

Teams Calling by VENZO



# Teams Calling

By VENZO



# 01

## Teams Calling One pager





# Teams Calling by VENZO

Our approach empowers your organization to successfully adopt Microsoft's secure, reliable and function rich Teams Calling solutions with a tried and tested roll-out plan, best-in-class training, and 3rd party contact center integrations.

# Teams Calling by VENZO

## Make online voice calls

With Microsoft Teams you can call, chat, meet, share files and work together virtually, on any device, with the same app.

Our specialists can help you understand your needs and opportunities and guide you to the best subscription solution and feature usage. VENZO can help you all the way. From transferring from your legacy phone solution, integrating with TELCO or Teams Calling Plans, to operating and monitoring your final solution.

## Integrate with 3rd parties

We have experience in combining Teams Calling with 3rd party contact center solutions, such as Competella, through our established partnerships. These can allow agents to handle and transfer calls with a high level of service, as incoming calls can be transferred to the right person quickly and easily. In turn, this improves both the user- and the customer experience as well as reducing telephony costs. We can also integrate the solution with other systems, such as your CRM, to connect phone numbers to customer data.

## Access best-in-class trainers

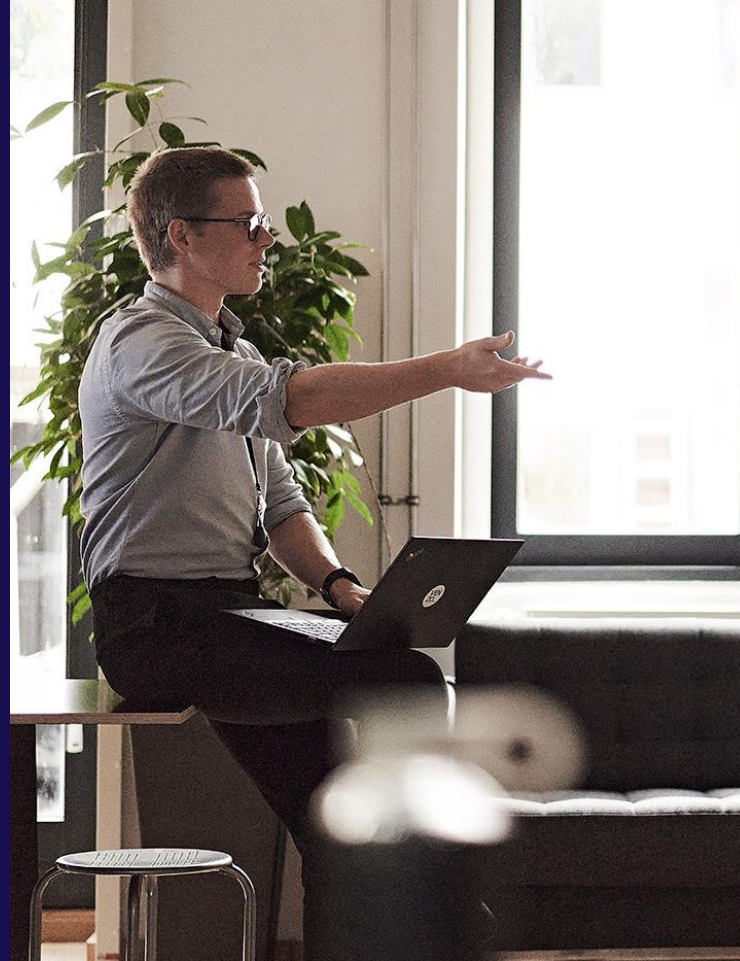
VENZO has implemented Teams Calling in many different organisations, and the solutions have resulted in both increased efficiency and communication.

Through training workshops with our specialists, our clients have experienced quicker and higher adoption rates. Our adoption and roll out plans have resulted in a smooth transfer to virtual collaboration and ensured a complete utilization of all the features that Teams offers.



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## Presentation



**How can you leverage Teams Calling to make, receive and transfer calls with a high service level - both remotely and at the office?**

# Our approach

Teams Calling is the ideal enterprise tool for leveraging the benefits and possibilities of a digital phone system. Our approach helps your organization unfold and take full advantage of the possibilities.

## Continuous Adoption & Success Measurement

### 1. Envision

- Assess your organizational and technical setup
- Together decide on technical and business requirements e.g., availability of Calling Plans, phone system licensing and PSTN connection
- Assist you in getting a full grasp of the possibilities within Teams Calling through inspiration and best practice workshops.

### 3. Onboard & Train

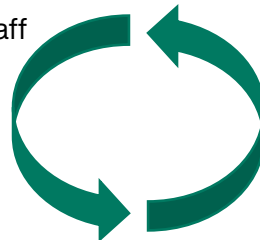
- Start onboarding and training users according to a business-aligned roll-out plan
- Monitor and hand over the technical solution to IT admins and Help Desk staff
- Introduce ambassadors to drive local organizational anchoring

### 2. Plan & Configure

- Plan the project with roll-out, training workshops and system design
- Prepare the technical foundation including SBC setup, Teams validation and monitoring
- Configure the integration with other systems or solutions through our established 3rd party development relations
- Pilot and test the solution

### 4. Launch & Drive Value

- Continuously track new Teams Calling updates
- Conduct reoccurring workshops to train new employees in operating Calling optimally
- Revisit needs and requirements to ensure that they remain fulfilled
- Ensure efficient operation and monitoring of the solution





# We tailor our approach to match your organization

## A Tailored Solution

- One size doesn't fit all, and VENZO always tailors the solution and our approach to your organization's specific situation.
- Our IT architects are equipped and prepared to help you scope your goals and needs.
- We have integrated Continuous Adoption & Success Measurement as part of the whole process to ensure that we continuously fulfill your goals and wishes.

## A Managed Service

- In addition to offering operation and support of your solution, we also propose quarterly or half yearly check-ins to ensure that your needs are continuously fulfilled.
- We will always challenge you if we discover something that can be improved, and our various teams are ready to also support you in e.g., automation of processes, data-driven insights and organizational change management.



# 03

## Teams Calling Cases





# Examples of Teams Calling projects by VENZO

Workplace and Facility Management Company

## A collaborative platform:

A global workplace experience and facility management company needed a new collaboration platform with a contact center and reception system. Whereas the cooperation started with implementing and operating their Skype for Business, VENZO is now driving the process of migrating to Teams Calling. As such, for the past 8 years, we have delivered first class support with hosting, as well as 2nd and 3rd level support for the complete infrastructure, including a 24/7/365 service desk and operation.

## VENZO successfully created value for the company by:

- Understanding the need and continuously ensure that the company was running a secure, reliable, and modern solution
- Delivering operational support of multiple data centers and customer-facing contact centers with approx. 70.000 calls per month.
- Being responsible for supporting 40.000 users 24/7 and with a 15 minutes reaction time for 2nd and 3rd level support.



# Examples of Teams Calling projects by VENZO

## Global Bio Tech Organization

### A Transition from Skype to Teams:

A global bio tech organization, specializing in cancer treatment, needed a partner that could help them in transitioning from Skype for Business to Microsoft Teams. VENZO was responsible for the complete transition with adoption for all users in DK, NL and US, and are now supporting the customer's Office 365 setup 24/7/365, including proactive monitoring of Microsoft Teams and Competella.

### VENZO ensured a successful transition by:

- Providing the technical skills required in order to make the integration to Microsoft Teams for telephony with both on-premises providers and calling plans.
- Facilitating Complete Adoption training for all users (400+ participants) with a satisfaction score of 4.8 out of 5, conducted by our experienced trainers.
- Supporting 1000+ users 24/7 with 1 hour reaction time for 3rd level issues.





# Examples of Teams Calling projects by VENZO

## Hearing Aids and Headset Manufacturer: A Contact center and Reception System

Our cooperation with the global hearing aids and headset manufacturer initially started in 2015, when they needed help implementing a Skype for Business and attendant console solution. This involved assistance in implementing the platform, operating it as well as overall support through the process. Their satisfaction with our service has ensured that VENZO is now also responsible for their transition to Teams Calling.

### **VENZO successfully built and operated the solution by:**

- Delivering technical expertise and enterprise architecture skills on the platform and its integration with an attendant console.
- Driving the transfer from on-premises Skype for Business to Microsoft Teams, including a new SBC infrastructure worldwide.
- Deploying the call center in +20 countries in 8 different data centers worldwide.
- Training 100+ agents in the use of the contact center and reception system.
- Supporting the company 24/5 with 1-hour critical reaction time.

# Why choose VENZO?

## Microsoft Gold Partner

We are among the best in class when it comes to Microsoft security as we:

- Are acknowledged by Microsoft as a Gold Security Partner.
- VENZO is the Microsoft Denmark Partner of the Year 2021 and 2022 within Security. As such, we are best in class partners.

## Security Specialists

- VENZO have profound experience in assessing and implementing security and compliance solutions for some of the largest organizations. Therefore,
- We have the ability to understand and consider all perspective within the data protection world.
- VENZO is a unique information protection and compliance partner.

## Organizational Insights

- At VENZO we value impact, and we know the importance of communication when it comes to ensuring successful threat protection. Therefore,
- We speak the language of c-level leaders, system administrations, data protection officers, and CISOs to make all levels play together in an effective data protection strategy.





# Thank you!

For more information about VENZO or solutions,  
please write to:

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