

## **Microsoft Teams**

Microsoft Teams redefined workplace communication within Microsoft 365 by combining persistent chat, video meetings, and real-time document collaboration into a single platform used by enterprises and education customers.

2017 — Minimal incremental cost since bundled with Office 365. Launched globally with integrated chat and document co-authoring.

2018 — Meeting scheduling times reduced across enterprise tenants. Integration bugs occasionally delayed calendar sync. Boosted Office 365 subscription retention.

2019 — Introduced AI-powered live captions and background blur. Minimal new revenue, focus remained on usage growth. AI model latency under heavy load.

2020 — Daily active users surpassed 75M globally. Microsoft increased Azure budget to stabilize uptime. Became primary remote-work tool during pandemic. Cloud infrastructure hit scaling limits during global surge.