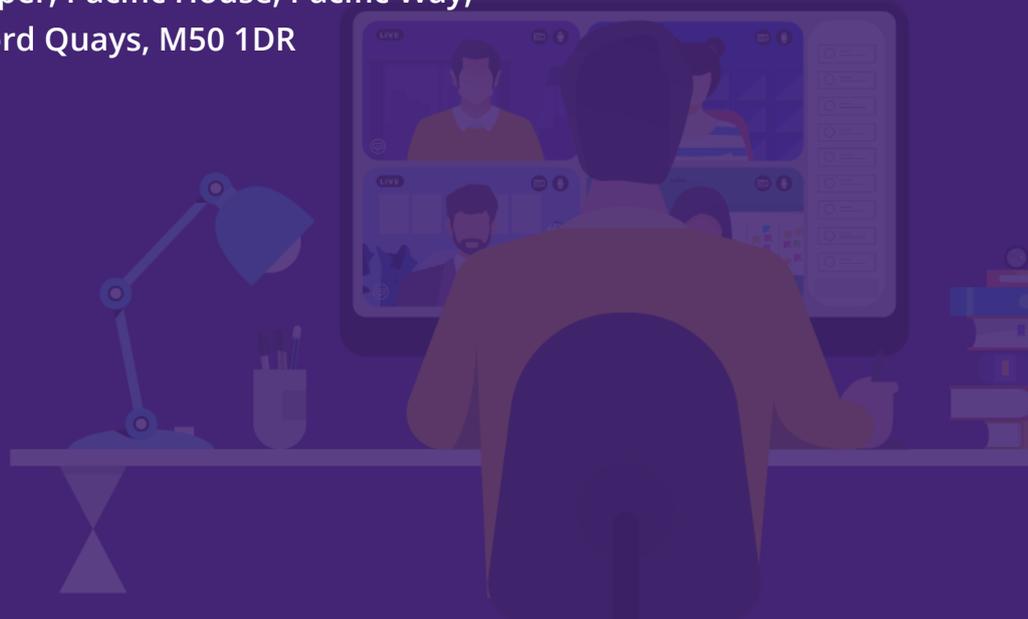
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