

MICROSOFT Teams Room (MTR)



THE CHALLENGE

The events that have impacted the world over the last few years, have forced businesses to change their ways of working and to change the way their employees collaborate. Adapting into this hybrid-working culture and embracing the power of video collaboration now forms a key part of how we every employee works with colleagues, partners and customers everyday.

Enterprises accelerated to Microsoft Teams to provide the technology to enable end users to have the necessary tools to work with through the pandemic and now with the return to the office well underway, organisations find themselves with hybrid working as a key pillar of their new ways of working. End users want to work remotely, in the office or wherever they want to receive meeting equality, whereby all participants receive a seamless yet engaging user experience.

To achieve this, alongside the adoption of Microsoft Teams, organisations now face the challenge of converting legacy video collaboration meeting rooms to MTR, or, additionally, implementing the power and benefits of MTR technology to locations inside the business which might have not historically been enabled, to provide a far superior experience to more people in the business.

Computacenter has an extensive service portfolio to help customer, select, deploy & manage MTR



Select & procure the right portfolio of equipment for your business



Design, Audit, deploy MTR devices to your business in a seamless way with minimal disruption to your business and your meeting rooms



Provide end to service from cradle to grave including professional service through to operational support, swap services and remote operational support up to 24x7x365

SERVICE OFFERING

Computacenter is one of the worlds leading technology sourcing partners, and our services start right there, with helping organisations choose the right portfolio of technology SKU's to suit your organizational and room needs. We can provide this service, worldwide to all of our customers/

From product to services, we have an extensive, end to end set of services to enable your business to get MTR devices deployed as quickly, as cost effectively as possible, with minimal disruption to your business, through to operational support of MTR rooms, once deployed, incorporating operational support and maintenance services. We have an unparalleled set of service capabilities to help our customers leverage the power and simplicity of Microsoft MTR.

PRODUCT SELECTION AND PROCUREMENT

- Select the right portfolio of vendor technologies for your business
- Provide Proof of concept vendor equipment
- Pre-Staging and device pre-configuration services to aid faster deployment
- Software licensing for Microsoft and OEM support technologies

ENABLEMENT

- Room Audits, Room design, acoustics and lighting
- Network audits and performance testing or network upgrades
- Design and implementation and deployment projects
- Installation and configuration of AV equipment

OPERATIONAL SUPPORT AND MAINTENANCE

- Worldwide managed service support for meeting rooms and AV equipment
- Maintenance and support services for AV and Meeting room equipment
- Operational support and managed services of rooms and MTR up to including 24x7x365
- Incident, request and operational patching and software updates of MTR devices

OUR APPROACH

Our modular service enables our customer to select the parts of our services, to assist them with their MTR needs. Selecting as much or as little of the services we provide to provide the right outcome for their business:

- Product procurement, through to managed services, we can deliver all part of the MTR lifecycle
- Turn key end to end deliverable as a service, with as a room pricing or as project spend.
- Projects customised to meet your business needs, timescales and requirements

Technology Sourcing		Audit and Installation Services		Professional Services	Managed Services
Vendor Selection	Pre-delivery configuration	Site Audits	AV and MTR installation	Project Management	Device swap Gold stock & Warranty management
Proof-of-Concept		Audit Report		Teams & MTR configuration and integration	Remote Support
Licensing		Network Audit		Project reporting & comms Logistics planning Delivery management Room & account setup	Deskside & VIP Support
Personal Small Medium Large X-Large Huddle	Staging & setup Firmware and software updates	Network Assessment Report	Installation of MTRs, displays and peripherals in room	User Education & Enablement	Teams & Vendor administration Device software & firmware updates

WHY MICROSOFT TEAMS ROOMS?

Enabling Microsoft Teams rooms in your organisations provides a cost effective set of video collaboration technologies into your organisation. These pre-defined bundles of technology from the OEM's, provide a vastly simpler to use, easier to integrate solution into M365 eco system.

Users find rooms easier to use, rooms easier to book and a simpler native interface that makes collaboration experience a simpler and higher quality experience than ever before. With Microsoft and the OEM's innovations, technology changes come quickly to the platform to provide a cloud connected, simpler and better video experience than has ever been accessible to colleague ever before.

To understand more about how Computacenter is delivering Microsoft Teams Rooms, please contact your Computacenter Account Manager, call **01707 631000** or email enquiries@computacenter.com

www.computacenter.com

OUR RELATED SERVICES

Our MTR services, forms one of many of our modern workplace and employee experience transformation services and managed services:

Transformation Services

Employee Experience

Hybrid Meetings

Workplace Security

M365 transformation services

Managed Services

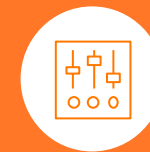
Endpoint Management

Managed EDR

Managed MTR

Managed Cloud Desktop

SERVICE DELIVERABLES



Technology Procurement



Rooms Audited, Designed & installed



Professional Services projects



Managed and Support services

OUR ACCREDITATIONS

Microsoft Partner

Gold Application Development
 Gold Cloud Platform
 Gold Cloud Productivity

