Do Collaboration Tools Work?

This is a very good question, given the costs associated with implementing software and hardware that is supposed to enable collaboration. Whether collaboration actually does occur or increases is another point entirely. If a team or division was not known for its collaborative efforts before an initiative it is unlikely that throwing resources at the problem will change things. Helping team members to develop their collaborative capacity should be the first step to creating a team that can use technology to further enhance their willingness to collaborate.