



RealCollaborate – hybrid meeting for everyone

RealCollaborate (RC) (Collaboration and Communications Solutions for MSFT Teams) is the solution that supports organizations from various industry sectors to develop and enrich user experiences through solutions based on communication systems, information, and modern spaces based on Teams, in order to extend collaboration functionalities, grow and position the technology

Why Softline Real Collaborate (RC)?

Softline **RC** is a solution that complements the MSFT Teams collaboration hub, integrating market technologies based on audio, video and analytics, merging them with the power of Softline's portfolio of services and hardware to transform business needs into high-performance technology solutions, to provide a set of solutions.

This solution incorporates a team of highly trained technical and commercial consultants, an ecosystem of independent software vendors (ISVs) and hardware leaders in the industry, to position and complement a solution that covers the different aspects and needs of the market.

Type of services offered

Envision

- Plan and design services
- Network Assessment
- Device strategy
- Migration planning
- Meeting room assessment
- Telephony planning
- Persona analysis
- Adoption and change management

Enablement

- Teams deployment and configuration
- Devices procurement and deployment
- Audio Conferencing configuration
- Teams Phone configuration
- Network and room remediation
- Rooms account provisioning
- Teams Rooms deployment
- Project Management Services
- Call Queues and Auto Attendants
- Direct Routing configuration

Usage

- Ongoing training and adoption services
- Migration assistance
- Meetings culture change
- Meeting Room Transition Services
- Training and adoption services
- Device deployment
- Contact center

Support

- Quality reporting and monitoring
- Network & usage monitoring
- Device management
- Microsoft Teams Room Systems Break Fix
- Tier 1-4 support
- Meeting Room insights
- Support Managed Meeting Rooms
- SBC management