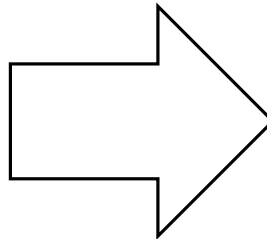


Microsoft Teams as a tool for improving communications and productivity

• BEFORE: OUTLOOK

- Updates sent to a few people: Only the people copied in see a message, so someone who isn't copied misses it.
- Buried in busy inboxes: Important updates compete with every other email, especially for staff who are out visiting service users.
- Replies split into separate chains: Replies branch off into different threads, so nobody has the full picture.
- Easy to miss: Attachments get forwarded and edited separately, which leads to the duplicated work and inconsistent records in the case study



• AFTER: TEAMS

- One “Daily Updates” channel: Teams combines chat, files and Word, Excel and PowerPoint on one platform, so everything is in one place and there is less risk of errors or data loss
- Real-time contact: Chat, voice calls and video support quick communication, remote meetings and online training.
- Work from anywhere: Staff can use it from any location with internet, and it suits teams of any size, which fits Ashford's spread-out staff.
- Secure by design: Encryption, multi-factor authentication and role-based access help protect sensitive information.

Melati, R. (2025). Analysis of the advantages of Microsoft teams as a corporate communication tool in supporting employee performance. *Eduvest - Journal of Universal Studies*, 5(3), pp.2893–2899. doi:10.59188/eduvest.v5i3.50900.