

Intelligent Collaboration - Teams Phone

Atos



Intelligent Collaboration – Teams Phone to Enhance Team Performance



Challenges

Migration from legacy voice and video systems, key to Intelligent Digital Workplaces, is difficult due to external federation and interworking, while user adoption can be slow as adapting to new ways of working can be confusing.

The technical diligence required for this necessary change can be daunting for customers due to the configuration of experience analytics reporting, security and compliance and productivity automations. New features and updates can also cause unexpected impacts.



Ideal Solution

Atos offer a smooth transition to Intelligent Collaboration through capabilities for secured and compliant voice/video, content and task productivity applications with profile selection, readiness, configuration, analytics, management and support.

Flexible designs are assured by capabilities in building on public cloud, customized dedicated or hybrid build, ensuring service levels up to 99.9% cloud and 99.999% when hosted, as well as a line of business app integrations.



Desired Outcomes

Avoidance of communication silos, boosted internal collaboration, enhanced employee and customer experience. From assessment to design, deployment and operations, users will be supported to adopt and be productive during the transformation.

Reduced user downtime as information accessible from any device, anywhere - softening the impact of a crashed devices. Secure and compliant communication through the implementation of state-of-the-art cyber security and compliance standards.



Intelligent Collaboration – Teams Phone



Intelligent Collaboration – Teams Phone unlocks enhanced team productivity and truly collaborative working environments

Supporting millions of users

- Currently supporting 40M PBX users in traditional communications, 1.2M users on Skype and >600k users on MS Teams.
- With extensive capabilities in providing support, we minimize downtime and ensure continuity.

Experience and expertise worldwide

- We have more than 12,000 dedicated specialists employed across the international organization of Atos Digital Workplace production lines with expertise throughout the entire workplace IT service chain giving us the ability to support and deliver to your needs.

Rapid Migration

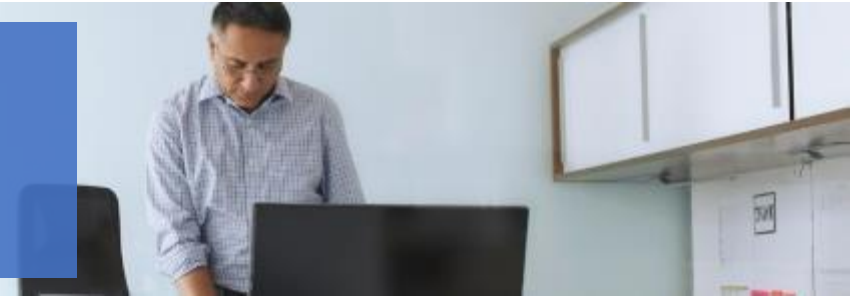
- We deliver a thorough Transformation Plan to accelerate the infrastructure migration, achieve high adoption rates and enable fast realization of business benefits.

Safest partner to transform or integrate voice & video

- By leveraging our partnerships with Nice (Microsoft certified contact center partner) and multiple voice/media compliance recording partners, it affords us unique expertise service capabilities to globally support both legacy and new ways of working.

Atos has played a significant role in enabling a Multinational Conglomerate to enhance collaboration and maximize call savings

Intelligent Collaboration – Teams Phone using Microsoft 365



Building on the tools available in Microsoft 365, we will help your employees collaborate more effectively and be enabled by technology.

Solution Alignment

Business and organization support

- **By monitoring Business Consumption and Productivity we help driving usage transformation and lower costs.**
- **Our Evergreen Management helps organizations absorb changes and continue delivering business value.**



Enhanced experience by design

- **By reducing communication silos and unifying current communications channels and technologies, we deliver measurable improvements in employee and customer experience.**



Full eco-system compatibility

- **Using our rich partner ecosystem for Voice PBX systems, Teams voice integration, PSTN providers and SIP trunks we combine our expertise and deep technical knowledge to deliver Teams Phone, dramatically improving interoperability and compliance.**



Customer Success Story



American multinational company, best known for its work in the Power, Renewable Energy, Aviation and Healthcare industries.

Atos delivers **Digital Workplace Intelligent Collaboration** services for the Microsoft 365 Skype/Teams collaboration solution by providing the Cloud interconnect to the traditional voice estate with PSTN breakout.

Atos delivers **Digital Workplace Transformation** services to migrate the users from their traditional voice estate into the new collaboration solution.

Atos delivers 2nd/3rd level support for Microsoft 365 Skype/Teams collaboration solution via Digital Workplace Help & Interaction Services for over 80,000 users within 42 countries covering EMEA, Americas and APAC.

Win Results

Atos enabled cloud based Intelligent Collaboration OPEX solution to improve team productivity within the business and beyond, addressing the customer's need to transform into a dynamic multinational conglomerate.

Atos achieved rapid migration of users for collaboration whilst minimizing disruption and maximizing call savings, in line with the requirements to reduce capital on their balance sheet and so enabling more CAPEX investment.