



Microsoft 365 Time Leak Roadmap

Example: mid-sized ANZ organisation on Microsoft 365

43%

estimated saving
4–7 hours/week

44%

estimated saving
1–3 hours/week

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WHAT'S INSIDE THIS DOCUMENT



Snapshot: How work happens today

Current digital behaviour, adoption scores, and pain points



Results: What changed

5x Teams activity, hours saved, adoption score jumps



Your personalised roadmap

Time bleed points, target state, 60–90 day action plan



Why this matters now

Peer benchmarks, Copilot readiness, competitive risk



Snapshot: how work happens today

Microsoft Teams had been rolled out, but was used almost entirely for **1:1 private chat**. Open collaboration in channels was almost non-existent.

In a 90-day baseline, **staff sent 1.2 million emails and only 21,100 Teams messages** – a huge tilt toward slow, fragmented communication.

EMAIL VS TEAMS — 90-DAY BASELINE

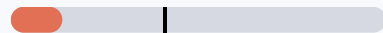
50+

Emails

1

Teams

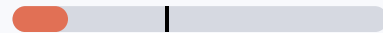
Teamwork



9 / 100

peers ≈ 40

Meetings



10 / 100

peers ≈ 30-40

On the ground, this showed up as:

- Files scattered between email attachments, chat threads, random channels and personal drives.
- The same decision playing out across email, chat, WhatsApp and meeting chat.
- Leaders saying "Teams is just another inbox" and staff defaulting to Outlook for everything.

⚠ **Result: slow decisions, constant chasing, and IT getting blamed for "a system that doesn't work" when the real issue was workflow and behaviour across Outlook, Teams, OneDrive and SharePoint.**



What changed when we fixed the foundation

After a focused, communication-first Teams and Microsoft 365 program:

EMAIL VS TEAMS — AFTER

5x

Emails

Teams

"Work moves where everyone can see it."

- ✓ Teams activity increased by more than 5x in 90 days (21,100 → 110,600 interactions).
- ✓ Cloud file usage surged, with OneDrive files growing 393% (695,700 → 2,740,000) and SharePoint becoming an active workspace instead of a dumping ground.
- ✓ Total "digital velocity" (email + Teams) roughly doubled; the organisation was communicating faster and with more visibility, not just firing off more messages.

ADOPTION QUALITY JUMPED

Teamwork



15 +66%

Meetings



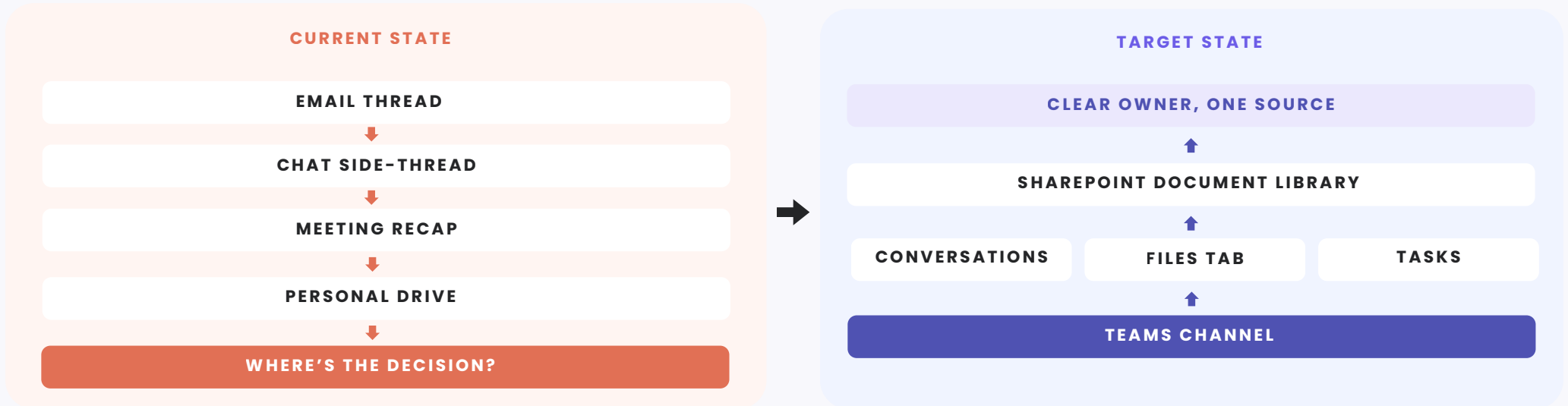
27 +170%

With a clear path toward the peer benchmark of 40.

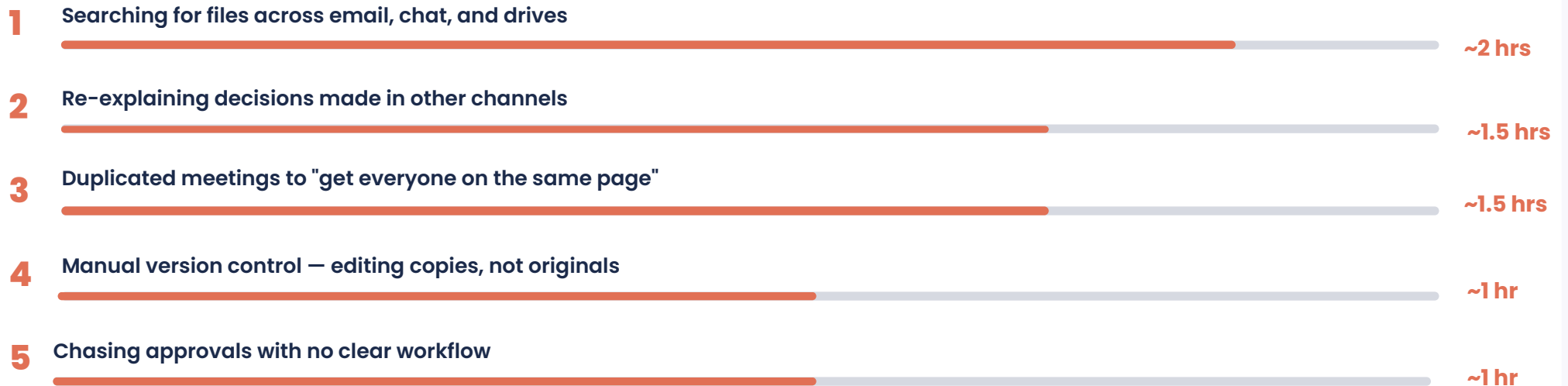
Staff self-reported time savings from better use of Teams and Microsoft 365:

- ✓ **43% saving 4–7 hours per week**
- ✓ **44% saving 1–3 hours per week**

✓ **In plain terms: the majority of the workforce gained half a day to a full day back every week, using the Microsoft 365 tools they already paid for.**



TOP 5 TIME BLEEDS — ESTIMATED HOURS LOST / WEEK



Total: ~7 hrs/week per person · 43% of staff reported saving 4–7 hrs/week after the fix



What your roadmap will show

When we run a free Hidden Time Tax Session for you, your roadmap will highlight:

- Your email vs chat usage pattern (where “old Outlook / Skype behaviour” is hiding).
- How much work sits in private chats vs channels and spaces your whole team can see.
- Where files actually live today vs where they should live (Teams / SharePoint / OneDrive vs inboxes and desktops).
- Your Adoption Scores (Teamwork, Meetings, Mobility) compared to similar organisations in the region.
- The top 5 “time bleed” points in your current setup, with estimated hours lost per week and people affected.
- A communication-first target design for Outlook, Teams and SharePoint, plus a 60–90 day roadmap to close the gap.

Why this matters now

If you stop at “better than before”, you stay worse than competitors:

- Sitting below peer benchmarks means your people work harder to achieve the same outcomes.
- “Chat-only” Teams usage and inbox-first habits calcify, and the true value of shared workspaces and AI never shows up.
- As more of your data moves to OneDrive and SharePoint, you become technically ready for tools like Microsoft 365 Copilot – but only if your information is in the right place and your workflows are clear.

YOUR TEAMS TIME LEAK ROADMAP GIVES YOU:

- A quantified view of where Teams is bleeding time and attention today.
- A realistic, communication-first target state.
- A simple business case you can take to ELT / SLT: *“Here’s what this chaos is costing, here’s how we fix it, here’s the upside.”*

From there, most organisations choose to have us lead a focused implementation so they don’t lose momentum or slide back once the initial lift wears off.

Book my free Hidden Time Tax Session →

- Live walkthrough of your real Teams stack.
- Your personalised Teams Time Leak Roadmap and hotspot diagnosis.
- A 30-day clean-up plan you can run immediately.

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