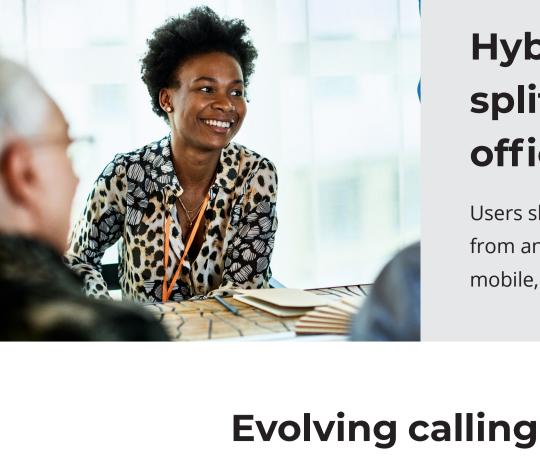


A modern calling solution that meets today's needs



split between office & home Users should be able to place and receive calls from any workplace, on any device, including

Hybrid workspaces

mobile, via the Microsoft Teams app.

scenarios Solutions need to enable modern capabilities and devices, while

providing traditional features.





Modern calling solutions must be cost-effective to manage.

Pressure on IT budget

and resources



*October 2020

That is 11x from **March 2020** when many organisations started working from home. On average,

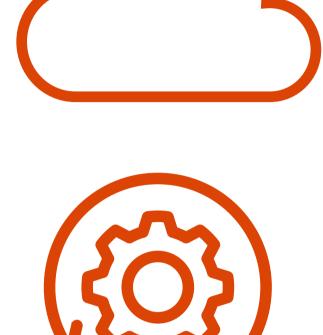
calls are just Million 1/4 the length Microsoft Teams calls of a typical meeting, making calling a made in one month* quick and efficient way to reconnect,

collaborate, and stay updated.

eekly stand up with Devs and.

traditional PBX with **Microsoft Teams Phone Unify your legacy PBX**

Replace your



Simplify IT Increase agility and consolidate voice

system in Microsoft 365

Provide a complete voice solution in the

cloud.* Reduce reliance on on-premises

hardware and eliminate points of failure.

Scale globally

Connect your phone system to the

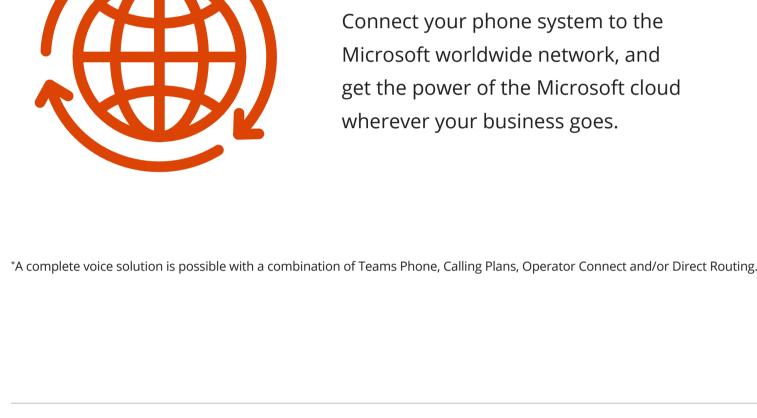
Microsoft worldwide network, and

wherever your business goes.

get the power of the Microsoft cloud

management with rapid provisioning,

reporting, and diagnostics in the Teams



admin center.

Increase productivity

with one app that

integrates calls

seamlessly into the flow of work Work smarter by bringing together calling, chat, and meetings in an all-in-one app. Quickly start a call from chat, contact card, Outlook, # 6+ +1 (509) 670-0594 or the Calls app.

Make and receive calls from anywhere, anytime including mobile devices and remote locations.

Collaborate in the Office

apps within calls and

Microsoft Teams

Design synd Megan Bowen meetings - call out M365. Lidia Holloway

Direct Routing

Highly customisable approach

○ Search or type a command

Hi Daniela, this is Maria from Fa

that allows customers to A fast and simple way to setup maintain existing service calling without additional technical provider agreements configurations. It does not require and use on-premises/hybrid a session border controller (SBC) hardware. or 'voice trunk'. Available globally through Available in over 30 markets

Operator Connect

A quick and easy way to get started

Public Preview available today

through 11 partners covering

over 50 markets.

GA in FY22 Q1

Microsoft Teams

Calling Plans

calling options

with calling while maintaining existing service provider agreements and leveraging the customisation and flexibility of Direct Routing.

Microsoft meets your customers' diverse needs with flexible and simple options

to bring calling to Teams. There are now three options for enabling Teams Phone.





to be integrated. Microsoft was the only real solution out there. Head of IT services, manufacturing Hours per week

185%

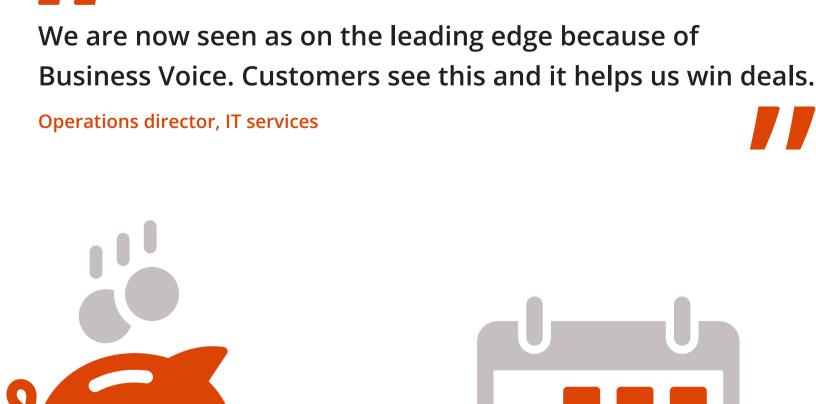
Return on investment

Average time saved by employees

Economic Impact Study

Using Teams Phone saves time, reduces costs, and improves business performance

We wanted all of our collaboration solutions, including voice,



Operations director, IT services

3 Months

Cost savings Payback after go-live Over three-years

Source: The Total Economic Impact™ Of Microsoft Teams Calling Solutions, Forrester Research. February 2021

People are doing a lot more remotely now because Business Voice

is integrated into Teams. This has improved sales and delivery.

Your Trusted Microsoft Partner Our relationship with Microsoft goes back over 30 years, over which we have helped numerous organisations digitally transform and embrace a better way of working. As a Microsoft Gold Partner with several competencies and a Microsoft Azure Virtual Desktop Advanced Specialisation, we enable you

Make Work

More Information

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