

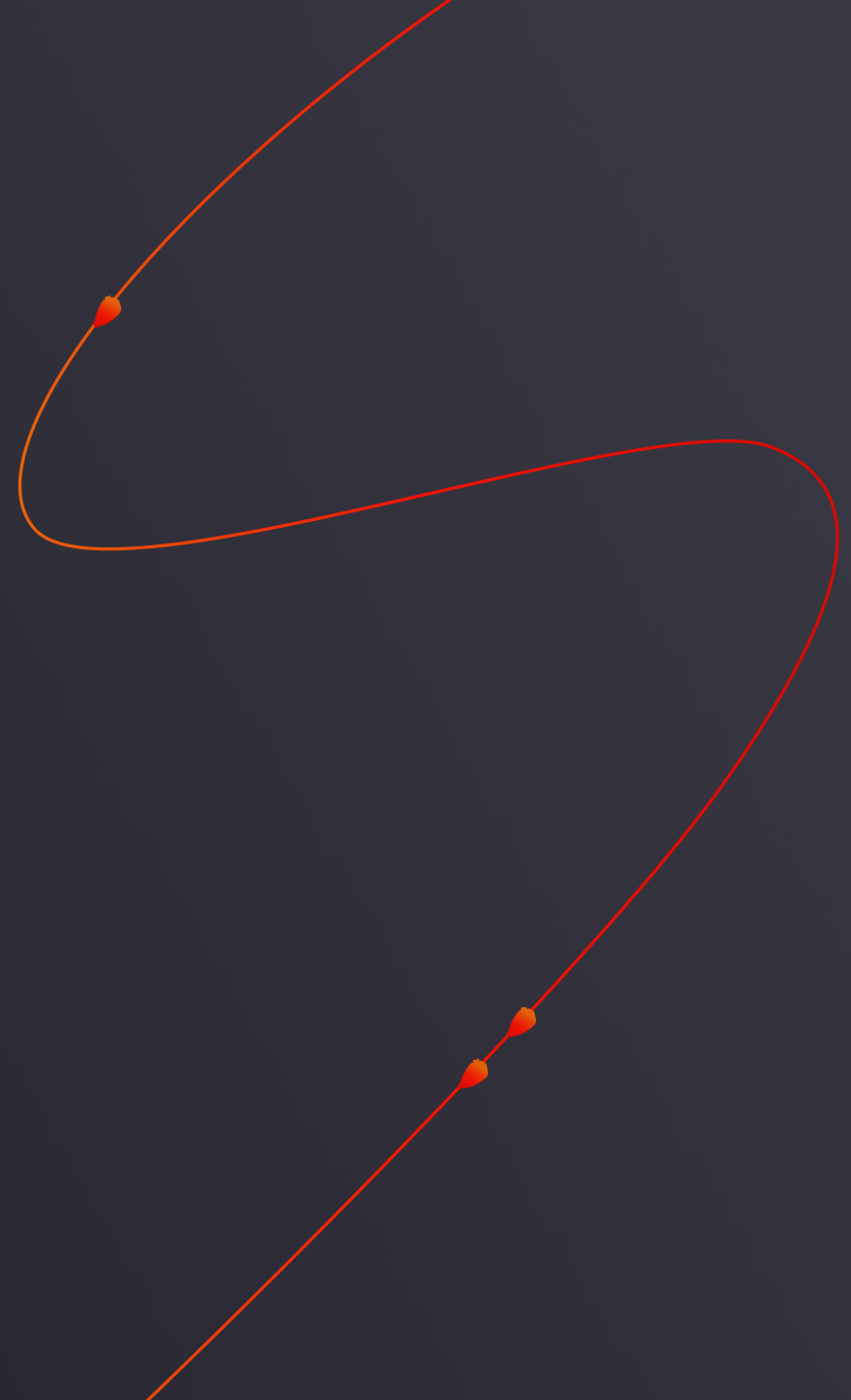
Arxus

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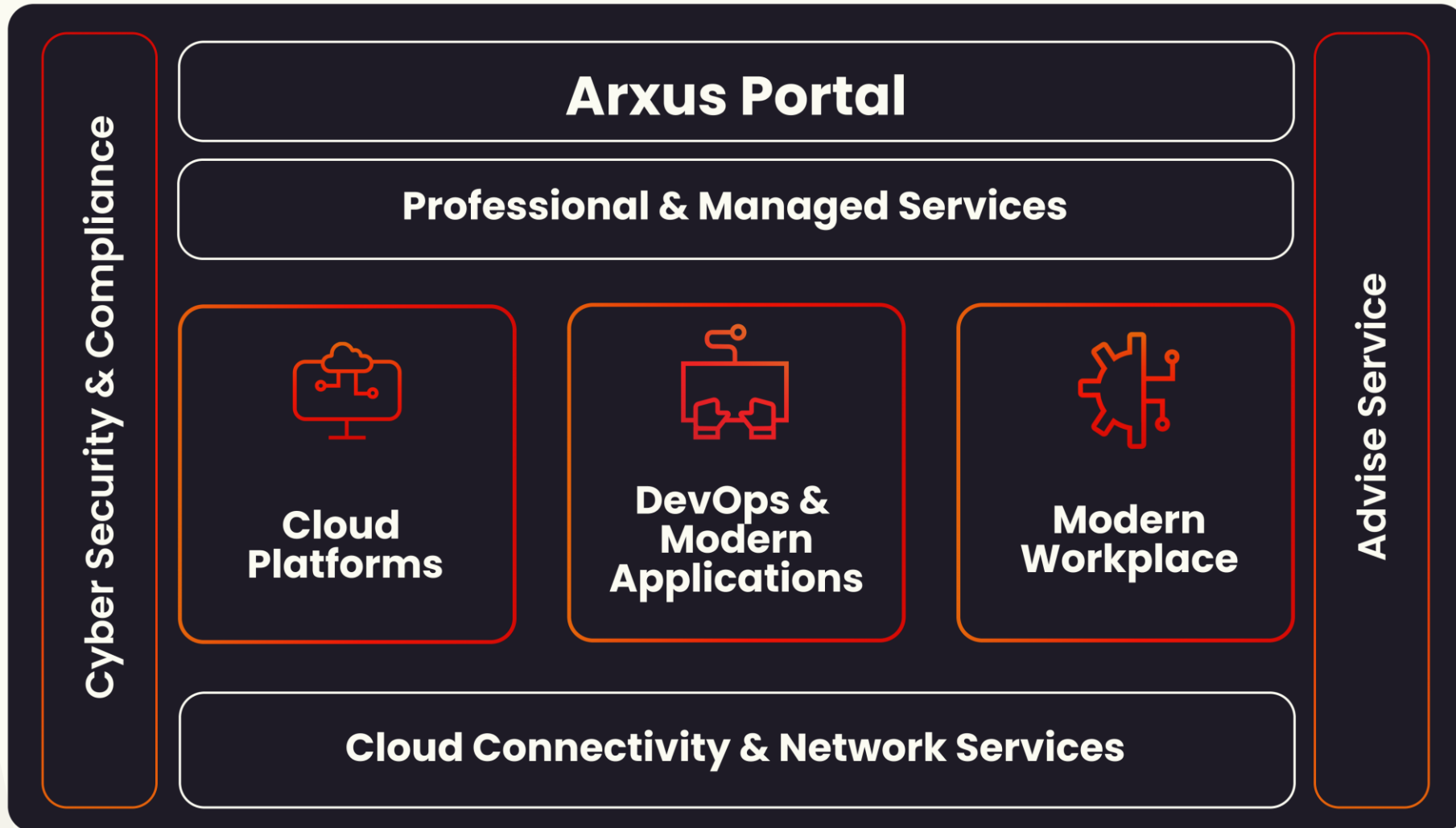
Arxus Recognition



Belgium **Microsoft Partner of the Year 2022 – 2023**
Western Europe **Partner of the Year 2023**
Hosting services provider Category

These recognitions not only demonstrate our expertise and innovations on Microsoft Cloud-technologies, but also stand for our collaboration on strategic level with Microsoft.

Arxus Portfolio



Arxus Teams Voice



Arxus Teams Voice

Key advantages



Enterprise grade phone system

Teams Voice is a feature-rich replacement for your enterprise telephony system



From anywhere on any device

Use your office phone number on any Teams client from the office, at home or on the road, using desk phone, laptop or mobile device



Trully unified communications

By adding call plans, all communications are now covered by one solution, with advanced integrations between all components



Arxus Teams Voice

Telephony as-a-service



Predictable cost

- NO Capex investment
- Easely scale up & down
- No additional maintenance cost



Fully managed

- Always up to date
- Single point of contact for M365 & telco questions
- End-to-end full service



Simple, Flexible model

- Fixed price per user per month
- Scales with your Teams Phone STD licenses

Arxus Teams Voice

Business benefits

feature-rich replacement for your enterprise telephony system

simple per user model with calling minutes

no local / extra infrastructure required – no (hardware) maintenance

use your office phone number from any device on any location

all communications consolidated on one solution with advanced M365 integrations

global coverage for international numbers

advanced PSTN calling integration with Teams and other Microsoft 365 services



Arxus Teams Voice – Standard

Per user model



Teams License

- ✓ M365 Teams Phone



Arxus Teams Voice Standard

- ✓ 1 phone number included
- ✓ 100 calling min – fixed & mobile Belgium lines
- ✓ Calling minutes shared across all users

Optional add-ons

Calling Plan EU+ 100

- ✓ 100 calling min – fixed & mobile EU+ UK + US - Canada
- ✓ Calling minutes shared across all users

International coverage

- ✓ Numbers & call rates for +60 countries



Arxus Teams Voice – Extended

Per user model



Teams License



Arxus Calling plan



Arxus Teams
Voice Extended

- ✓ M365 Teams Phone

- ✓ 1 phone number included
- ✓ 100 calling min – fixed & mobile Belgium lines
- ✓ Calling minutes shared across all users

- ✓ One invoice for Teams & PSTN cost
- ✓ Fully managed unified communication service
- ✓ Keep your existing numbers
- ✓ Centralized usage reporting via Arxus portal
- ✓ 24/7 expert support in your local language

Optional add-ons

- ✓ Retain your existing PSTN operator contract
- ✓ Teams integrated Reception Attendant
- ✓ Teams integrated Contact Center
- ✓ Connect legacy SIP & analog phones to Teams
- ✓ Connect Doorstations & Paging speakers to Teams
- ✓ Enrich user-experience with Teams certified devices
- ✓ Replace legacy fax devices with Arxus integrated virtual fax

Arxus Teams Voice



Microsoft M365

Arxus managed Voice solution

Optional Add-ons

Teams License
M365 Teams Phone Standard

Arxus Teams Voice - Extended

- optimized PSTN costing
- bring your current PSTN operator (optional)
- monitoring customer's Teams context
- premium reporting on Arxus portal

Arxus Teams Voice - Standard

- 1 phone number
- SIP channels
- 100min – fixed or mobile Belgian lines
- calling minutes shared across users
- AI-assisted monitoring Arxus Teams Voice
- basic reporting on Arxus portal
- 24/7 support in your local language

Arxus Teams Voice Options

- (e) PBX coexistence
- (e) BYC PSTN operator
- (e) connect legacy analog & SIP phone
- (e) connect SIP audio device
- (e) connect SIP A/V device
- (e) connect doorstations & paging speakers

- (s) user-adoption assistance
- (s) international calling plans
- (s) international phone numbers
- (s) Teams Shared device + PSTN
- (s) Teams native Reception Attendant
- (s) Teams native Contact Center
- (s) Teams certified phones & accessories

Arxus Teams Voice – **Standard**



Solution features

call from/to Teams from/to fixed & mobile numbers

one invoice for Teams and PSTN cost

keep your existing phone numbers

basic reporting via Arxus portal

add Teams certified devices (option)

Teams connected doorstations & paging speakers (option)

connect legacy SIP devices and analog devices to Teams (option)

Teams native Reception Attendant solution (option)

advanced call flow options with Teams native Contact Center solution (option)

Arxus Teams Voice – **Extended**



Solution features

call from/to Teams from/to fixed & mobile numbers

staggered transition

bring your current PSTN operator (optional)

advanced call flow options with Teams native Contact Center solution

pro-active monitoring of customer's Teams service & local device health

Teams connected Doorstations & Paging speakers (option)

Teams connected legacy SIP and analog devices (option)

add Teams certified devices (option)

Teams Voice – Extended **Add-ons**



Telephony

add international calling plans

add international phone numbers

add Teams certified devices

Bring your current PSTN operator

Arxus Teams Voice Basic & Premium dashboards

Teams Voice – Extended **Add-ons**



Advanced Contact Center for Teams (Tendfor)

Enable fully Teams integrated Contact Center capabilities

Advanced graphical IVR and chat flow management

Configurable queue phrases including queue position and queue wait time

Agent wrap-up time and quarantine rules

(Holiday) schedules

Realtime wallboards

Full Teams integration on any device

Advanced reporting options

Call recording

CRM Integration

Teams Voice – Extended **Add-ons**



Connect non-Teams native devices

Doorstation

Arxus Teams Voice integrated doorstation (audio/video or audio only)

Paging speakers

connect Paging speakers to Arxus Teams Voice

SIP phones

connect your legacy SIP phones to Arxus Teams Voice

Analog devices

connect your legacy analog devices to Arxus Teams Voice

eFax

replace legacy fax devices with M365 integrated virtual fax service

Teams Voice – Extended **Add-ons**



Teams certified devices

Selected list of popular products from globally recognized vendors for maximum user experience

Flex worker



Desk worker



Meeting rooms



Arxus Teams Voice transition

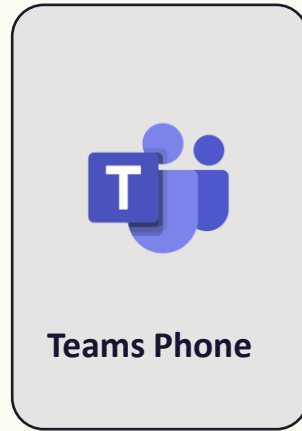


As-is

Coexistence

Final situation

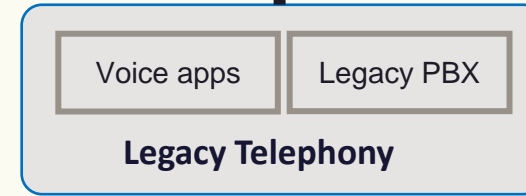
managed by Microsoft



Users



managed by PSTN operator



managed by Customer/Partner



PBX Users



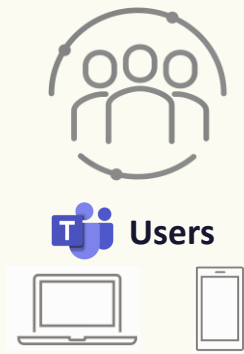
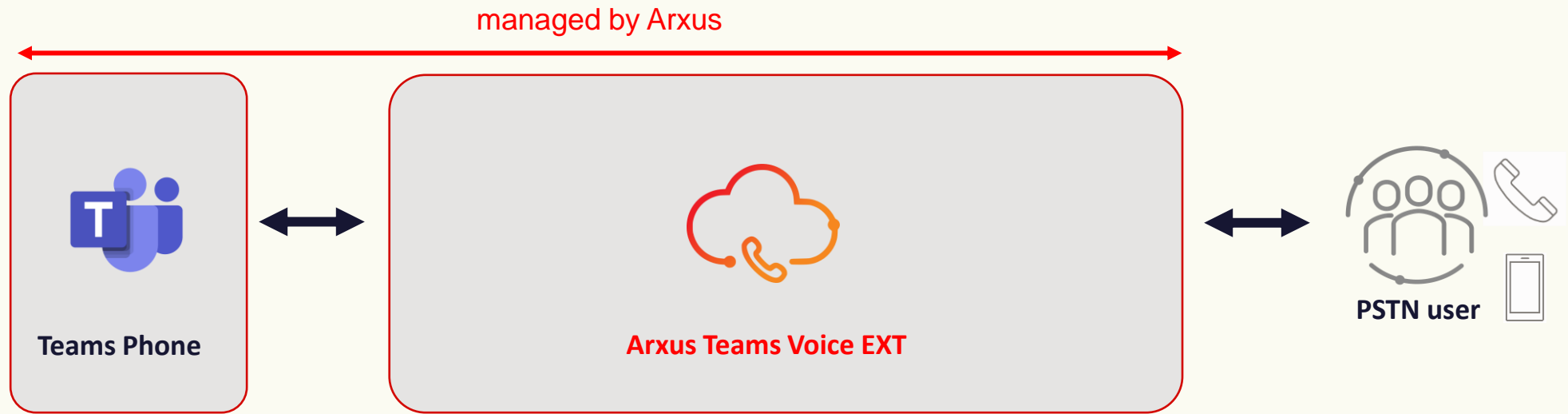
Arxus Teams Voice transition



As-is

Coexistence

Final situation



- ✓ Enrich user-experience with Teams certified devices
- ✓ Replace legacy fax devices with M365 integrated virtual fax

Teams Voice – Extended



Proven approach for a predictable outcome



Teams Voice – Extended **Support**



Arxus CARE support

Belgium based (proximity, local language)

24/7

service request portal

1st, 2nd & 3rd line support

service request handling (T&M)

Arxus CARE Teams Voice support

Belgium based (proximity, local language)

24/7

service request portal

2nd & 3rd line support

service request handling (T&M)

Voice scope – Voice experts

Arxus Teams Voice

www.arxus.eu/en/solutions/arxus-teams-voice

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