



Cloud Communications Microsoft Teams

Collaborate easily and flexibly anywhere in the cloud

Modern workplaces are changing rapidly. We use more and more devices, applications and online resources. This calls for business and communication systems that are collaborative in nature and can be used by your employees in a flexible and location-independent manner. Microsoft Teams is one such solution. This allows your employees to work with Microsoft 365 from one environment, but also to call, chat, hold meetings and share files. In addition, the solution connects seamlessly with other KPN applications and solutions.

The modern way of working has changed a great deal compared to a few years ago. Different generations with different expectations and preferences work together in an increasingly digitised environment. Our communication and collaboration are becoming more supported by diverse tools, digital applications and devices. Working remotely becomes easier and more routine as a result. Yet we also see that working in a team is becoming more important. Information that previously could only be found within departments is now shared interdepartmentally or even organisation-wide in multidisciplinary, possibly self-managing teams. To be able to work productively in this modern working environment, your employees need one safe, trusted environment where collaboration is paramount and information can be easily found and shared. This way, employees can not only work on documents together and always see the latest version, but also communicate with each other easily and exchange messages, ask questions or schedule appointments. This modern way of working requires an environment where all of this comes together: Microsoft Teams.

Fully integrated

With Microsoft Teams, your employees work in one complete, total solution that integrates all Microsoft Office 365 applications. Microsoft Teams is also the collaboration platform for your employees, in which they can work and communicate with each other flexibly and in a location-independent manner using various forms of communication such as chat, telephone calls, digital meetings and file sharing.

Future-proof telephony

KPN's Microsoft Teams is a fully-fledged telephony solution that can replace your PBX system or your current Skype for Business environment and that can be equipped with extensive contact center options. Every employee gets a fixed telephone number from KPN that can be used to make calls from a fixed workplace as well as from a smartphone or mobile device. Because KPN uses 'direct routing' it is possible to keep your existing number plan within the service. In this way, Microsoft Teams not only makes collaboration easier, but also offers a future-proof communication solution for your organisation.

Familiar in use, ready for the future; that is Microsoft Teams

A partner that goes further

If you opt for Microsoft Teams from KPN, you are opting for years of experience. As a Microsoft Gold Partner, we have been delivering Microsoft Intelligent Communications solutions from day one. For years, we have been assisting our customers in switching to new forms of telephony; from a classic telephone exchange to platforms such as Lync and

Skype for Business in the past, to cloud solutions such as Microsoft 365 and Microsoft Teams in the present. We link your Microsoft Teams environment to KPN's fixed and mobile telephone network.

We proactively manage the entire solution. We also supply certified devices and audio and video equipment for Microsoft Teams.

Can be expanded as required

KPN not only offers you advice and care for the implementation, we also support, if desired, the user adoption. In addition, we integrate the call centre software and control stations with your solution and monitor call quality. You can also contact us for additional services and extensions, such as call-forwarding services, administrator and user training, consultancy and project management.

If you require, we can deliver Microsoft Teams with additional applications, fully integrated with KPN Modern Workplace, KPN Fixed and Mobile Telephony and/or KPN Mobile. This way, you have one complete solution under one contract and with one point of contact.

About Microsoft Teams

Microsoft Teams is an all-in-one communication and collaboration solution that allows users to work on files securely and simultaneously from any location. By also integrating telephony, you encourage employees to work together even more effectively. Microsoft Teams offers you:

- **Full integration with Microsoft 365**
All Office applications in one place, as well as chat, (video) calling and conferencing
- **Smart collaboration and document sharing**
Information is no longer fragmented and can be accessed anywhere with the right permission
- **An expandable and personalised platform**
A personalised work environment for everyone, with integrated applications and solutions

Discover all new possibilities with KPN

For more information, please contact your KPN Account Manager