

Microsoft Telephony

Conn3ct offers fully customised services for Skype for Business/ Microsoft Teams deployments based upon our 25 years voice expertise

Whether you have a Greenfield deployment or need to integrate with a legacy voice estate, we are the voice experts when it comes to Skype for Business (S4B) and Microsoft Teams.

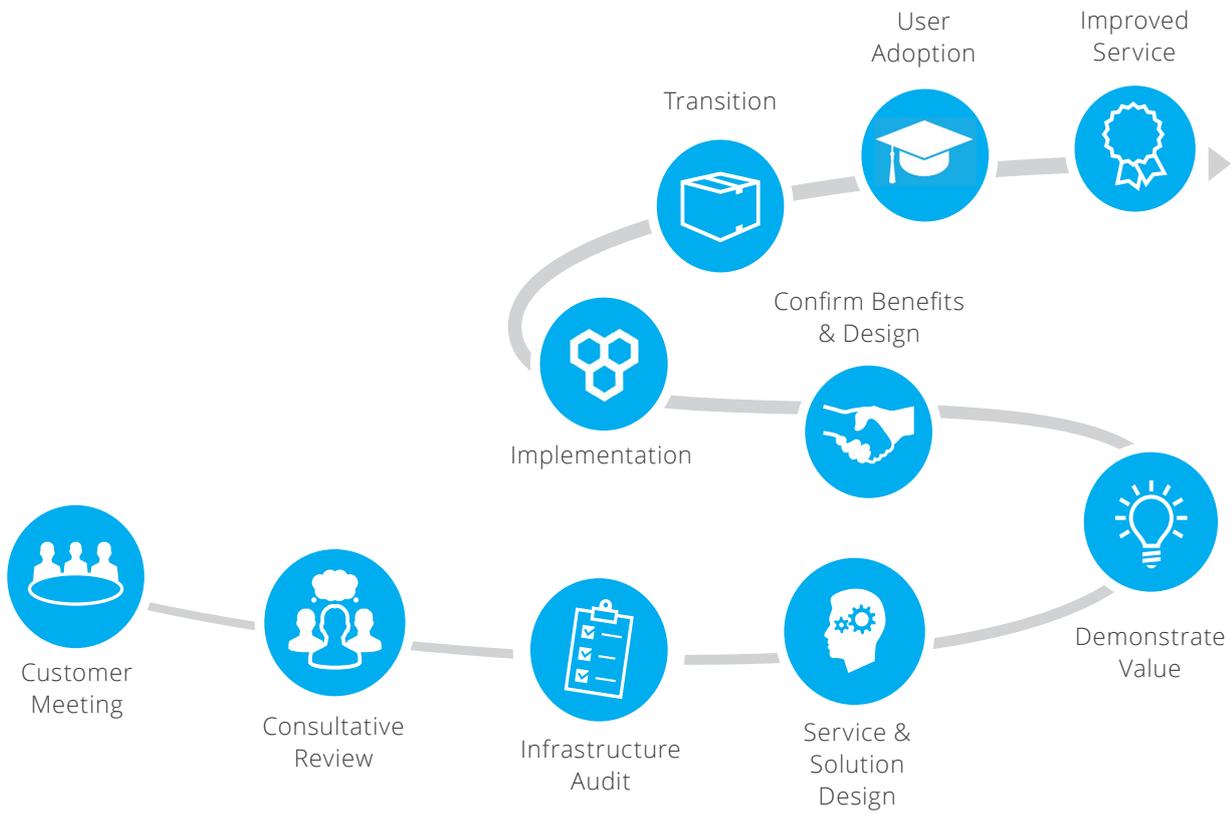
We want to understand your challenges so we can deliver the best possible solution with best of breed technologies. We offer an end-to-end service that includes Discovery (Envision), Audit, Design, Proof of Concept, Implementation, Manage.

Our expert consultants have extensive knowledge and accreditations across Amazon, Avaya, Cisco, Genesys and Microsoft products and services.



Transformation Journey

Our approach is to take you on a transformation journey. First, we need to understand the business goals and the challenge of the customer. From there we review and audit the current infrastructure and technology before collaborating to design a solution with best of breed technologies to help achieve the business goals. After deployment, we will support you with a user adoption program to maximise utilisation and ROI.



Managed Services

We are no longer a 9am-5pm world. For today's 24/7/365 workforce, S4B or Microsoft Teams enhance their working experience by improving communication and collaboration and delivering 'always-on' communication for employees, customers and partners.

The way we communicate in the workplace has changed. Businesses need to adapt if they want to attract and retain the best talent.

Our Microsoft Telephony services are designed to be business led and demonstrate tangible value that delivers.



Operational Cost
Reduction



Customer
Experience



Improved
Productivity



Higher
NPS



Ongoing
Innovation



Risk
Reduction



Estate/Supplier
Management



Best of Breed
Technology

We have the expertise to successfully deploy Microsoft Telephony solutions for both S4B and Microsoft Teams with a particular focus in:

- Unified Communications and voice expertise
- Calling plans
- Professional Services (Consult, Plan, Deliver)
- Video interoperability
- Managed Services
- Office 365 licencing support
- SBC's/Headsets as a Service
- Legacy telephony and Application integration
- Optimum user adoption strategies/programs

Our Services

Consultancy

The Envision Discovery Consultancy can be fully tailored to individual customer requirements, depending on the size and complexity of the project. Our specialist consultants follow Microsoft Best Practice Standards to engage and work with customers to understand their needs, how it supports the business, solution design and importantly, how to maximise user engagement to ensure project success.

Our workshops require stakeholder buy-in and commitment, with a typical series of workshops running over 4-12 weeks (subject to the size and scale of the business):

- Evaluate and audit current infrastructure
- Define and agree on user profiles and device needs
- Identify new infrastructure needs e.g. SBC's
- Agree on user adoption programs and a training strategy
- Agree on a deployment plan and timings
- Design a Managed Service model
- Legacy telephony and Application integration

Business Outcome

Our consultants will present a report during an on-site Review and Feedback Workshop at the end of the exercise. Business outcomes will include:

- Identification of inefficiencies from multiple platforms and fragmented working practices.
- Quick wins for a more connected, efficient and productive workforce.
- Guidance to transform the employee user experience.



Our Services

Infrastructure-as-a-Service (IaaS)

Moving to a new Microsoft telephony solution will require new infrastructure. At a network level, Microsoft approved SBC's from AudioCodes or Ribbon feature. User profiling is important as different users will require different headsets or handsets e.g. desk-based employees, home workers, those that travel frequently, etc.

We can assist with this by delivering Infrastructure as a Service (IaaS). This offers the customer flexibility and a simple pay monthly pricing model for hardware such as headsets and handsets. As it's an Opex cost compared to a Capex cost, it helps customers avoid the expense and complexity of buying, managing and maintaining hardware themselves.

Conn3ct works with the customer to identify what infrastructure is required as a service based on a per-user profile, per-site basis. This process includes:

- Identifying the infrastructure/devices required for each user profile/site
- Building a suitable and practical Service Design to SLA's
- Understanding the desired ownership model of the required assets
- Exploring IaaS if required

Business Outcome

Eliminating capital expense is one advantage of an IaaS approach but there are other benefits to consider:

- Improved business continuity - achieving high availability and business continuity is expensive in terms of resources required. Conn3ct have strict SLA's in place which will benefit the customer and improve continuity.
- Scale faster - respond quicker to changing business conditions to cover fluctuations in demand.
- Focus on core business - IaaS releases resources that would otherwise be spent sourcing, negotiating and implementing infrastructure changes.
- Increased stability - there is no need to manage the maintenance of hardware or troubleshoot equipment problems. Conn3ct will manage this for you.

About Conn3ct

Conn3ct is a truly vendor-agnostic communications partner that helps multi-site organisations across the world solve their communications challenges.

Conn3ct are a trusted advisor that draws on over 30 years of knowledge and experience to solve complex communications challenges in three areas; **Contact Centres**, **Unified Communications (UC)** and **Network Services**.

Our vendor-agnostic capability allows us to build completely bespoke solutions for your business. We deliver end-to-end digital transformation by refining your people, processes, and technology.

Our Clients

We support a diverse range of blue-chip organisations across the globe in the deployment and management of Contact Centre, Unified Communications and Network Services environments.



Core Technology Partners

Conn3ct enjoys long-standing relationships with the world's leading technology partners. We have the highest level of accreditations to provide on-demand experience and expertise.



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