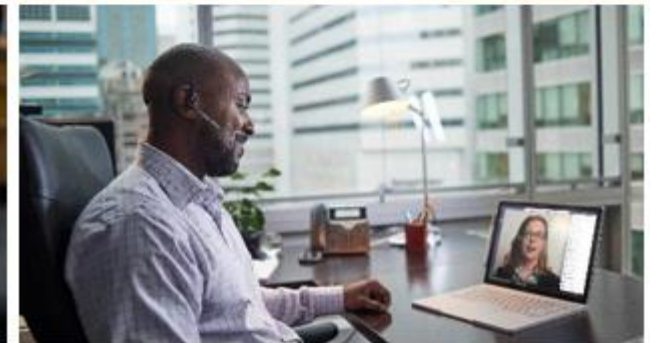


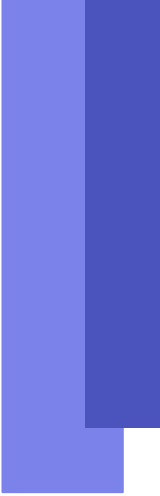


Calling made simple



Microsoft Teams
with Business Voice





As businesses abandoned their workplaces and shifted to remote working over lockdown, it was inevitable that only the most portable essential gear went with their employees. For some, that meant that their phone lines were unplugged and staff were no longer reachable through their reliable old desk phones.



Teams Calling

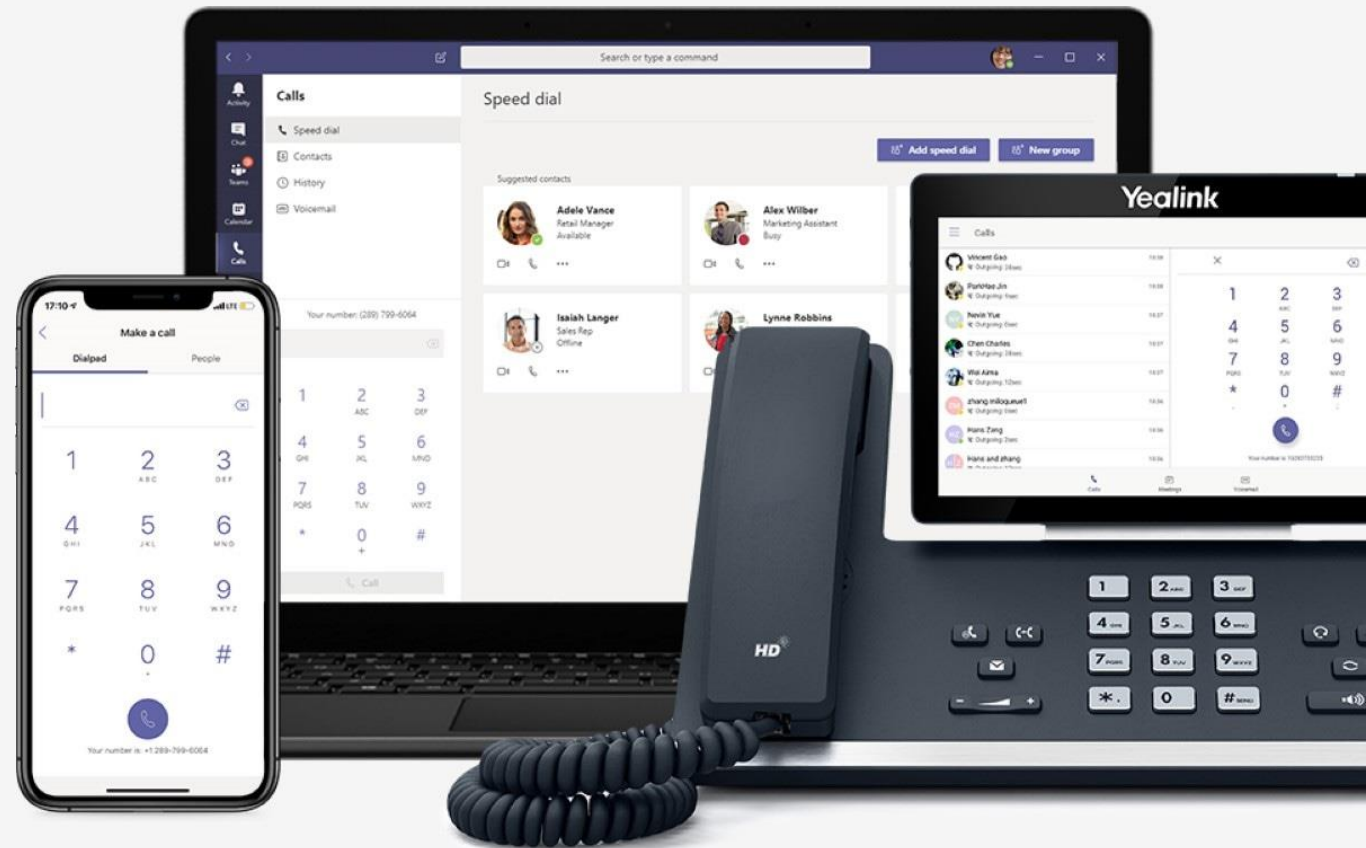
with **Microsoft 365 Business Voice**

Calling, chat, and meetings in a single app

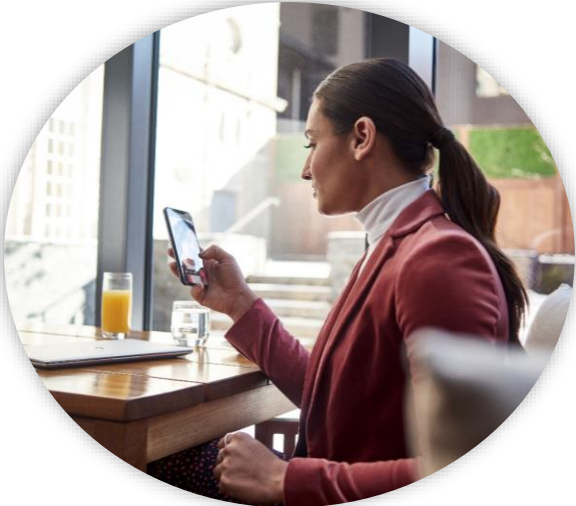
Reliable, feature-rich phone system

Built on the Microsoft cloud integrated

with your Local PBX and trunkline



Calling made simple



All-in-one solution



Call from anywhere



Secure, reliable, & rich calling

Challenges

Moving to a unified communications successfully without minimal costs, disruption and adjustment for end-users



Solution

- A secure, reliable, and feature-rich phone system that integrates with existing platforms simplifying communications with an all-in-one solution



Outcomes

- Stay connected from anywhere with any device for increased productivity and collaboration with rich calling features backed by streamlined management and global support





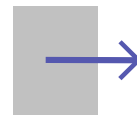
Microsoft Teams

PBX



Phone System

PSTN dial tone



Direct Routing in Teams
(Telco Calling Services)

Use Direct Routing to deliver
a full calling experience

Licensing made simple

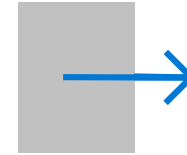
Microsoft 365 Business Voice
without calling plan



Cloud-based
phone system



Audio
conferencing



Calling Plan
from Telco

What drove the need to connect the existing telephone lines with Teams?

“It started as a team conversation on how we can improve our existing telephone system which is a legacy PABX system that didn't give us flexibility in terms of being mobile and do more collaboration. Since we are a **100% Microsoft environment**, we explored the possibility of **moving to Teams Telephony**. This is the main reason for kicking off this project. We did some **business case and cost analysis** and we can see the **cost reduction** as well as the **benefit in increasing our collaboration** within our clients and fellow Arcadians.”

Kenneth Catugas

Director of IT, BRM – South East Asia & GEC
Arcadis





Since the system and integration was completed, how was the experience?

“Our experience was very good, even though it was the first time that we experienced this kind of system and integration. We are happy that Nexus was able to assist us from the beginning till the end. I would say, it was a correct decision and investment moving to this system, given that during the Corona Virus lockdown and working from home, we are still be able to make calls to our clients and be able to deliver needed services to stay afloat in this difficult time.”

Kenneth Catugas

Director of IT, BRM – South East Asia & GEC

Arcadis

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