

Microsoft Teams Voice

Hybrid working means new challenges improve people's access to other team members and to customers.

Remove the barriers to great communication.

Make the hybrid work experience more productive.



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People in distributed & hybrid workplaces need to stay connected to each other and to information.

People have too many collaboration and information barriers to be truly productive.

71% of the workforce is now working at home or hybrid.

80% of people say that communicating virtually makes them more strategic with their daily work.

Cloud technologies move fast, and people fatigue if they don't know how to embrace & benefit from new features.



Teams Voice deployed fast and with world's best practice techniques. Built as a platform to improve how you communication and collaborate internally and with customers.

Combine the technical expertise needed with change management so your people know why this is good for them and for your organisation.

Enable simpler communication & collaboration whether your people connect from office or home.

Enable your people to be more effective.

Pre-pandemic only 20% of the workforce worked remotely

As of December 2020, the work-at-home number skyrocketed to 71% and looks like it will stay above 50% after offices reopen.

91% of workers state that flexible work environments increase their morale.

85% of businesses report that increased flexibility in work environments has led to increased productivity.

What you get:

- Review of the current application landscape
- Conditional Access deployed to 5 test machines
- MFA configured for 5 test users
- Knowledge transfer for you to rollout to the rest of the business
- Communications plan including messaging for you & your executives to send \$6,000 ex GST (AU or NZ)

90% of IT professionals support distributed workforces who need the same capabilities at home as in the office.

87% of remote employees say they feel more connected and involved with teams and projects when using collaboration tools.

55% of businesses say enabling collaboration like Teams Voice effectively increased employee engagements

83% of businesses with over 250 employees have or are likely to purchase next generation calling tools

1. Dream it

As organisations move to modern ways of working, Microsoft Teams is often selected due to its ability to consolidate communications, collaboration, application, and information services into a single experience.

We will run a workshop with you to work out how Teams calling will be deployed in your environment. This will include how you will connect to the PSTN such as with Telstra Calling, Operator Connect or Direct Routing.

We will also work with you on any additions outside of calling that might benefit your organisation like Teams Meetings and Meeting Rooms.

Any elements outside of the scope of the offer are clearly discussed and costed as required.

We then build a plan and are ready to roll this out for you.

2. Build it.

Our project coordinators will work with you on the deployment timing.

Our engineers will prepare your environment and be ready for cutover.

We will provide change management messaging for you to send out to your team and run a train the trainer session so you can train your staff.

We work to cutover your environment to your new system.

3. Requirements.

Customers must have an active Office 365 tenant.

Customer must provide the Microsoft licences or Generation-e can provide at additional cost.

Customer must participate in assessment workshops and provide access to their Office 365 tenant.

If physical devices like headsets or handsets are required, they will be costed separately.

Microsoft voice deployed in rapid time to support a distributed workforce.

Challenge was in connecting people who were now working from many locations with security controls required.

Access to critical decision making was being delayed and Team members were losing productivity.

Lander & Rogers benefits from improved communication and collaboration.

Staff productivity improved by 30% when working remotely.

Support calls reduced to near zero.

Application access now the same remotely as it was in the office.

Consistent user experience helped staff engage clients and each other better.

Coupling Teams Voice with Teams Meeting Rooms dramatically improved collaboration.

Conditional Access & Multi Factor Authentication Proof of Concept

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