

SECTOR CV

PROFESSIONAL SERVICES

Keeping pace with growth in Professional Services

MODALITY HELPS PROFESSIONAL SERVICES MEET INCREASING CUSTOMER DEMANDS

Already worth more than \$3 trillion and with an expected growth rate of more than 8% by 2026, the Professional Services industry is an exciting place to be. Up against increasing demands around quality and efficiency from customers, 'providing more value at the same cost' is one of the top challenges facing Professional Service practices.

Organisations across your industry need to stay one step ahead of fast-moving digital trends to provide consultancy and advice to customers across the globe, meeting requirements quickly and efficiently. Implementing a Modern Workplace to meet these demands can be hindered by the global nature of your companies, with differing business practices and priorities on a per-country or per-region basis. Due to the sensitive nature of your client information, security and governance over data and access to information are paramount, as is the ability to support a global network of employees and resolve issues quickly to continue delivering excellent customer service.

HOW IS MODALITY SUPPORTING THE PROFESSIONAL SERVICES SECTOR?

Delivering software and solutions that enable technology to be successfully deployed, adopted and governed is critical. In collaboration with Microsoft, Modality addresses these challenges:



Teamwork Analytics

Advanced PowerBI reporting and automation of Microsoft Teams for optimal deployment, adoption and collaboration at scale in the Modern Workplace, helping to ensure Teams usage is compliant with policies set out by the business. Maximise the value of your Microsoft investment with additional reports that ensure optimum license usage across your organisation, allowing cost efficiencies throughout your calling and conferencing estate. Detailed per business unit billing reports also ensure invoices are directed to appropriate cost codes internally.



Microsoft Azure

An evergreen set of cloud services to help your organisation meet your business challenges. Azure offers you the freedom to build, manage and deploy your applications at scale, even across a global network, using the right tools for business.



OneMeeting with CustomInvite

A video meeting system that enables the integration of existing infrastructure with Skype and Teams making it simpler for users to join a conference.



CreateTeam

A simple Microsoft Teams app that regulates how a team and its credentials can be created to ensure governance, compliance, and drive adoption.



Microsoft Teams

A secure collaborative workspace that acts as an integration window for many other tools, products and services within Office 365.



Adoption and Change Management

ACM services deliver the right technologies to the right people and make sure they are empowered to use them.



Support and Managed Services

Our expert and highly skilled service desk provides 1st, 2nd and 3rd line support for collaboration technologies, 24/7.

THESE SOLUTIONS CAN:

▼ **Enhance collaboration** - Breaking through silos and reducing interdependencies to enable effective collaboration is crucial to the Professional Services sector. Solutions such as Microsoft Teams allow you to liaise across time zones and geographies to collaborate efficiently on one single platform. Increase productivity by reducing time spent on typically lengthy procedures, such as document review and iteration.

▼ **Increase ROI and modernisation** - Technology must empower you to manage the changing digital demands of the modern era, creating more efficient and immediate access to online services and omni-channel communications. Modality's software and services move organisations away from legacy systems promoting a Cloud-first strategy. This enables ROI from reduced cost, greater flexibility and scalability of online services to cope with customer demands.

▼ **Drive compliance** - Solutions such as Teamwork Analytics enable the monitoring of cross-company communications, reducing the risk of data breaches and GDPR issues. Additionally, CreateTeam can centralise the management of all Microsoft Teams activity, setting parameters for new Team creation that adhere to in-country regulations around data sharing. Underpinning everything we do at Modality is our Secure by

Design approach, with years of experience in industry-specific security requirements, you can have absolute trust that our solutions and services focus on the confidentiality, integrity and availability of your data.

▼ **Aid user adoption** - Empowering clients and employees with the confidence to use technology to collaborate is critical. Modality's software and services are backed by a consultancy that supports you from initial consultation, through to user adoption and post-deployment support. For example, Teamwork Analytics aids the successful user adoption of Microsoft Teams, providing data-driven, actionable insights and reporting on the implementation and measurement of collaboration initiatives.

▼ **Strengthen confidence** - With a team of in-house experts around the globe, Modality's Managed Services ensure peace of mind that your collaboration environments are continually monitored and optimised. This service is fully supported by Service Delivery Managers and Service Performance Leads who consistently review people, products and processes associated with the service to ensure best practice is being followed in all areas. Allow your workforce to focus on delivering value to customers, not the technology that connects them.

WHY MODALITY FOR PROFESSIONAL SERVICES SECTOR TRANSFORMATION?

Supporting your business your team and you

Wherever you are on your journey to digital transformation, Modality can help you to take advantage of the full business value and transformational impact of Microsoft’s communications and collaboration suite.

Understanding and appreciating common pain points such as security and budgets, Modality’s team of consultants will work closely with you to deliver software and services that put adoption, security and governance at the forefront of your strategy.

Modality is fully ISO27001 certified, demonstrating our expertise in transforming Professional Services businesses with flexible, secure, cost-efficient and highly resilient technologies.



REQUEST A FREE CONSULTATION

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com