



Microsoft Teams



UPGRADE YOUR VIDEO  
CONFERENCING  
EXPERIENCE TO  
MICROSOFT TEAMS



# WHO IS SOFTTEL?

## **We are a Communications Integrator**

We enhance communications experience across the contact center and beyond.

## **We Connect the Unconnected**

Integrating devices, applications & processes and unifying people, functions & businesses.



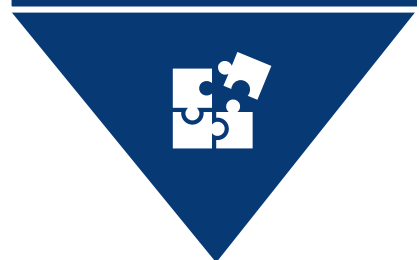
# SOFTEL Communications: Services, Solutions and Next Generation Cloud Software for the UC & CX Industry

Unified Communications

Contact Centers

Customer Experience

Services & Packages



Development & Integrations

Deployments & Migrations

Transformation & Digitization

Management & Support

**Engage**  
with you and your client

**Assess**  
the needs of your client

**Qualify**  
deliveries for success

**Package**  
delivery & planning

**Deliver**  
projects & programs

**Manage**  
solutions & platforms

**Support**  
client operations

**Transform**  
platforms & operations



Healthcare



Energy



Government



Finance



Retail



Education



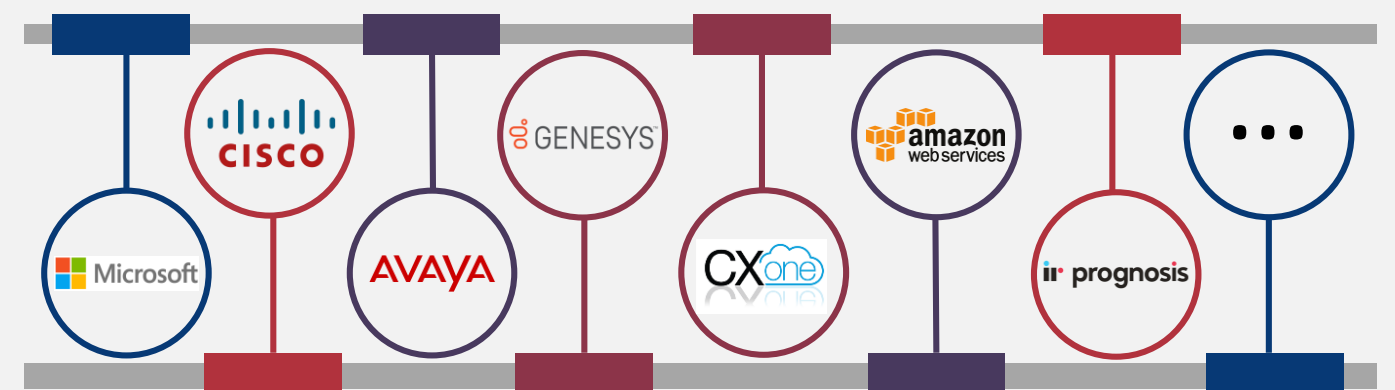
Security



Transport

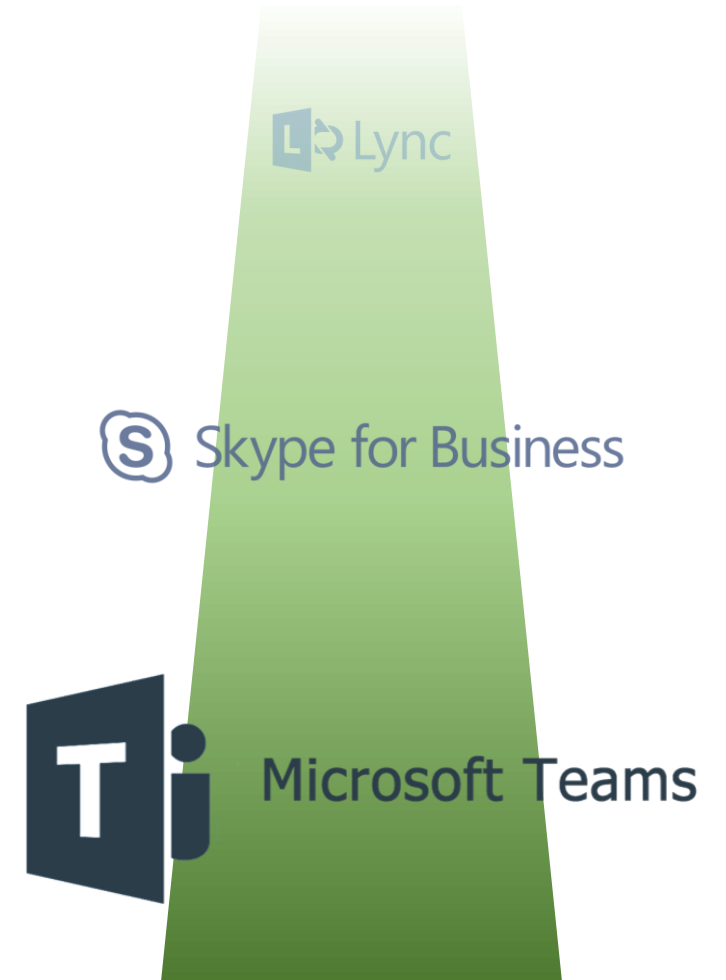


Automation



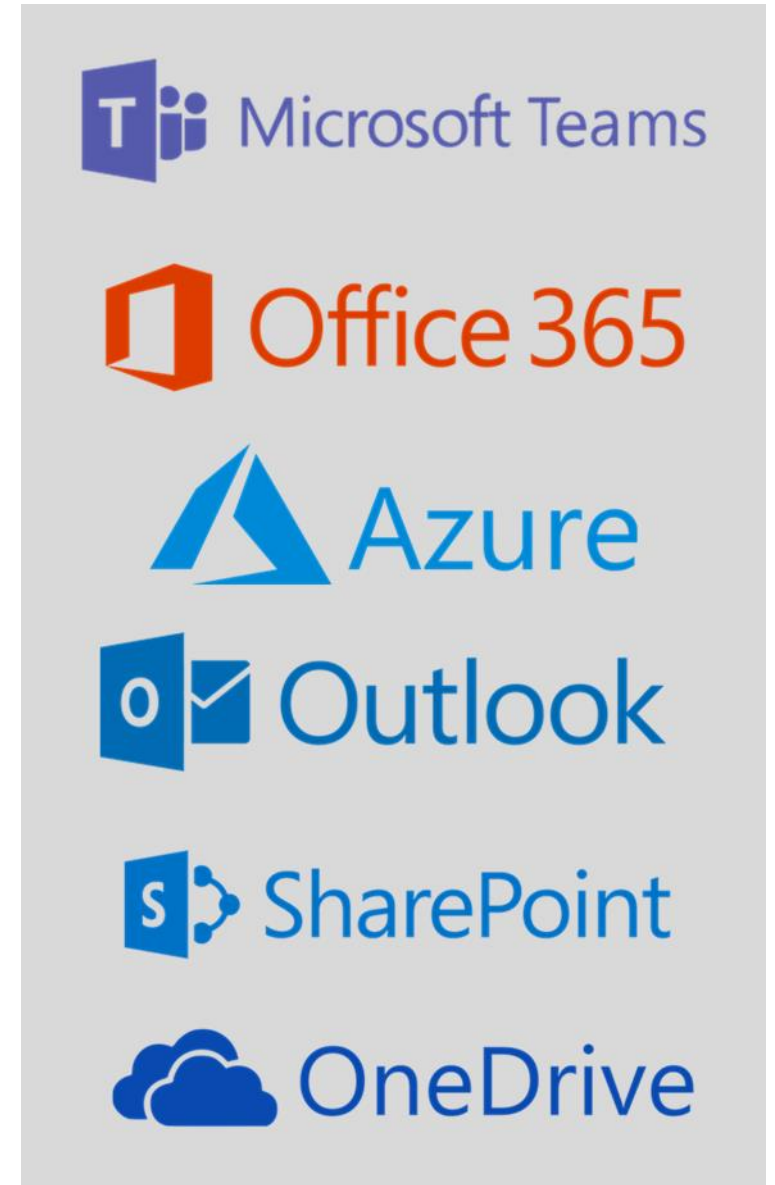
## Microsoft Teams for Modern Collaborations

Microsoft has been in the collaboration and telecom business for over ten years. While building on the success of Microsoft Lync and offering on-premises Skype for Business Server 2019, Microsoft Teams was released in late 2016 as a completely new collaboration product – built from scratch and completely integrated with Office 365 - for Microsoft Cloud customers. Microsoft Teams goes well beyond the features of its predecessors in both features and cloud-based technology. While continuing to provide features such as instant messaging, automated presence, screen sharing, file sharing and more, Microsoft Teams is also an application platform. Popular business applications are in the Microsoft Teams Store and new customized applications may be built. These applications, along with the integration across Office 365 services, enable users to get more work done within a single interface, no longer opening multiple applications for routine work. Devices such as new Teams desk phones to conference room equipment, contact center solutions, Surface Hub 2, and more are available from partners, giving organizations many options to meet their collaboration needs. Microsoft Teams goes well beyond the focused and often bolted on products from other vendors.



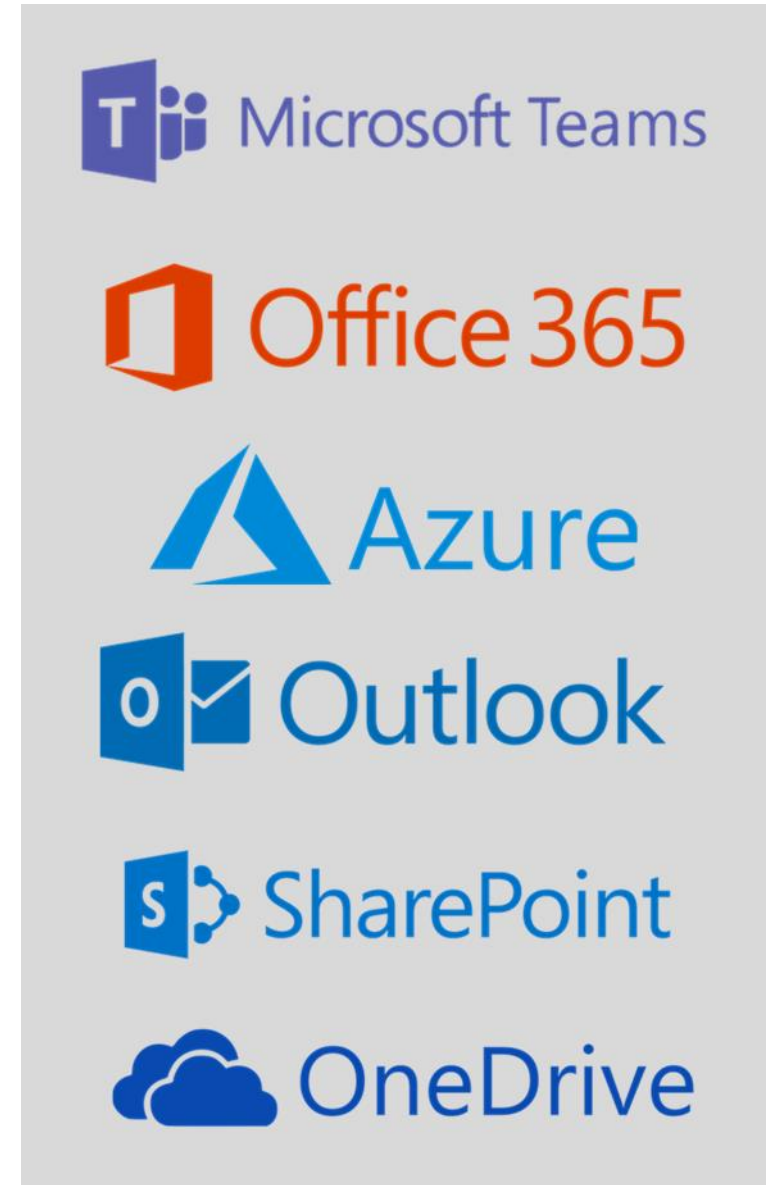
## Microsoft Teams for Modern Collaborations

How Microsoft Teams optimizes, and routes voice and video traffic is a generational leap in global collaboration services. The sleek new design offers a clean interface to access thousands of new features and capabilities included with Microsoft Teams, going well beyond competitors. The compliance features in Office 365 have been built into Microsoft Teams, enabling an unmatched experience compared to competing products. Security features such as Multi-Factor Authentication (MFA) and built-in encryption of all collaboration features are built into Microsoft Teams, not bolted on or unavailable like with other products. Microsoft Teams is also built and hosted on the Microsoft global network with a financially backed Service Level Agreement (SLA) - not on a third-party network. Teams works with Office 365 – seamless file and data sharing through Outlook, SharePoint and OneDrive is a breeze!



## Microsoft Teams as a Migration Path from Standard Video Conferencing

All of the available web-based video or voice conferencing solution have their own advantages – and pitfalls. Some have basic file collaboration tools and extended functions – usually through a 3rd Part Vendor, as an extra cost. Some provide extended functions at an extra cost. None of them provide a fully-integrated package with office productivity solutions. Microsoft Teams provides the tools to communicate across languages, collaborate with internal and external parties, allowing you to effectively plan and execute real-world deliveries. As an integrated element of the Microsoft ecosystem, documents and files can be securely allocated, tracked, monitored and shared through multiple channels across OneDrive, SharePoint, Web Data Stores and external data sources. As a Microsoft integrated solution, Microsoft Teams can automate tasks and delivery paths through PowerTools, AI, Bots and templates for each individual team, project or program. Microsoft Teams is more than a video conferencing tool – it becomes an essential tool for your workstreams, tasks, planning and collaborations, around the globe.





## DRIVE INNOVATION

SOFTEL's processes support the translation of business goals and ideas into viable services, creating new business opportunities.



## WORK TOGETHER

SOFTEL's cooperative approach means they work alongside the client towards common goals all while adding business value.



## BUSINESS TRANSFORMATION

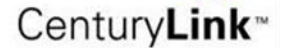
SOFTEL's process of change and transformation enhances existing solutions, extending business services.



## DELIVER RESULTS

SOFTEL's experience allows them to apply an efficient and proficient process to ever engagement which leads to successful results for our clients.

## A SELECTION OF SOFTEL PARTNERS





# GET MORE INFORMATION

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