A global manufacturer recently selected Microsoft Teams as their standard collaboration platform. This allowed them to consolidate away several legacy collaboration systems, and move the entire company onboard with a simple, ambitious goal: reduce the use of email across the board.

Initial results were promising. Email traffic dropped from the internal perspective. A more “real time” quality came to some important, operational collaborations.

Overall, the rollout was viewed successfully – with one notable exception.

There was, in fact, record email traffic with the company’s external partners. Because only employees are in Teams; not partners, not partner employees. (And with Teams guest accounts providing all-or-nothing access – that’s not going to change anytime soon.) Simply sharing a document that had been painstakingly negotiated in Teams required copying to email, sending externally – and then re-posting replies from the vendor manually.

In late 2018 the company deployed e-Share’s Bot for Microsoft Teams. The Bot makes it absolutely simple to select and share content (including files) with external parties from within Teams. Recipients are notified via email and taken to a secure, browser experience where access is controlled by policy: restricting ability to download, or watermarking it with the recipient’s username and IP address, etc.

After a pilot with 10 users, the manufacturer found they could reduce email traffic with partners too, reducing the elapsed time to share externally by over 200% vs legacy solutions and provide required control over shared files.

The company is now rolling the Bot out to all employee Teams with a goal of faster, more efficient collaboration - without compromise.