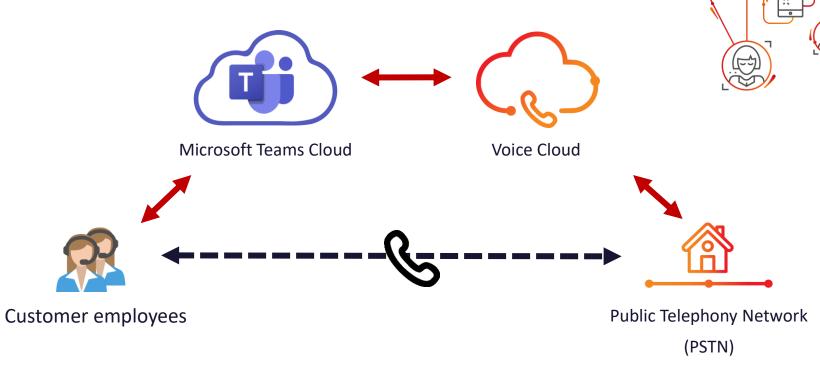


Teams calling

What is it?





Microsoft Teams Voice

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 a desk phone, laptop or mobile device.



Truly unified communications

By adding voice calling to Microsoft 365, all communications are now covered by one solution, with advanced integrations between all components



Arxus Cloud Voice

Teams Calling-as-a-Service







Predictable Cost

- No CAPEX investment
- Easily scale up and down as your workforce expands or shrinks
- No additional Maintenance cost

Fully Managed

- Always up-to-date
- Single point of contact for your Microsoft 365 and Telco questions
- End-to-end full service

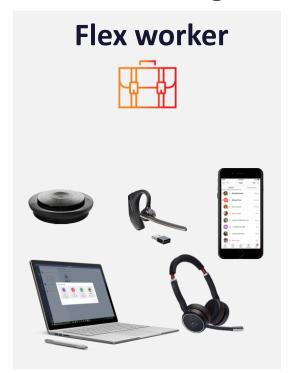
Simple, Flexible model

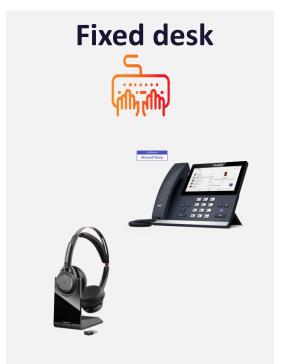
- Fixed price per user per month
- Scales with your Phone System or Business Voice licenses



Arxus Cloud Voice

Teams Calling-as-a-Service









Arxus Cloud Voice

Advanced Contact Center Extension



We optionally extend the native Teams calling solution to enable advanced contact center functionality including (but not limited to):

- > 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
- Advanced reporting options
- CRM Integration
- Full Teams integration on any device
- Omnichannel communications





The business first **Teams roadmap**

We will take your collaboration needs on a step-by-step journey to rearchitect, transform them, before migrating them to a Microsoft Teams setup that support all your **voice needs**

Intake	Architect	Plan & Pilot	Migrate & Test	Run
Detailed insights of your collaboration & voice needs.	A persona based approach to rearchitect your collaboration & voice needs	We will make sure of a smooth and quick migration is planned, get proof with a Pilot	Migrate your existing voice infrastructure to a Teams cloud setup with zero downtime.	We keep your solution under 24/7 support with easy access for key users to our experts
Outcome	Outcome	Outcome	Outcome	Outcome
Obtain a detailed list of your collaboration & voice needs	Obtain a detailed Teams & voice migration roadmap.	A detailed planning of the roll-out of to all users in the organization with change management and user adoption included	A new unified collaboration & calling platform, ready for the needs that are ahead, such as location independent working	Collaborate & call without limits and enjoy the peace of mind delivered to you by Arxus



Teams SupportSingle point of contact 24/7



- Arxus Service Desk as single point of contact for Microsoft 365 & Voice
 - Based in Belgium
 - 24/7
 - Service request portal
- Second & Third Line Support



Arxus Cloud VoicePer user model



Arxus CSP License Promo

1 year free audio conferencing with Phonesystem license purchase

For activation before 31/03/202

Microsoft 36 Orusiness Voice
First year 33% off on Business Voice license

For activation before 30/04/202





Arxus Calling Plan

- ✓ 1 Phone number included
- ✓ 100min Fixed or Mobile Belgian Lines
- ✓ Calling minutes shared across users

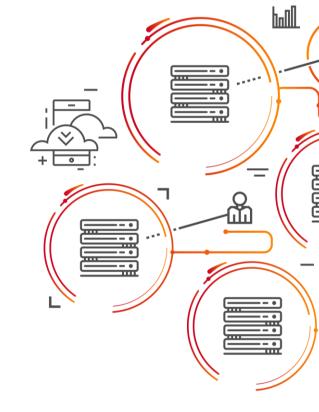
Optional Calling Bundle EU++

- √ 100min Fixed or Mobile European Union + UK, US & Canada
- ✓ Calling minutes shared across users



Additional Voice OptionsTo make it a complete solution

- > Audio Conferencing
- ➤ Advanced Contact Center functionality
- ➤ PSTN/ISDN Lines for legacy systems
- ➤ Internet connectivity with QOS for Teams





Ready to embrace business first cloud & voice solutions?

Get in contact and we'll have an Arxus expert reach out to answer any questions and get the ball rolling.

Message us at info@arxus.eu to find out more about how we can help your start-up on the path to success.

Our Office

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