

Modernise Communications with Microsoft Teams

Microsoft
Partner



Gold Messaging
Gold Communications
Gold Collaboration and Content
Gold Enterprise Mobility Management

Over 70% of workers want flexible remote work options to continue.¹

The rapid shift to hybrid work has left traditional business telephone systems (PBX) or IP-based telephony solutions behind. Many IT teams find these legacy solutions to be inflexible, time-consuming and costly to maintain. A lack of integration with modern collaboration tools means that staff efficiency and effectiveness is not optimised. These limitations mean that organisations are spending too much for solutions that do not meet the needs of their productive workforce

Are you struggling with:

- Supporting hardly used physical phone sets?
- Staff having technical issues with voice systems not integrated with Microsoft Teams?
- Supporting flexible work arrangements with limited budgets?
- Users expecting a one click voice experience from wherever they work?
- Providing voice services to flexible workers?

You need to modernise communications with Microsoft Teams and Data#3!

We have found that:

- There is a hidden cost to maintaining physical phones
- Traditional voice systems do not integrate with Microsoft Teams
- Ad hoc fixes increase cost and do not increase productivity

Are you deploying the most productive technology for hybrid work?

We have found that:

- 70% of workers want flexible work arrangement to continue
- Staff retention is negatively impacted by poor technology experiences
- Staying within the user's flow is important for productivity

Are your staff productive and connected in all locations?

We have found that:

- Traditional voice services do not support the collaboration flow
- Users are frustrated with using different voice systems, devices, phones to collaborate
- Staff demand voice services to be a one click experience

Do you offer a simple and modern calling experience for your staff?

“When people got used to using Microsoft Teams for chat and collaboration, they asked, ‘Why can’t we use it to make phone calls to everyone?’”²

Head of IT services, manufacturing

Forrester Research, The Total Economic Impact™ Of Microsoft Teams Calling Solutions

How can you modernise communications with Microsoft Teams and Data#3?

Modernising communications with Microsoft Teams and Data#3 provides you with an integrated solution to keep your people collaborating, while remaining in their flow. Teams Calling allows your people to connect everywhere using familiar tools.

Modernise Communications with Microsoft Teams

Flexible work is here to stay

- A truly simpler experience for office and remote workers
- Productive and effective collaboration in the same flow
- Connect securely anywhere and on any device

Decrease support cost and complexity

- Remove unused phone hardware, PBX support contracts and cost
- No more wasted time troubleshooting technical issues
- Unlock all your E5 functionality like PSTN Conferencing and Cloud PBX features

Increase employee experience and productivity

- Connect with co-workers and external parties with the same voice service
- One simplified experience across devices and locations
- Retain workers with a modern seamless technology experience

What to expect when you modernise communications with Microsoft Teams and Data#3

The service provided by Data#3 includes both a workshop and a deployment component.

The Teams Calling workshop includes:

- An evaluation of your current telephony and PBX needs
- Environmental and workload analysis, including current infrastructure and telephony estate
- Demonstration of the end-to-end Microsoft Teams Phone experience
- Direction about how to transition various user profiles into a modern collaboration and communication environment

- A showcase of third-party applications and devices that can complement the Microsoft Teams Phone experience
- Customised, actionable recommendations you can follow to enable and adopt Microsoft Teams Phone

The service can be extended with an optional Microsoft Teams Calling Proof of Concept (POC) to demonstrate core calling/receiving functionality in your environment. This is followed by a Microsoft Teams Calling deployment. Customers may qualify for a Microsoft funded workshop.

Why Data#3?

Today, we are Microsoft's largest Australian business partner with the highest level of competency across the Microsoft ecosystem. Our hundreds of accredited consultants are ready to help; from enhancing productivity and collaboration with Microsoft 365, Meeting Rooms and the latest Surface devices, to transforming business processes with Dynamics 365, to ensuring our customers get the most value from Azure cloud. Our scale and expertise enable our unparalleled support to customers selecting, deploying, managing and securing Microsoft applications, products and devices.

Next Steps

- For more information, visit our [Microsoft Teams](#) page.
- Connect with a Data#3 Specialist [here](#) or contact your Account Manager today.

¹ Microsoft, 2021, [Work Trend Index](#)

² Forrester, 2021, [The Total Economic Impact™ Of Microsoft Teams Calling Solutions](#)

Interested in how Data#3 can help?

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