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Cloud Assist 365 VoicePlus

Microsoft 365 Cloud Voice Microsoft Teams

Integration & Managed Service

Red River



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Challenges

- **IT is faced with increasing support costs for legacy phone systems.**
- IT no longer is forced to deal with the cost and complexity of traditional voice systems and services. These include circuit costs, hardware replacement and upgrade costs.
- **IT requires flexibility and a rich experience across all devices and from any location**
- IT is pressed by their users to provide rich meeting experiences – video, content sharing, chat and voice calling from a single platform and deliverable on any device.



Ideal Solution

- **Microsoft 365 E5 + Cloud PSTN or Direct Routing***
- **Red River Cloud Assist 365 Cloud Voice Integration & Adoption Services**
- **Red River Cloud Assist 365 VoicePlus Managed Services**
- **Microsoft 365 & Red River Services**
- This combination of services will leverage Microsoft's Microsoft Teams cloud-based phone system services and Red River managed services to unlock an Enterprise-class voice and collaboration experience for customers.

*Red River is an authorized Direct Routing provider



Desired Outcomes

- **Reduce voice support costs and enrich the experience**
- Moving to Microsoft Teams will consolidate the disparate services usually associated with voice and video deployments, reducing cost and enriching the experience

"We have nine meeting rooms with new video equipment fully integrated with our Microsoft Teams Room systems by Red River. For the first time, we can integrate video, our phones and chat into a simple to use system"



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Partner with Red River to help you leverage the benefits of lower voice support costs and an enriched user experience with Microsoft Teams.

Integration Services

- Thorough planning and discovery process for deployment of Cloud Voice
- Collaboratively developed comprehensive scope of work
- Professional management and deployment services

Adoption Services

- Initial onboarding and best practice training services for Cloud Voice
- Customized training portal development
- Assigned Customer Success representative throughout life-cycle relationship

Managed Services

- 24/7 service desk support for Microsoft 365 Cloud Voice
- Best-in-class service level response times for critical issues
- On-going adds, moves and changes related to the service

Business Reviews

- Adoption analytics to monitor and measure user activity and experience
- Training services to improve the user experience
- Share the Microsoft 365 roadmap to maximize the value

“Microsoft Teams has been a game changer. It is truly a one stop shop.” – Tom Robey, International Association of Fire Chiefs

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Microsoft 365 Cloud Voice with Microsoft Teams and Red River Managed Services will help you achieve your voice and video business outcomes by helping you reduce support costs and enrich the user experience across all devices anywhere in the world

Solution Alignment

Reduce Traditional Support Costs

Moving to Microsoft Teams will consolidate the disparate services associated with voice and video deployments, reducing costs associated with traditional circuit charges, end-of-life hardware replacement costs and constant upgrade fees to maintain security compliance.



Increase Productivity with Adoption

Deploy a streamlined communications platform with a consistent user interface across all your devices. Improve productivity by making it easier for your employees to adopt the new services and make them feel comfortable using it on any type of device.



Reduce Travel Costs Everywhere

Reduce travel costs by enabling the freedom to work from anywhere – share ideas, content, and have face-to-face meetings without the travel time. Microsoft Teams unlocks the potential that comes with expanding beyond the walls of your business to reach people everywhere.

