

Frequently asked questions

Why am I getting these tools?

These tools are provided to ensure that all employees within Nets have the ability to work on the same tool stack. This then alleviates some of the collaboration pain points that some teams have expressed in their inability to seamlessly share data in their day-to-day work with colleagues across the work.

What will be different for me in my day-to-day work?

None of the tools or accounts that you currently use in your day-to-day work will be impacted by this enablement, but you will now have the ability to access these tools within the new environment, which will become the standard across the full group.

Over a period of time, a gradual move from existing mail-boxes, Teams sites, OneDrive and SharePoint will happen. This transition is structured to take the user and communication requirements into account, and we will have a special focus towards ensuring that the communication towards external stakeholders can be managed in a gradual and coordinated manner. Overall timeline will be communicated during Q1, 2020

Will I need to do anything to gain these new functionalities?

We have strived to minimise the tasks to perform in regard to getting access to these new features, but a few manual steps will need to be taken. You will receive information and instructions ahead of time on each of these.

How should I use the functionality in these tools in the best way?

In the short term, the videos that can be accessed by clicking the icons in the mail will provide an introduction to the tools.

After the roll-out of the tools, a communication programme and organisational implementation is planned to ensure that everyone has the foundation to use these tools in the best and most efficient manner.

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How can I receive help regarding accessing these new functionalities?

When then information on how to access these new functionalities is shared, it will additionally contain contact information on where to receive additional help.

What does it mean to be moved to Nets' Office 365 cloud?

At the announcement of the new organisation, Nets, Concardis and Mercury were still operating on separate Office 365 environments. This has given a few pain points in terms of lack of data sharing and collaboration opportunities.

This enablement creates accounts for all users within one consolidated Office 365 cloud, which resolves the collaboration and data sharing pains that have been experienced in this regard.

What is the reason for these functions to be in the browser only?

The focus on browser only initially was chosen to accelerate the process towards alleviating the collaboration pains that the newly joined teams had expressed. For users not already having the desktop version of the tools, a roll-out is planned after this initial enablement.

I am a manager, is there anything specific I need to be aware of?

As a manager you would usually have a few steps to go through in the onboarding of employees to Nets' environments, but in this case the large majority of these will be performed on your behalf by the IT integrations team.

Due to the way the access management system is set up, you will receive notifications when your direct reports are created in the Office365 environment, but you will receive very specific instructions on when and if you need to act on these, and as a result, you do not need to take any actions before this information is shared.