



tech+wise(group)[®]



STREAMLINE COMMUNICATIONS WITH MICROSOFT TEAMS PHONE

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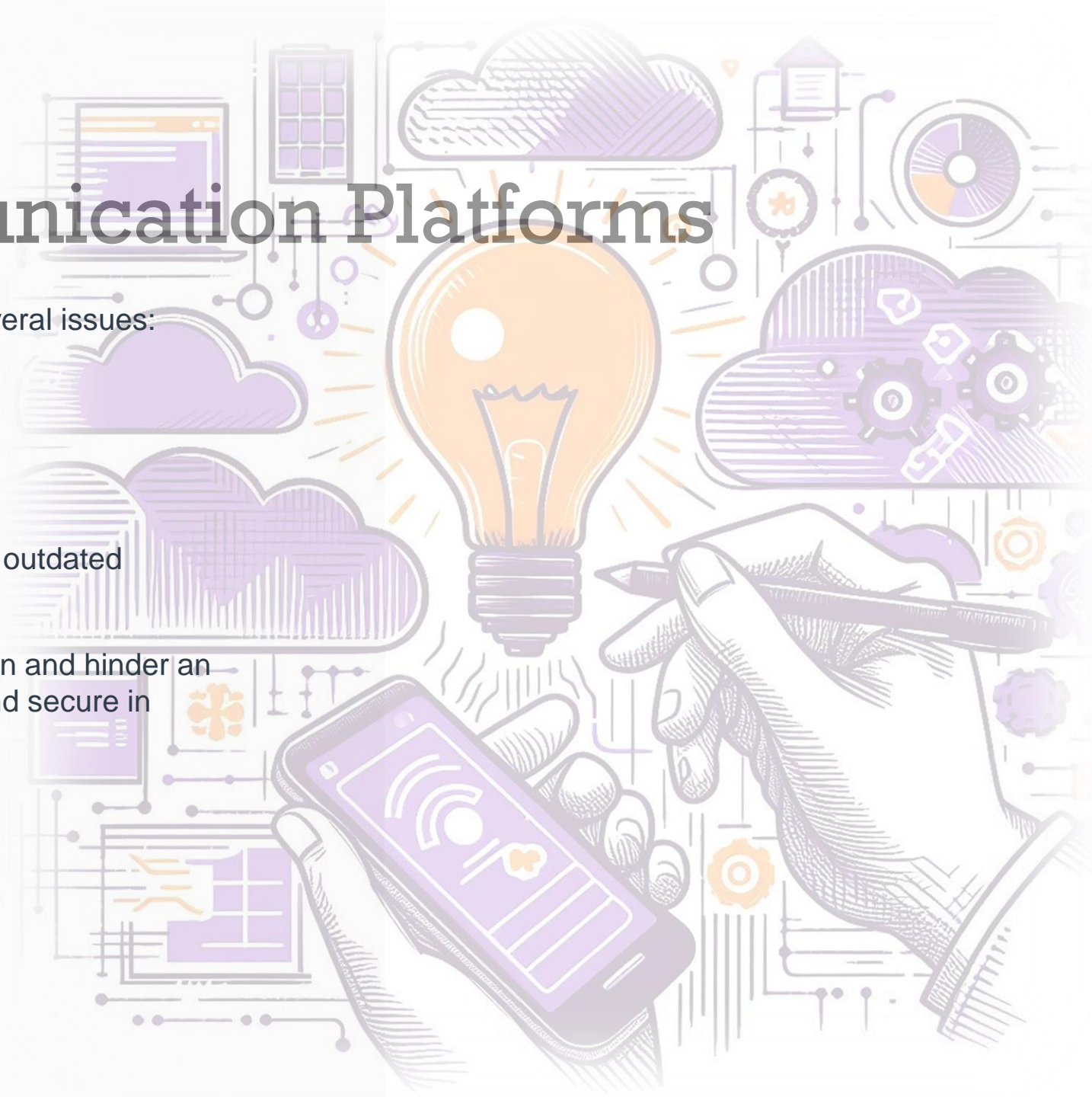
🌐 www.techwisegroup.com

 Microsoft
Solutions Partner
Modern Work

 Microsoft
Solutions Partner
Security

The Challenge: Legacy Communication Platforms

- Legacy communication platforms pose several issues:
 - limited functionality
 - compatibility with modern devices
 - security vulnerabilities
 - scalability constraints
 - reduced user productivity stemming from outdated interfaces and workflows.
- These issues impede effective collaboration and hinder an organization's ability to stay competitive and secure in today's dynamic business environment.



The Opportunity: Microsoft Teams Phone

- Microsoft Teams Phone enhances collaboration, reduces costs, supports remote work, provides data security, and simplifies unified communications across your organization.
- Features include:
 - Call Routing
 - Call Forwarding
 - Voicemail
 - Auto Attendants
 - Emergency Calling (E-911)
 - Transcription
 - Translation
 - National and international call plans



Get Started: TechWise Group Can Help

Get Connected & Stay Connected with Microsoft Teams Phone.

Documentation

Assessment & Planning

We will conduct a comprehensive assessment of your organization's current communication infrastructure, including existing phone system and network infrastructure to ensure it can support the increased bandwidth and Teams Quality of Service (QoS) requirements for voice, video, and content sharing network traffic.

Licensing & Subscriptions

Ensure that the appropriate Microsoft 365 Licensing that includes Microsoft Teams Phone capabilities.

Design Calling Plan Strategy

Help select the calling plan options that best suit your organization's needs. This includes Microsoft Teams Domestic, and International Calling Plan options.

Porting Numbers (if necessary)

Coordinate with Microsoft and your existing phone telecommunications provider to port existing phone numbers to Microsoft Teams Phone if needed.

Configuration

Configure voice settings, including Teams Phone Numbers, Calling Policies, Auto Attendants, Emergency Calling (E911) and more.

Customization

Customize Microsoft Teams Phone settings to align with specific workflows and preferences.

Hardware & Devices

Identify the appropriate hardware Microsoft Teams Phone, such as IP phones, headsets, and Microsoft Teams Room devices.

End User Training

Provide training sessions for end users to familiarize them with Microsoft Teams Phone features and functions.

Ongoing Management & Support

Provide ongoing support and management services to address issues, perform updates, and optimize the solution.

Comprehensive Technology Services



CLOUD COLLABORATION

Microsoft 365
Assessment & Planning
Deployment
Migration
Management
Licensing & Cost Management



CLOUD INFRASTRUCTURE

Microsoft Azure
Assessment & Planning
Deployment
Migration
Management
Licensing & Cost Management



MANAGED SERVICES & SUPPORT

End User Support
Infrastructure Support
Monitoring & Management
Leased Server Appliance
Azure Managed Services
Azure Cost Management
Co-Management
Business Continuity



ON-PREMISE INFRASTRUCTURE

Planning & Deployment for Networks, Servers, Desktops.
Server deployment
Hardware Depot
Hardware Procurement services
Microsoft Surface, Lenovo, Dell, HP, Cisco/Meraki & SonicWall.



SECURITY & COMPLIANCE

Security Assessment & Remediation
Ongoing Security Reviews & Management
Anti-phishing
Secure Score
Intune, EM+S, Entra ID & MFA Deployment



TECHNOLOGY ADOPTION

End User Coaching for Microsoft 365, Teams, SharePoint, Office Apps
Security & Compliance Training
Knowledge Transfer To IT Teams

Our Expertise

By the Numbers

220 Customers

800+ Successful Cloud Migrations

12 Years of Cloud Expertise

10+ Industries

Certifications

Microsoft Solutions Partner

- Modern Work
- Security



Technologies

Microsoft 365

- Copilot
- Exchange Online
- SharePoint
- Teams
- Teams Phone
- Intune

Security & Identity

- EM+S
- Entra ID
- Defender

Microsoft Azure

- IaaS
- Business Continuity
- Site Recovery
- Virtual Desktop

Physical Infrastructure

- Windows Server
- Windows
- Virtual Desktop
- SQL Server
- Cisco/Meraki
- SonicWALL



Let's chat!



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