

WHAT'S BEEN GOING ON AT ONEHQ?

Hello out there!

We have been as stunned as everyone else with the impact of Covid 19, and our service desk went through possibly its busiest ever period in the first few weeks of lockdown.

We are fortunate to use a technology stack that allows us to work from anywhere, but like a lot of businesses we had a few logistical challenges such as dealing with any freight that arrived at the office when everyone was working from home.

Some clients have put IT projects on hold, and others have used this time as an opportunity to upgrade systems or more commonly – do some planning around the IT systems the business uses.

We are currently working through a project to upgrade the backup software on all client servers to Veeam. It has a range of technical benefits over the previous data backup solutions we have been using.

As of April 1, OneHQ is a dedicated technology company, and Accounting services are no longer part of our offerings. We have recently launched a new website which provides some information on our updated services, www.onehq.nz take a look!

-- Mark



Microsoft is changing Office 365 naming

Office 365 is in the process of being renamed Microsoft 365 – this already happened for the Personal and Family subscriptions of Office 365 – now called Microsoft 365 Personal / Family.

The new naming for Office 365 Business is:

- Office 365 Business Essentials will become Microsoft 365 Business Basic
- Office 365 Business Premium will become Microsoft 365 Business Standard
- Microsoft 365 Business will become Microsoft 365 Business Premium
- Office 365 Business and Office 365 ProPlus will both become Microsoft 365 Apps. Where necessary we will use the “for business” and “for enterprise” labels to distinguish between the two.

These changes take effect from April 21, 2020 and are name-only changes, no pricing or feature changes.

-- Caleb



OUR EXPERIENCE WITH MICROSOFT TEAMS

This is OneHQ's own experience with rolling out Microsoft Teams.

Like a lot of companies we had been using Skype for Business for our internal messaging function, and ended up gradually moving different functions to Microsoft Teams once it had been out for a while and was deemed 'stable'.

What we like using Microsoft Teams for:

- Internal Messaging (both one to one, and one to many)
- All our business phone calling (we note the clarity is much better than our previous Avaya system)
- Video conferences internally and externally
- Our customer feedback software pipes results into a Microsoft Teams channel for all to see
- An additional way to open Files in SharePoint, and OneDrive
- We have integrated our CRM with Teams so that each time our sales team close a sale, one of our teams channels receives a notification that our wider team can see
- We did have Smartsheet integrated with Microsoft Teams as well, but have discontinued using Smartsheet.

What we don't like about Microsoft Teams

- Video meetings are limited to 4 cameras on the screen at any stage, this has been particularly annoying during the work from home period where we have our team of 30 people on a call. Microsoft have announced the update for this - see news below.
- Not being able to have individual Teams chat windows pop out into separate windows.

Microsoft has seen rapid growth of Teams during the COVID-19 and is rapidly releasing new features. You can read more about Microsoft Teams [here](#).

-- Mark 



This is a challenging time for everyone. The Ministry of Health has some excellent mental health and well-being resources available that may be useful. You can find these [here](#).



Microsoft Teams is restricted to 4 live video windows at a time, by the end of April this becomes 9 live video windows which is useful when you have a big team joining.



Troy Stodart is OneHQ's Operations Manager. He makes sure our team of engineers is delivering you the best possible service. Troy just recently became a new Dad so has got his hands full at work and at home!



THE MODERN WORKPLACE

If you've seen our updated [website](#) recently you'll notice some new services that we're offering clients. We've been testing these for a while and think now's a great time to start talking about them.

Working for an IT company like OneHQ we sometimes take for granted the way technology supports our business, but its not always the same experience for our clients.

We hear many stories of technology and applications that are used by our clients that is past its best before date. Your business has changed over the years. It's important to have access to the right technologies for the business you have today, not the business you used to have.

Our Modern Workplace initiative is a catch-all for a number of services we offer our clients to bring their technology into the 21st century. I'll be writing about each of these in the coming months, but for now I'll include a quick summary of four of these services. If you'd like to know more please visit [Modern Workplace](#) on our website.

Working Remotely

It's never been more important to have a productive team that can work from anywhere. We have the right combination of expertise that can get you going fast, securely and reliably. More [here](#).

OneHQ Data Hub + Business Reports

Our clients have many cloud apps in their business, getting any sort of consolidated reporting can be very difficult.

OneHQ Data Hub syncs business data from each of your cloud apps into a single cloud database that can be used as a consolidated reporting data source. More [here](#).

Business Reports is a library of standard reports, analytics and dashboards, long with industry sector expertise to help you understand what you should be reporting on and what the numbers mean. More [here](#).

CRM (Client Relationship Management)

An easy-to-use, cost effective CRM system is critical for most businesses to support sales activity and keep in contact with your clients.

OneHQ has expertise across a number of CRM systems but our favourites are Pipedrive - for a great out of the box CRM experience for simpler requirements (its what we use) and Zoho CRM for more complex requirements or our clients who already have another CRM system that is too expensive or cumbersome to maintain. Find out more [here](#).

Modern Apps

Old or out of date technology platforms hold businesses back. Modern Apps is our service to help you make sure you have the right technology for the business you have today. We do this cost effectively and without disruption to your business. More [here](#).