



# Managed Collaboration for Microsoft Teams Voice



## Business challenge

The impacts of remote and hybrid work environments have made seamless, always-available tools for collaboration necessary for doing business. Microsoft Teams® Voice provides end users with everything they need for a seamless experience in one familiar platform. However, this presents challenges for IT organizations unfamiliar with managing voice in the cloud, such as limited visibility into calling environments and gaps in knowledge related to requirements in your Microsoft 365™ environment.

## Our solution

Insight's Managed Collaboration for Microsoft Teams Voice provides clients with services to manage and gain visibility into their entire environment. This offering enables your organization to:

- Leverage a single platform for integrated calling, meeting and team collaboration, including multivendor environments.
- Benefit from administrative support for a hands-off approach to managing Teams Voice.
- Take advantage of analytics and monitoring that drive a better and more engaged user experience.

### What's included:

- Advanced call analytics, dashboards, custom reporting and call monitoring powered by Vyopta
- 24/7/365 admin-to-admin application and device support
- Service delivery management and ongoing roadmap and technical advisory assistance
- End-user Move, Add, Change, Disconnect (MACD) requests
- Advanced change requests (e.g., dial plan, call routing)
- 24/7/365 cloud-based infrastructure incident management
- Expedited escalation to Software as a Service (SaaS) vendor support

Managed Collaboration for Teams Voice also gives you access to optional service add-ons, including:

- Managed SBC/direct routing
- PSTN calling plan
- Teams adoption services
- Managed Teams rooms
- Mass notification
- Enhanced 911 management

## Benefits

- Gain visibility into your entire environment.
- Easily manage Microsoft Teams Voice.
- Ensure support for an evolved Microsoft Teams environment.
- Maximize the ROI of your Microsoft Teams investment.

## Our partners



## Related services

Teams Voice and Meeting PoCs

Teams Enablement Professional Services

Teams Certified Meeting Room OEM hardware and deployment services

Managed Office 365

Managed Adoption

# UC monitoring and analytics

Insight's Managed Collaboration for Microsoft Teams® delivers the best in UC monitoring and analytics solutions with Vyopta for Microsoft Teams.



## Simplify UC monitoring.

One source of truth across your entire UC voice and video deployment



## See Teams and more.

Microsoft Teams Rooms, compatible interops and devices, and Skype® for Business Online

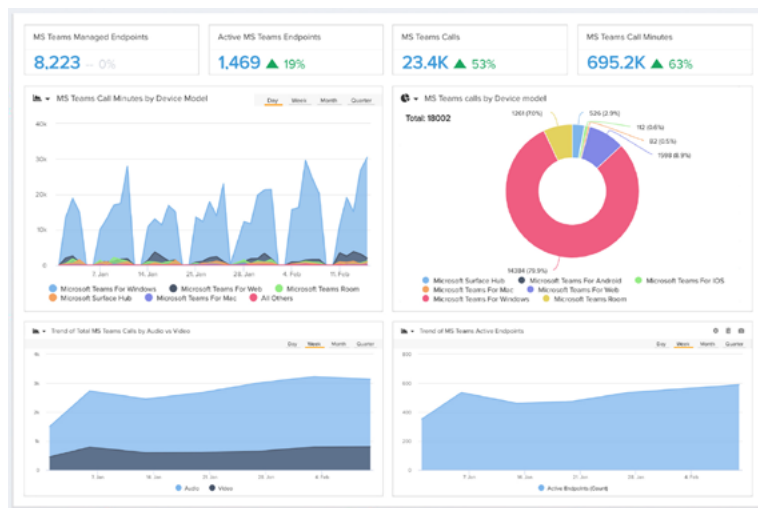


## Elevate your UC.

Improved internal collaboration, distance learning, telemedicine and more

### Insight Managed Collaboration for Microsoft Teams + Vyopta — better together

1. Single-pane-of-glass to optimize mixed multivendor UC environments
2. Intuitive, flexible, user-friendly tool that admins can use immediately
3. Tools to proactively identify and quickly troubleshoot issues
4. Visibility into video call quality
5. Business-relevant insights via tagging, customized reports



## A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

Global scale & coverage	Operational excellence & systems	Software DNA	Services solutions	Data center transformation	Next-generation tech skills	App dev & IoT expertise	Digital platform	Partner alignment

## About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.

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