

Microsoft Teams Solutions Brief

Hardware and Telecom Integration

An effective unified communications suite is about more than just telephony services. Microsoft Teams connects telephony, hardware and software to ensure your workers can keep collaborating wherever they are.

The way we work is changing fast. Today's businesses are more mobile and more geographically-diverse than ever before, and this can present challenges for communications.

Traditional telecoms hardware such as telephony services are only a small part of this. To be successful in today's environment, these tools need to be closely integrated with other key systems to form a unified communications strategy.

For many firms, the answer will be **Microsoft Teams**. This can help connect all your communications needs into a single solution that unites hardware, telecoms and software. So how can this help you cope with the modern workplace?



Adapting to a new world

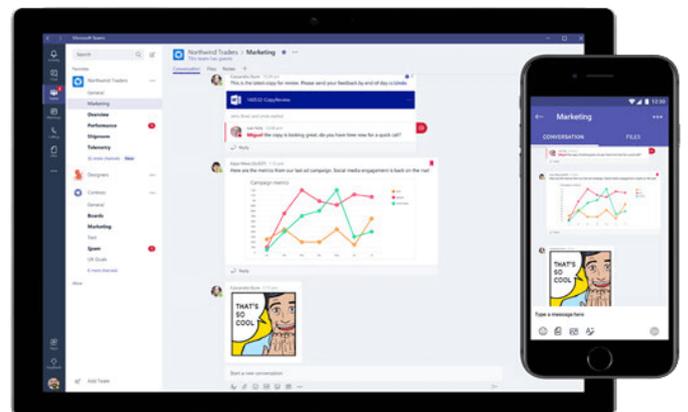
The need for strong communications has become much more acute recently, as the last few years have seen a major shift in the way many businesses operate. Even before the disruptions of 2020, many firms were already re-thinking traditional approaches in favour of more flexible working, while the office is also more social and mobile than ever.

Covid-19 will also have a long-term effect on how we work, with remote working set to become a permanent fixture for many firms. It's therefore clear that modern, fully-integrated communications systems are essential to cope with a future environment that mixes office and home-based working. And those with a strong Microsoft Teams integration stand well-placed to make the most of this.

An all-in-one communications hub

In the past, a good communications strategy may have meant little more than a business phone system to keep in touch with colleagues and customers. But it now has to incorporate so much more. Video conferencing, instant messaging (IM), shared documents and even technologies such as artificial intelligence-driven chatbots all have a role to play.

This can quickly lead to a sprawling, overly-complex communications infrastructure where people are constantly having to switch between disparate platforms. Therefore, to be effective, you need a tool that can incorporate multiple channels into a single, easy-to-use solution.

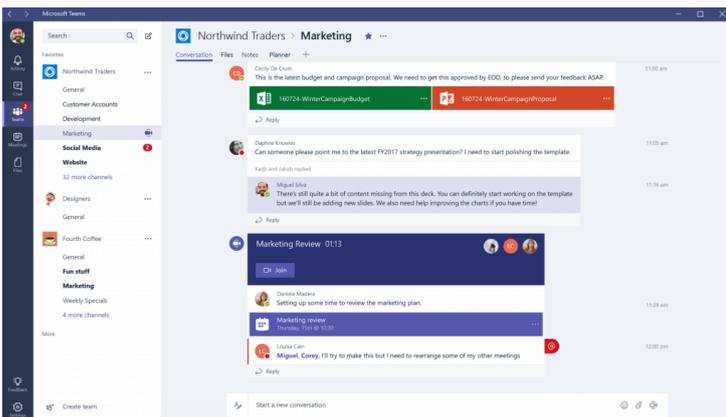
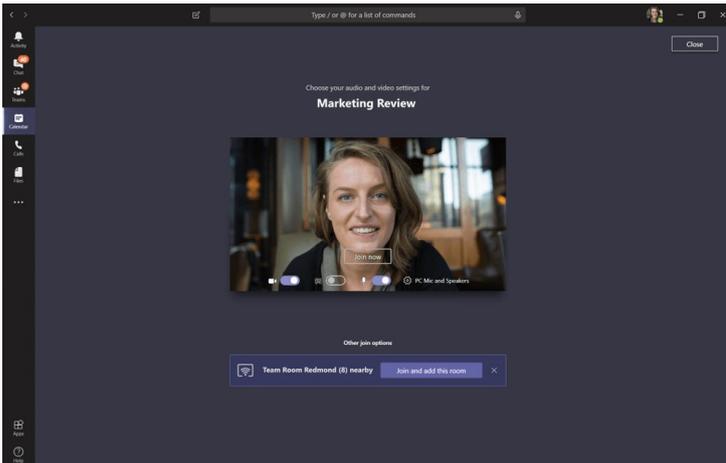


A single solution to integrate your communications

Microsoft Teams is likely to be one of the most useful options for many businesses. This provides a complete communications package that combines all the communication and collaboration services firms need. As well as high-quality video conferencing for both one-to-one and wider meetings, the solution provides IM services, voice calls and more.

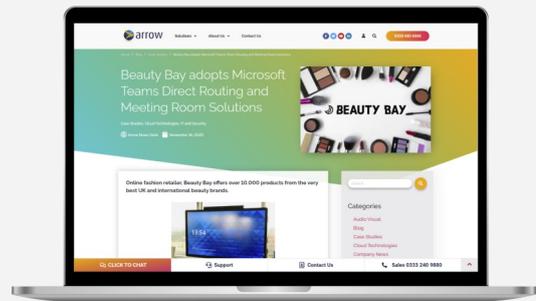
What's more, because it is designed to be a part of Microsoft Office 365, it enables you to work together with colleagues using a wide range of files and integrates directly with your email and calendar to create a single solution for all your collaboration and communications demands.

This makes it an essential hub for teamwork in an environment where your colleagues may be in the office, at home or on the other side of the world.



Legacy systems integration

Microsoft Teams can also offer external voice calling capabilities, to connect you with legacy telephony networks. With **Direct Routing for Teams**, users can connect to their local PSTN services via a Session Border Controller (SBC). For end-users, this means no more switching between multiple applications in order to respond to customer queries.



We did this for online fashion retailer Beauty Bay, connecting its customer service team of around 30 people with Direct Routing For Teams as part of its move to remote working in the wake of Covid-19.

Because the firm's staff were already familiar with Office 365, it meant there was little new training required, making it easy to add the ability to make and receive external calls without disruption.

Re-imagining your PBX

If you need to keep an existing telephony solution, however, there are still options. With the latest generation of cloud-based services, you can keep your existing PBX system configuration and functionality, while letting your employees make and receive voice calls via Microsoft Teams.

A PBX integration means there is no need to invest in new hardware, while you can continue using your existing phone provider and numbers taking advantage of all the great features of Teams. This includes the ability to make and receive calls anywhere, on any device - be it a PC, Mac or mobile - as well as benefitting from Teams' simple user interface and enterprise-grade security protections.

Transforming your meeting spaces

While many conversations are set to go virtual in the coming years, there will still be a need for physical spaces to host meetings. In many businesses, people in the office will be collaborating with those who are working remotely, so it will be vital that conference rooms are well-equipped with the latest technology.

Teams Meetings helps you transform your collaboration spaces, offering an easy-to-use, consistent experience whether you're one-on-one or hosting a large presentation with participants around the world.

However, it isn't just about the video conferencing software itself. You also need to ensure you've got the right hardware, and even the right meeting room design, in order to make this a success. For example, it will be vital to have the right display screens so remote participants retain visual contact at all times, while interactive whiteboards are a great addition for rooms where people need to work together on various projects.

Making Teams work for your needs

It's important to remember that not all meeting spaces are equal. This was part of the challenge when [we implemented Teams into the meeting spaces of British American Tobacco at its new office](#) . This comprised 23 different meeting spaces, in addition to other audiovisual solutions around the building.

For the smaller spaces, we integrated the existing Lenovo hubs with Teams connectivity, but it was clear this hardware wasn't going to work for the larger spaces. Therefore, we recommended new devices that were better-suited to the unique needs of the spaces, all interconnected via Teams.



Getting your communications fit for the future

Whether you're a small business with one or two locations and a few homeworkers, or a multi-national with thousands of employees, the nature of how you collaborate is changing fast. But with the right hardware and integrations, you can ensure that no matter where your workforce is, or who they're communicating with, they'll have the tools to do so smoothly, cost-effectively and productively.

Want to know more?

Microsoft Teams can support the future of your business.

Click on the link to get started.

[GET IN TOUCH WITH OUR EXPERTS TODAY](#)