

Simplifying Enterprise Telephony with New Era Technology and Microsoft Teams Phone



Microsoft Teams

Prepare For The Future Of Work

Technology was already transforming everything around us. The pandemic added rocket fuel to this transformation. In the space of weeks, it fundamentally changed everything forever: How we live, how we work, how we communicate. Today, as per Microsoft Work Trends Index, 2022, 47% of the employees say they are likely to consider shifting to hybrid or remote work in the year ahead.

This hybrid and remote working not only changes how you operate but also how employees communicate and collaborate. They can no longer rely on a patchwork of solutions. They need mobility and they need to stay productive, wherever they are working from and from whichever device. Despite that, they need to be kept secure.

Many organizations still don't have the telephony solution needed to match this new way of working. To make your work-from-anywhere model a success, your organization needs a modern, cloud-based enterprise voice (EV) platform.

To help simplify enterprise telephony, Microsoft Teams Phone provides a telephony solution native to Microsoft Teams, while also delivering on the innovation, reliability, and security you expect.

This e-book shares more details on how Microsoft Teams Phone helps you achieve more efficient and effective communication, while saving you both cost and time. Furthermore, drawing on our experience of delivering global scale telephony modernizations, we have also shared a roadmap you can follow to navigate the complexity of the telephony modernization journey.



12 Million

Microsoft Teams Phone PSTN Users



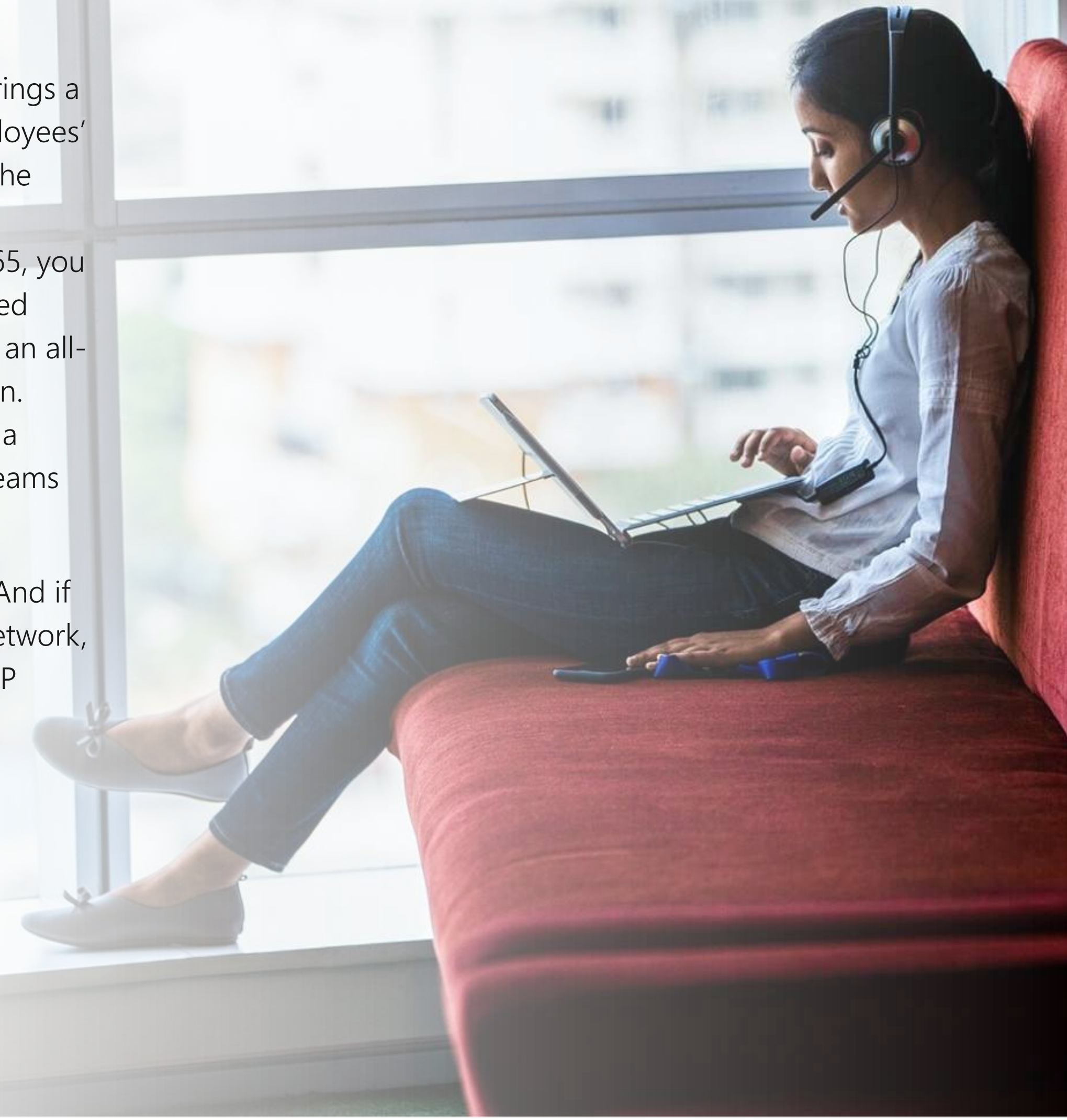
Teams Phone Revolutionizes Communication and Collaboration

We saw during the pandemic how more and more organizations started harnessing the benefits of Microsoft Teams to enhance remote communication and collaboration. Unsurprisingly, users who came to Microsoft Teams discovered that they want to stay in Teams. Today, Microsoft Teams has more than 270 million users. However, only a few organizations have seized its full potential i.e., also leveraged its enterprise voice capabilities.

Today, the problem is many enterprises have multiple phone systems and platforms, including a mix of plain old telephone services (POTS), voice over IP (VoIP), PBXes, or other hosted/integrated voice providers. Not only are these solutions inflexible but also require dedicated support from a separate IT organization. This leads to too much wasted time and effort connecting and collaborating with other employees, partners, and customers.

Adding phone capabilities to Microsoft Teams brings a welcome simplicity and convenience to the employees' experience, giving you PBX capabilities without the complicated and expensive legacy on-premises equipment. And because it's part of Microsoft 365, you get a modern voice solution that combines unified communications with teamwork capabilities into an all-in-one communication and collaboration solution. Moreover, it's much easier to manage, thanks to a common administration platform as Microsoft Teams and cloud-based tools.

You can even say goodbye to the desk phones. And if you want to keep your legacy SIP phones and network, Microsoft Teams supports that too through its SIP gateways and telecom programs.



Teams Phone Allows You to Modernize on Your Own Terms



Any Device, Anywhere

Phone that Moves with You

Get a single phone number across computer, mobile devices, and desk phone

Switch with Ease

Move a call between your desk and a mobile device with a single tap

Devices for Any Scenario

Choose from a growing range of supported Microsoft Teams certified hardware

Consistent Features across Devices

Get features such as cloud voicemail or audio conferencing, available across all devices



Choose Your Own Path

Microsoft Teams Calling Plan

Microsoft is your operator

All-in-the-cloud solution without additional technical configurations – *Available in 33 countries currently*

Operator Connect

Seamlessly integrate qualified operators

For the connectivity you need with support and reliability you expect – *Currently supported in 155 markets*

Direct Routing

Use your existing infrastructure

Maintain existing service provider agreements and use on premises/hybrid hardware – *Currently supported in 197 markets*



All The Future-Ready Features You Need

Delight Customers

Consultative transfer, music on hold, call park, and voicemail transcription

Work Together

Group call pickup, delegation, and shared line appearance

Easily Manage Calls

Built-in auto attendants and call queues, or easy integration with your favorite contact center software



Security And Reliability You Can Count On

Industry-Leading Security

Take advantage of Microsoft's \$1Bn annual investment in security

Rich Compliance Portfolio

Support for 90+ global, national, regional, and industry-specific regulations

Privacy by Design

Full transparency over Microsoft's collection, use, and distribution of your data

Never Drop a Call Again

Call analytics & quality dashboard and enhanced reliability for critical calls

The Simplicity is Worth It

In 2021, Forrester Consulting commissioned a study titled The Total Economic Impact™ Of Microsoft Teams Calling Solutions to analyze the benefits of adding voice to Microsoft Teams. They interviewed existing customers to quantify the economic impact for an enterprise with 10,000+ users.

They found that after adding Teams Calling to previous Teams deployments, customers achieved better and faster communication, which saved time and improved business outcomes; lowered voice solution and usage costs; and increased time available for IT teams to deliver value to the organization.



\$12.9M

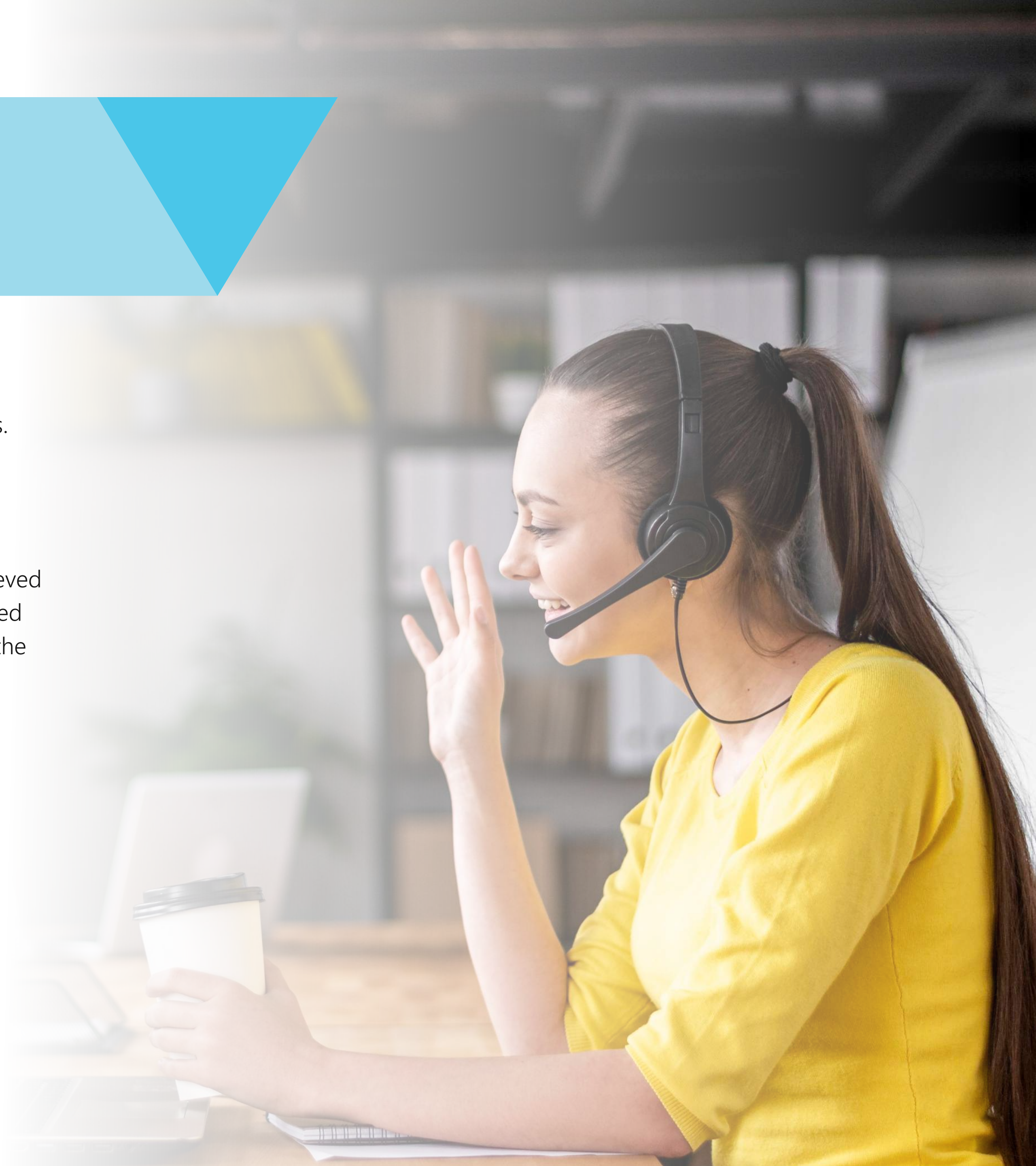
NPV over three years



132%

ROI

To see the analysis in detail, please [download the original Forrester study](#)



Make Your Employees More Productive

Adding Microsoft Calling to Teams, and making it more readily accessible from any device, streamlines business processes and reduces the time spent initiating and conducting phone calls whether they are using PSTN calling or online conferencing.

15 mins

per day saved by dialing through
Microsoft Teams

\$11M

Benefit over three
years



Replace Less Flexible, More Costly Voice Solutions

Adding voice services to Teams not only reduces the number of solutions used, but cloud-based calling also helps to reduce overall international calling charges.

\$10.2M

Benefit over three years



Simplify Support

IT teams are already familiar with the Microsoft Teams environment. With Microsoft Voice, telephony gets integrated easily in the broader Microsoft Teams console, resulting in less effort spent managing voice infrastructure and users.

\$1.5M

Benefit over three years



Microsoft is a Front-runner in Enterprise Voice, As Per Industry Analysts

Gartner

Microsoft is positioned highest for “Ability to Execute” in the 2021 Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide.

Key benefits



80 Mn Monthly active Teams Phone System users



Quick adoption with two strong onramps Messaging and meetings



Matured formal certification programs for desk phones, ATAs, gateways, session border controllers

GIGAOM

Microsoft has the highest average score for voice quality—with network and server uptime at par with competitors—and offers competitive service level agreements with generous service credits.

Key benefits



Ease of use as well as call clarity and quality



Excellent features such as live captioning and transcriptions of audio, video, and voice mail



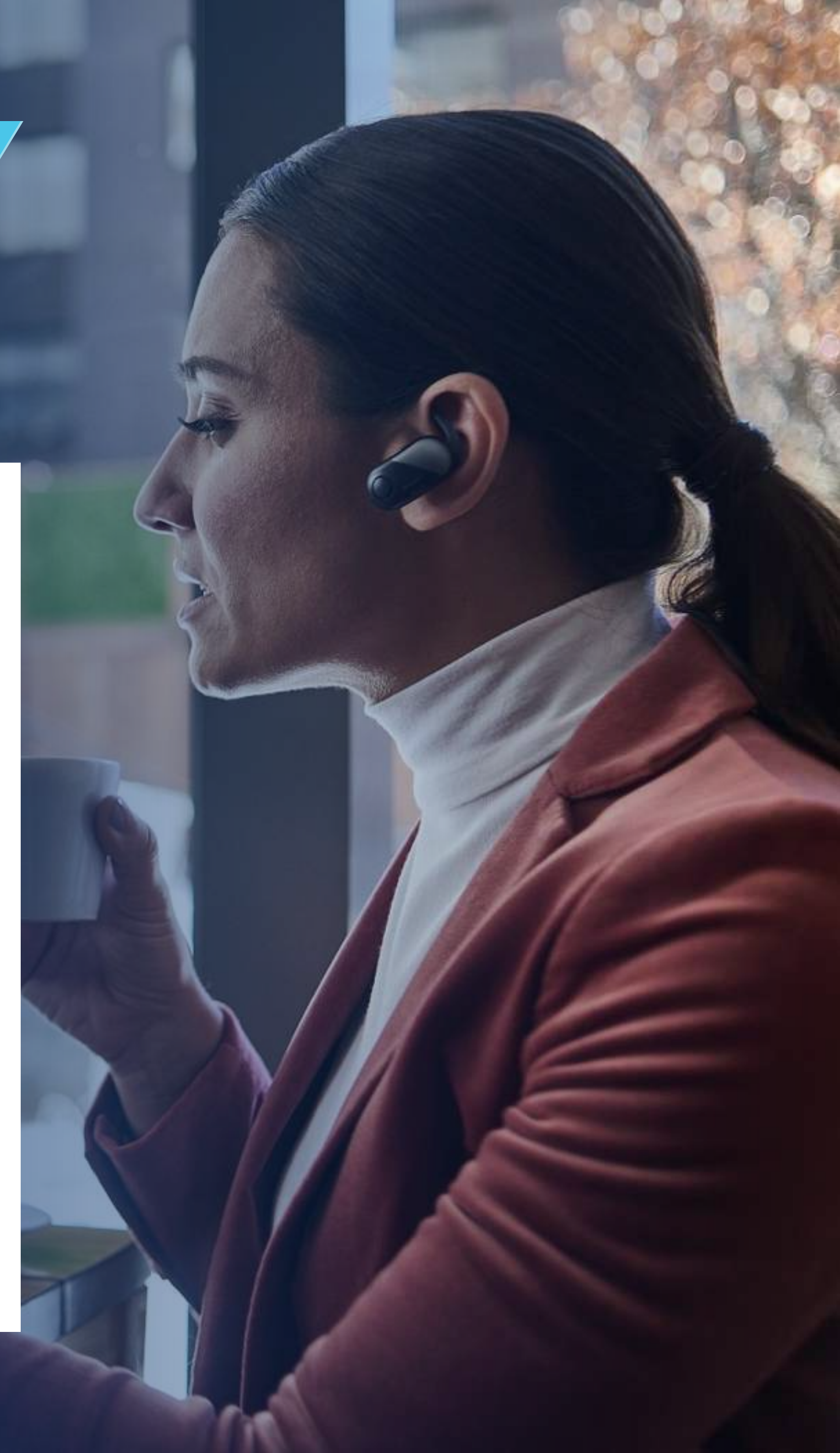
Competitive, publicly available SLA



Well designed mobile experience



Generous service credits



Planning Your Modernization

Thinking About Taking the Next Step?

Here Are Six (6) Key Points You May Need to Consider While Planning Your Modernization:



Users

Resist the temptation to follow a one-size fits-all approach. Every type of user, from knowledge worker to frontline worker to field agent, would use Teams Phone differently.



Devices

Make sure you are able to manage the co-existence of different devices, whether they are existing devices that are still not end-of-life or analog technology, such as pagers, phones in elevators, fax machines, etc. that are still important to business.



Geographical Coverage

If you are a multi-national organization, look for a system that not only enables seamless, secure, and cost-effective connection around the world, but also meets the local regulatory requirements.



Adoption

Make sure you keep in mind how quickly you can drive adoption. With Teams Phone, you make this process easier because your employees are already using Microsoft Teams.



Advanced Features

Go beyond using enterprise telephony just to make and receive calls. Look for features that enable you to drive collaboration from the same system, enable better call routing, and do so much more.



Resilience

Factor your failsafe planning from the start. Systems go down from time to time. Define your requirements with respect to continuity and emergency, be it on-premises survivability or just dynamic routing.

New Era Technology Can Help You Kickstart Your Transformation

Take The First Step With Our Enterprise Teams Phone Assessment

In this, New Era will demonstrate its depth of knowledge and provide you a path to push through your telephony complexity and legacy barriers, while leveraging Teams Calling as the base platform.

What We Cover:



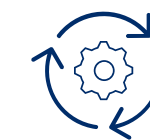
Assessment

Evaluation of your current telephony and PBX environment, both from a technical and user perspective, along with network readiness assessment



Envisioning and Planning

Showcase of the '*art-of-the-possible*' with Teams Calling, along with a plan to integrate your existing solutions: VoIP, PBXes, hosted voice providers, etc.



Proof-of-Concept

Acquisition of the required licenses and configuration and deployment of the required solution for a pilot group.



Share

Socializing the engagement with the leadership, along with sharing the telephony modernization roadmap.

About New Era

New Era is a global technology solutions provider, offering end-to-end managed services with a consistent methodology for the entire unified collaboration environment. Dating back to the days of the OCS, our experience enables us to integrate and manage multiple vendors and collaboration technologies, including audio visual technology, telephony, audio conferencing, web conferencing, video conferencing, unified messaging, instant messaging, digital signage, and more. This has helped us to build trusted, long-term relationships with both global and regional companies.

Contact us to learn more:

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14,500+
Customers



80+
Offices Worldwide



#52
CRN's Solution Provider
500 List for 2022



Microsoft Teams Rooms
FastTrack Partner



Gold Partner
Solutions Partner for
Modern Work Enterprise