

The power of Microsoft Teams Phone



Teams Phone: Flexibility in how, when and where people work

Microsoft Teams Phone allows organisations of any size to turn Microsoft Teams into a powerful and flexible phone system. If you are considering replacing your legacy in-house phone system (PBX), that can be costly and complex to manage, Teams Phone is an excellent solution.

[A recent study by Forrester concluded that by investing](#)

[in Teams Phone, companies could reduce licensing and usage costs related to their phone environments](#), as well as minimise the burden on IT to manage their calling solution, freeing them to focus on core responsibilities. Teams Phone also enabled end users to save time and collaborate more effectively.

TCO savings achieved: **45 %**

ROI achieved: **143 %**

Advantages of using Microsoft Teams Phone

Fully-featured telephony platform

Teams Phone is a complete PBX that provides you with all the features of a corporate telephony system in the cloud, including call forwarding, call queues, voicemail, call transferring, auto attendant, office hours, call park, call block, call delegation, and more.

Single communications platform

Use the Microsoft Teams Client as your single client for all communications, whether its external or internal phone calls, meetings, or chat. You can even integrate with your contact centre, handling all customer interactions via Teams.

Flexibility for the hybrid workplace

With Microsoft Teams Phone, you have the flexibility to work from anywhere and to stay connected and productive. Seamlessly transition between devices, such as your desktop, laptop, or mobile phone, and never miss an important call or message.

Retire Legacy systems and save costs

Enables you to retire all your legacy telephony systems and consolidate onto a single platform, while allowing you to retain your existing phone numbers.

Security and compliance

Your communication and data security are of utmost importance. Microsoft Teams Phone provides enterprise-grade security and compliance features to safeguard your conversations (end-to-end encryption, multi-factor authentication, and compliance with industry regulations).

Unlocking Teams Phone: How SoftwareOne can empower your journey



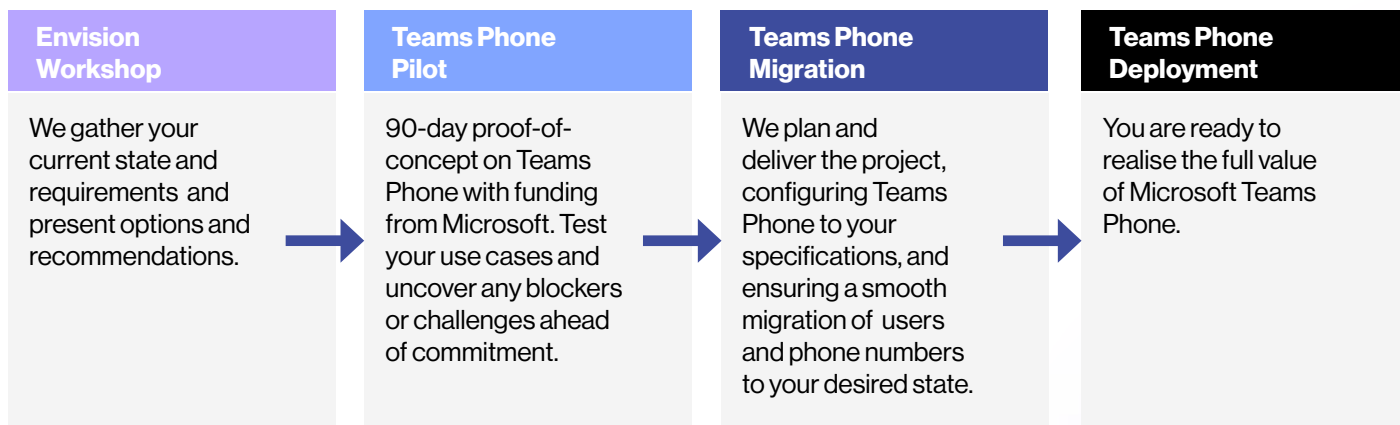
SoftwareOne offers a range of Microsoft Teams Phone solutions, for customers of all sizes and complexity. We give customers the power of choice in how to enable Teams Calling with a range of solutions, all available in the cloud. Customers can get inbound and outbound telephony through Teams with international coverage in over 30 countries.

There's no hardware investment because everything is in the cloud. Customers get the option of keeping their existing carrier or moving to a new carrier, and we can support any number of additional calling needs like cloud fax, contact centre integration and a portal for easy number management. Whatever way a customer wants to bring calling to Teams, we have a solution that fits the customer's need.

- **Teams Phone Advisory:** If you're just getting started, we'll decode the jargon, explain the options, listen to your requirements and give you an actionable plan for your cloud telephony journey.

- **Direct Routing:** For customers with unique or complex telephony requirements we can enable Direct Routing in the cloud. Our services are tailored to a customer's needs, no matter where they are.
- **Operator Connect:** Its very quick and easy to get up and running on Teams Phone with Operator Connect. Manage your users and numbers from the Teams Admin Centre.
- **Bring your own carrier:** For customers who have one or more existing carriers that they wish to connect to Microsoft Teams, our self-service platform will seamlessly connect them in just a few days, and provide an admin portal to manage users and numbers.
- **Teams Phone professional services:** Our Microsoft-certified UC specialists can plan and migrate telephone numbers and services to Microsoft Teams, avoiding disruption and reducing risk to your business.

Your staged Teams Phone approach



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