



# Hybrid Meetings with Microsoft Teams



# About



- 6 x Microsoft Advanced Specialisations
- 10x Microsoft Gold Competencies
- 6x Microsoft MVPs
- 1'000's of successful engagements
- Prosci™ Adoption & Change Management Practitioners
- Microsoft Partner of the Year
- Cyber Essentials Plus
- FastTrack Ready Partner
- 'Great Place to Work'

*“ Our mission is clear, to enable our clients to achieve their strategic priorities, through the delivery of business solutions that are delivered on Microsoft Cloud technology.”*

## Partnering with leading Unified Communications vendors



Anywhere365



Pure IP



VERINT.

Yealink

dubber

Microsoft  
Partner

Gold Messaging  
Gold Application Integration  
Gold Communications  
Gold Application Development  
Gold Collaboration and Content

Microsoft  
Partner

Gold Cloud Productivity  
Gold Windows and Devices  
Gold Security  
Gold Project and Portfolio Management  
Gold Cloud Platform

Microsoft  
Partner



Gold Cloud Productivity  
Meetings and Meeting Rooms  
for Microsoft Teams  
Advanced Specialization

Microsoft  
Partner



Gold Cloud Productivity  
Calling for Microsoft Teams  
Advanced Specialization

# Who we work with



# Our Capabilities





# Hybrid is here to stay

Microsoft's latest findings show the ways we work now—and how we will in the future.

People have embraced non-traditional workplaces. They're working remotely and in transit, and as the world moves to a new normal, many employees' expectations about work have changed.

**15%**

of meeting  
rooms are equipped for  
video, even as video  
becomes the norm

**80%**

of employee  
time is spent  
collaborating

**80%**

of managers  
expect more flexible work  
arrangements post-  
pandemic

**73%**

of employees  
want flexible remote work  
options to stay

**67%**

of employees  
want more in-person  
work or collaboration  
post-pandemic

**66%**

of IT decision makers  
plan to increase intelligent  
meeting room devices as  
offices reopen

# Engaging with CPS

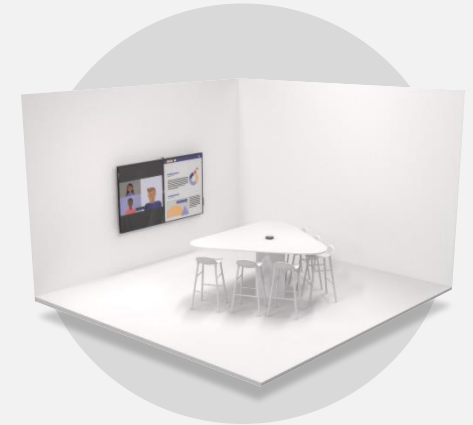


Our goal is to understand your business priorities and the scenarios that drive hybrid meetings transformation, delivering workplaces that are inclusive and enabling, with the use of Microsoft 365.



# Devices to meet your needs - **any size or room type**

- Wide array of certified audio and video devices
- Supports multiple screen configurations
- Simplified deployment with integrated and all-in-one form factors
- Mobile collaboration with Surface Hub 2S Steelcase Roam™ Mobile Stand and APC™ Charge Mobile Battery
- Built for Android and Windows platforms





# Microsoft Teams Rooms

- **Purpose-built for Microsoft Teams meetings.**  
Advanced audio and video and sharing.
- **Expansive device portfolio for any room.**  
Select from fully modularised, integrated, or all-in-one form factors across Android or Windows operating systems.
- **Reimagined meeting room experiences.**  
Join meetings friction-free to engage in inclusive, collaborative meetings for all participants.
- **Easily managed from one place.**  
Fully manage and keep devices up to date, and ready to go with the in Microsoft Teams admin centre, enable 24x7 proactive management from Microsoft with Microsoft Teams Rooms Premium.





# Microsoft Teams Rooms managed services

Our expertise, your peace of mind



## Intelligent operations

Software and machine learning that automates updates, problem detection, problem resolution and scales rooms efficiently



## Dedicated experts

24x7 service operations, tiered support, and incident resolution assistance



## Enhanced insights

Rich analytics, reporting, and proven learnings at scale across many customers



Microsoft Teams Rooms has a service that provides a complete solution for room management, incident resolution, room analytics and recommendations, all operated by Microsoft experts.

- ✓ Proactive management
- ✓ Realtime monitoring and root cause analysis
- ✓ Managed updates and security
- ✓ Customer support
- ✓ Insights and recommendations

# Microsoft Teams Rooms Managed Services



## Operational expertise

Microsoft remotely monitoring and alerting on room health

## Free up IT resources

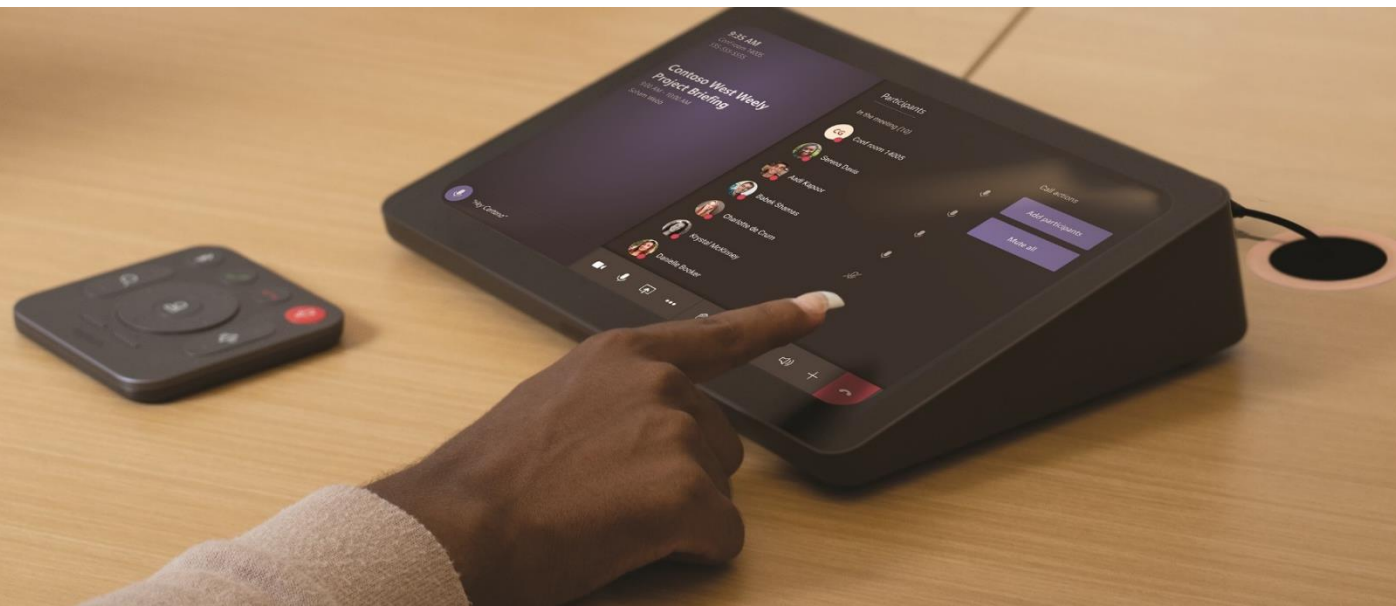
Focus on your core business, not meeting room troubleshooting

## Quick return on investment

Scale with agility and get the most out of your meeting rooms

## Partner accountability

Measured results from partners and flexible support for additional services



# Microsoft Teams Meetings



Come together to get work done.



Stay connected



Collaborate seamlessly

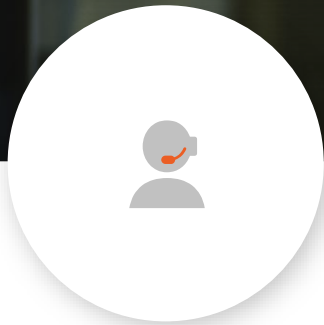


Simplify work

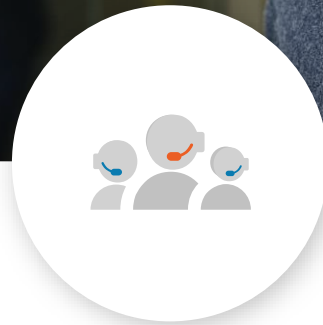




# Stay connected across the spectrum of meeting types



1:1 Meetings and calls



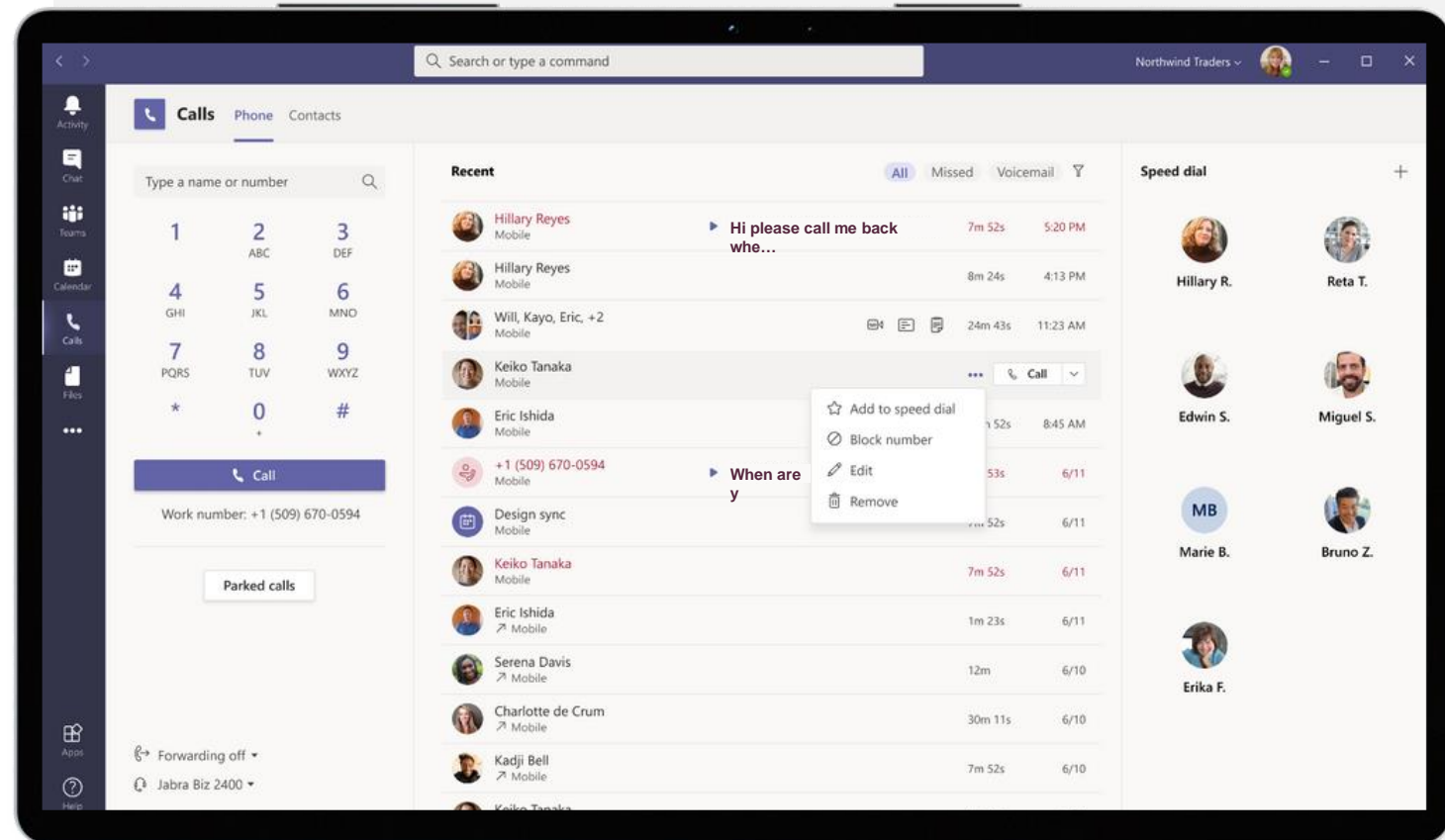
Group meetings



Virtual events

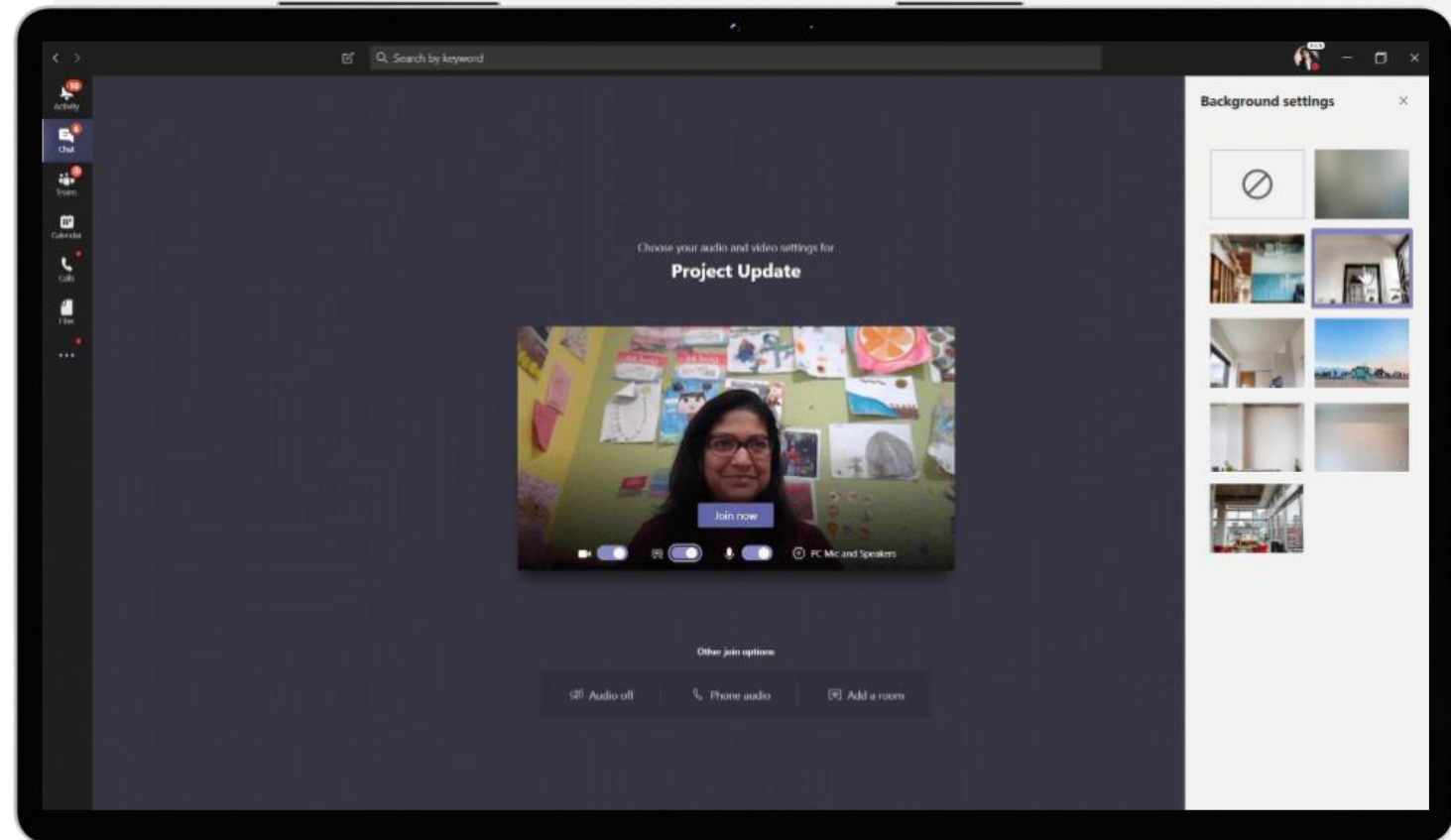
# Quickly connect with 1:1 meetings and calling

- Quickly start a meeting or call from chat, contact card, Outlook, or Microsoft Teams
- Stay connected with a single phone number across all your devices
- Rich calling features such as transfers, on hold music, call park, and voicemail transcription
- Choose from a range of personal devices and peripherals built for Microsoft Teams



# Host engaging and inclusive group meetings from anywhere

- Fight meeting fatigue by bringing the team together in a shared virtual space
- Follow along and improve accessibility for all with live captions
- Customize your background to preserve privacy and keep focus on you





# Benefits of Audio Conferencing

## Setup in minutes

Easily setup and manage infrastructure-free dial-in audio conferencing from the Microsoft 365 admin portal.

## Reach across the world

Provide dial-in from 90 countries and 400 cities with 44 supported Interactive Voice Response (IVR) languages and dialects.

## Flat toll dial-in cost



Audio Conferencing allows organizations to control their costs by providing a flat per user cost commercial model for toll dial-in usage.

## Toll-free numbers

Organizations can optionally add toll-free numbers and pay usage on these numbers on a per minute basis.

## Simplified billing

The Audio-Conferencing service is billed with all other Microsoft 365 services.

## Microsoft 365 integration

Dial-in conferencing information is automatically added to online meetings.

## Dynamic conference IDs

Each meeting has a dedicated Audio Conference ID that prevents users who join early or leave late to interrupt a back-to-back meeting.



## Real-time polls & surveys for more interactive webinars

- Keep attendee's attention and interest while receiving direct feedback during your event
- Presenters and organizers can create polls or surveys ahead of the event, then launch to get feedback and responses during the event

Skills to Succeed Academy

00:22:06

Leave

# SKILLS TO SUCCEED ACADEMY

Free Online Employability Training

Forms  
Anonymous; Results shared

Where are you joining from?

Europe	✓ Your vote	53%
America		17%
Asia-Pacific		15%
Latin America		15%

312 votes

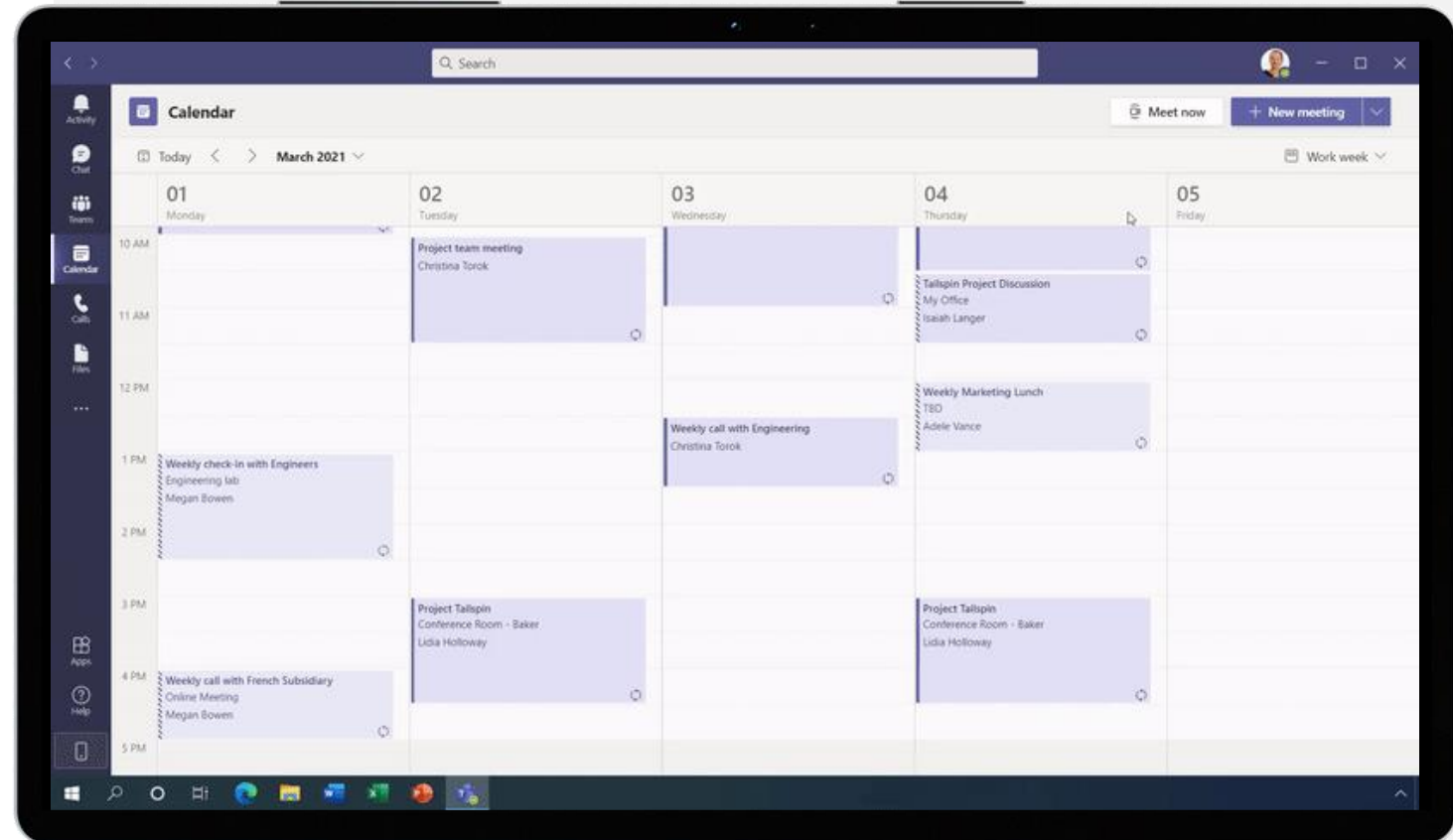
Done

+112

Pete Turner Jane Lee Jacky Roys Fred Jacob

## Attendee registration and email confirmation

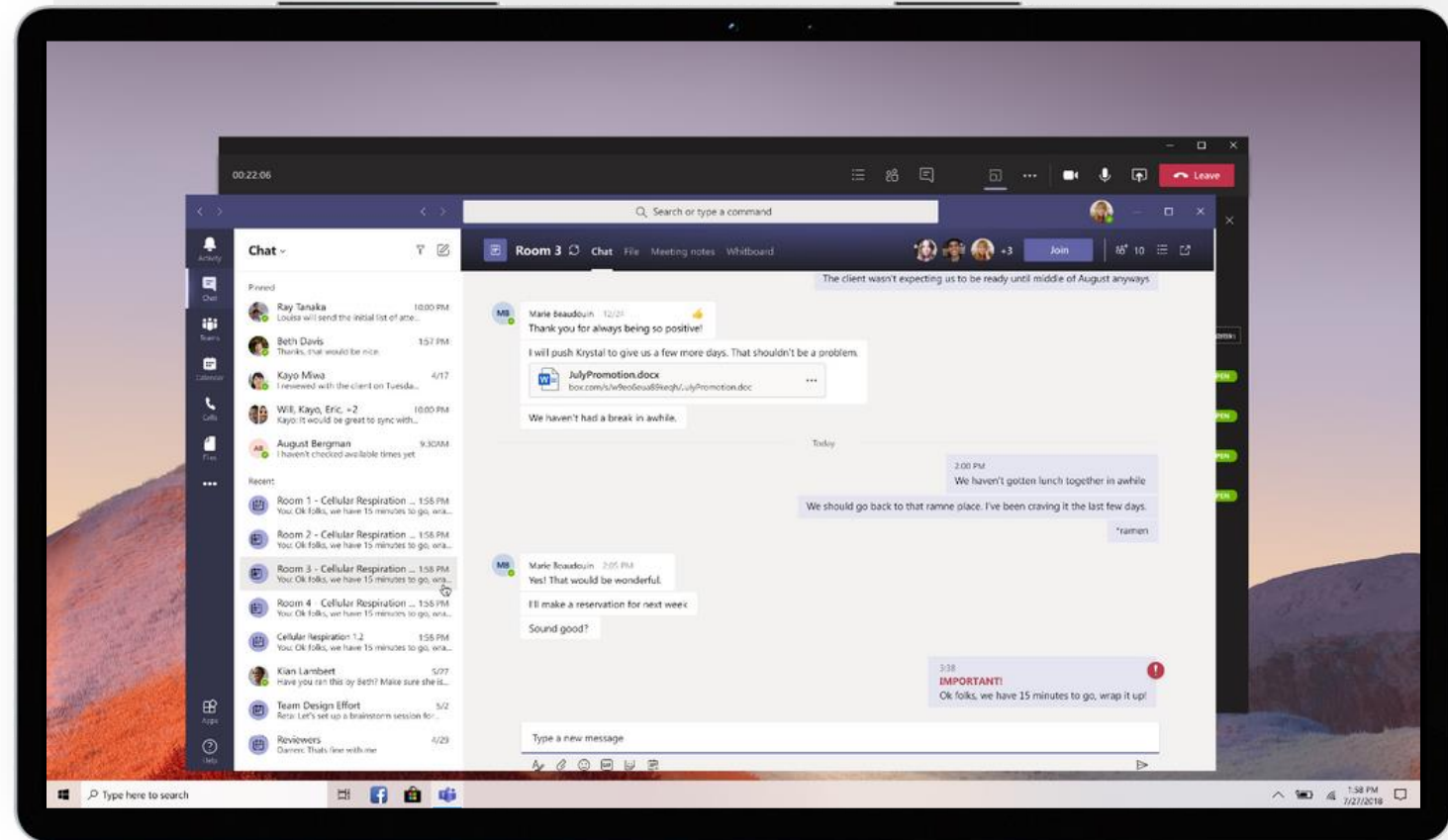
- Create an attendee registration page for any event to better manage attendance before and after the engagement.
- Add custom questions to help gather additional information at the point of registration.
- And following registration, attendees receive an email confirmation with calendar invite.





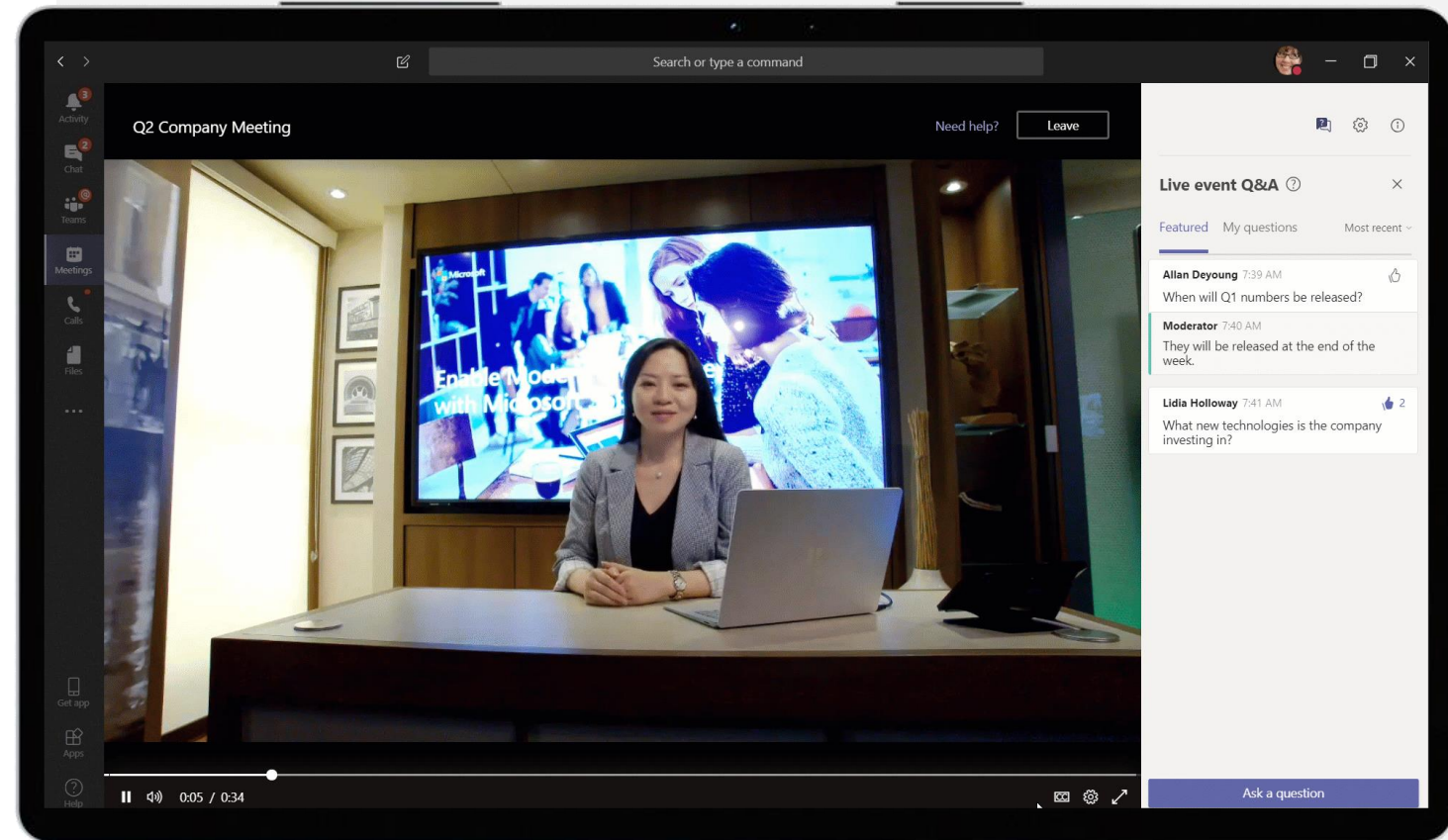
# Breakout rooms

- Divide your meetings into smaller groups to facilitate discussions, brainstorming sessions, or learning groups.
- Available in Microsoft Teams meetings and Teams channel meetings
- Organizers can easily jump in between breakout rooms and deliver announcements
- Participants can record, use whiteboard, and share files in breakout rooms
- Participants can freely move between the main meeting and their breakout rooms
- Organizers can close all breakout rooms and bring everyone back to the main meeting
- All files, whiteboards, and recordings from the breakout rooms are available in chat



## Deliver large scale virtual events to customers and employees

- Engage up to 20,000\* attendees with live or on-demand webinars, townhalls, and training
- Easily share content and video, or leverage more advanced production capabilities
- Manage attendee Q&A and report on attendance directly in Microsoft Teams



# Teams certified peripherals



## Great audio

Both near end (device user) and far end benefit from the mic, speaker, and DSP performance of certified devices.



## Plug and Play with Windows and Mac

It just works, no management or configuration required.



## Rich integration with Microsoft Teams

All the call control buttons you expect plus dedicated Microsoft Teams button for instant access – message and call notifications, join meetings, and more.



## Reliable

All certified device OEMs are Microsoft partners. Not only do they build to meet the rigorous testing requirements, they provide lifecycle support by working closely with Microsoft support.





## Microsoft Teams devices

### Access intelligent communications

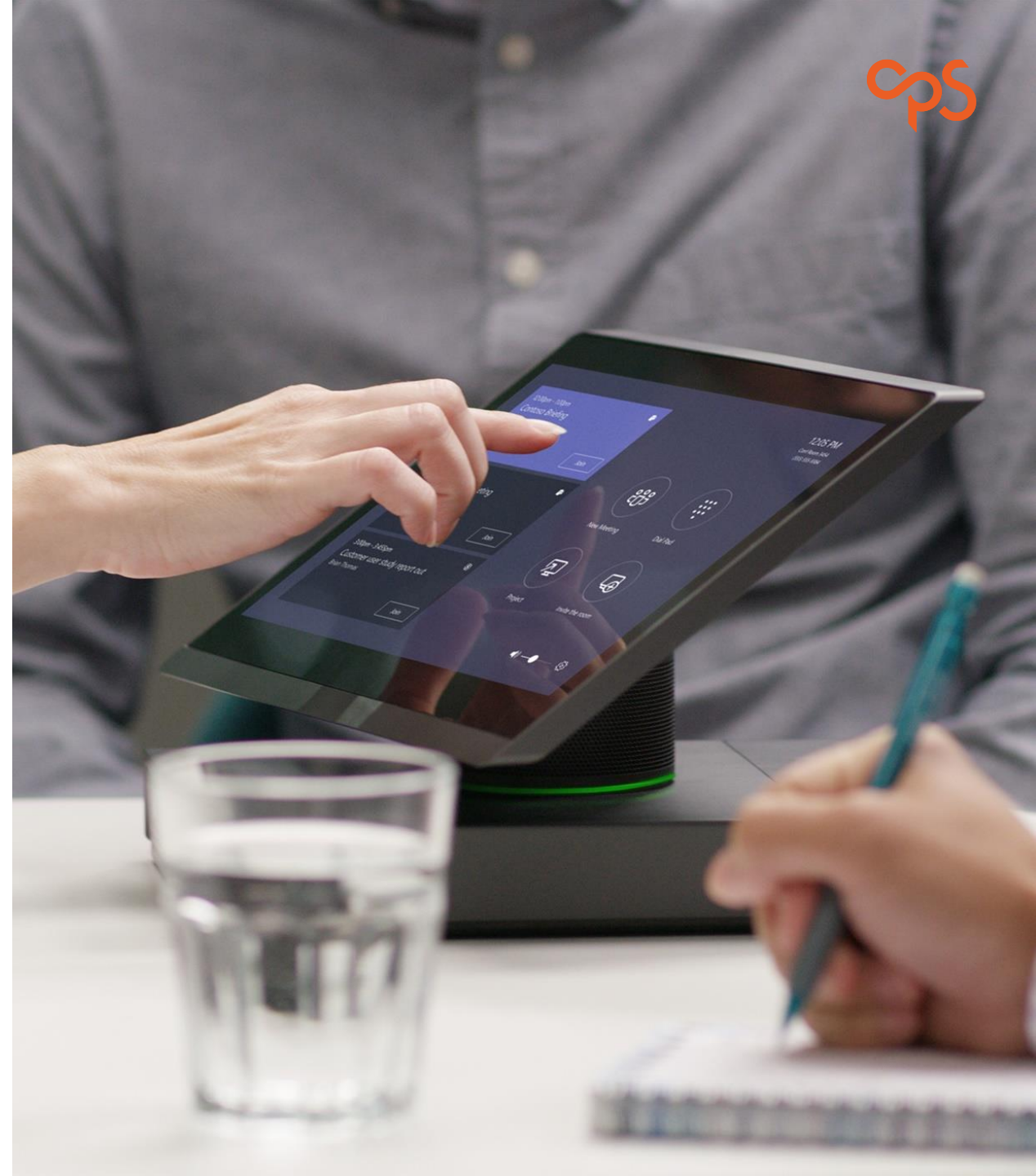
Smarter and faster ways to connect and collaborate with your devices

### Purpose-built

Devices optimized for your spaces and work styles

### Work with confidence

Certified devices, with high quality video and audio, enterprise-grade security, and easy set up and management





# Microsoft Teams personal space devices



## Microsoft Teams peripherals



Sennheiser Expand SP 30T



Bose Noise Cancelling Headphones 700 UC



coming soon

EPOS Adapt 460



coming soon

Jabra Evolve 65T



Poly Voyager Focus UC-M



Logitech Brio 4K Webcam



## Microsoft Teams phones



Poly CCX600



Crestron UC-2



Yealink VP59



AudioCodes C450HD



## Microsoft Teams displays



Lenovo ThinkSmart View



Yealink Microsoft Teams display



# Microsoft Teams shared space devices



## Teams Rooms on Android



Yealink VC210



Poly Studio X Series



## Teams Rooms



Crestron B160 with UC Bar system



HP Elite Slice with Logitech Brio



Logitech Tap with Meetup system



Lenovo ThinkSmart Hub 500 with Rally System



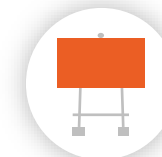
Yealink MVC 800 system



Poly G40-T



## Surface Hub



Microsoft Surface Hub 2S





Durham has used traditional private branch exchange (PBX) telephony for its inbound and outbound calling for many years. However, following strategic investment in Microsoft Office365 suite, Durham’s IT management began to explore the potential benefits of using voice services in Microsoft Teams.

*“We were using Teams successfully for collaboration,” explains Ian Wilson, Infrastructure Manager, Business Innovation & Development Command. “Using it for PSTN voice calls seemed a good next step. We wanted to help our people work flexibly from home and between offices and cut demand on the ageing PBX.”*



**Location**  
County Durham,  
United Kingdom



**Industry**  
Police



**Products**  
Microsoft Teams



**Employees**  
3,000

### The Challenge

- Improve voice communication effectiveness across the force, Improved home working flexibility and productivity through ease of use and ability to join meetings remotely.
- Equip HQ and police station meeting rooms for teleconferencing.
- Make remote working easier during and after post COVID-19.
- Reduce dependency on static telephony and make cost savings through redundant telephone hardware and reduced travel.

### Knowledge

The project scope was agreed in late 2019, and a CPS solution architect with deep expertise in Microsoft Unified Communications worked on-site at Durham.

CPS provided a roadmap for deploying voice services in Teams starting with a trial for IT users and a detailed configuration for Durham’s 33 HQ and police station meeting rooms. CPS fully equipped one room for use as a design model for the others.

Handover included technical training and workshops to prepare the in-house team for rollout and a three-month support package to ensure any problems are quickly dealt with.

### Designed for the Future

The voice in Teams proof of concept is underway with 50 IT users and proving highly effective. Seven meeting rooms are so far equipped with audio conferencing capabilities, and as the other rooms are kitted out, video conferencing will also be enabled.

The solution will likely be used for a wide range of Durham’s operational requirements as it rolls out.

CPS continues to support the force, helping to deliver greater resilience for the Teams solution with no single source of failure or loss of calls. CPS is ready to implement other phases of National Enabling Programme Office 365 when Durham is prepared.



**When we need professional services in future, I won’t hesitate to call CPS. I can’t offer any higher praise.**



**Ian Wilson**  
Infrastructure Manager,  
Business Innovation & Development  
Command