



Microsoft Teams Modernize Communications Workshop



The challenges of hybrid work require modern communications



Remote employees

Employees need to communicate from any worksite, on any device.



Evolving calling scenarios

Organizations require flexible phone capabilities—while keeping classic calling features.



Pressure on IT budget and resources

Modern solutions must be cost-effective and easy to manage.

Flexible, secure calling facilitates hybrid work



An **integrated phone solution** gives hybrid teams more opportunities for connectedness and informal problem-solving



At just **1/4**

the length of a typical meeting, phone calls enable efficient check-ins and updates¹



650M+

In October 2020, users relied on Microsoft Teams for **650+ million** calls, **11x** the number in March 2020¹

¹ <https://hbr.org/2020/10/research-type-less-talk-more>



Microsoft is a trusted leader in UCaaS

Microsoft positioned highest for “Ability to Execute” in the 2020 Gartner Unified Communications as a Service (UCaaS) Magic Quadrant.

This is Microsoft’s second consecutive year as a Leader for the Gartner UCaaS Magic Quadrant.

Microsoft is also a leader in the Content Collaboration Platforms and Meeting Solutions Magic Quadrants.

Read the reports at:

UCaaS: <https://aka.ms/2020GartnerUCaaSQM>

Content collaboration platforms:

Meeting solutions: [Gartner Reprint](#)

Gartner 2020 UCaaS Magic Quadrant



As of October 2020 © Gartner, Inc

Source: Gartner (November 2020)

Microsoft Teams Phone

A secure, modern communications solution



Integrate calls seamlessly into the flow of work



Meet business needs with unified classic + modern calling features



Optimize IT resources with streamlined setup and management



Provide users with flexible, budget-conscious devices

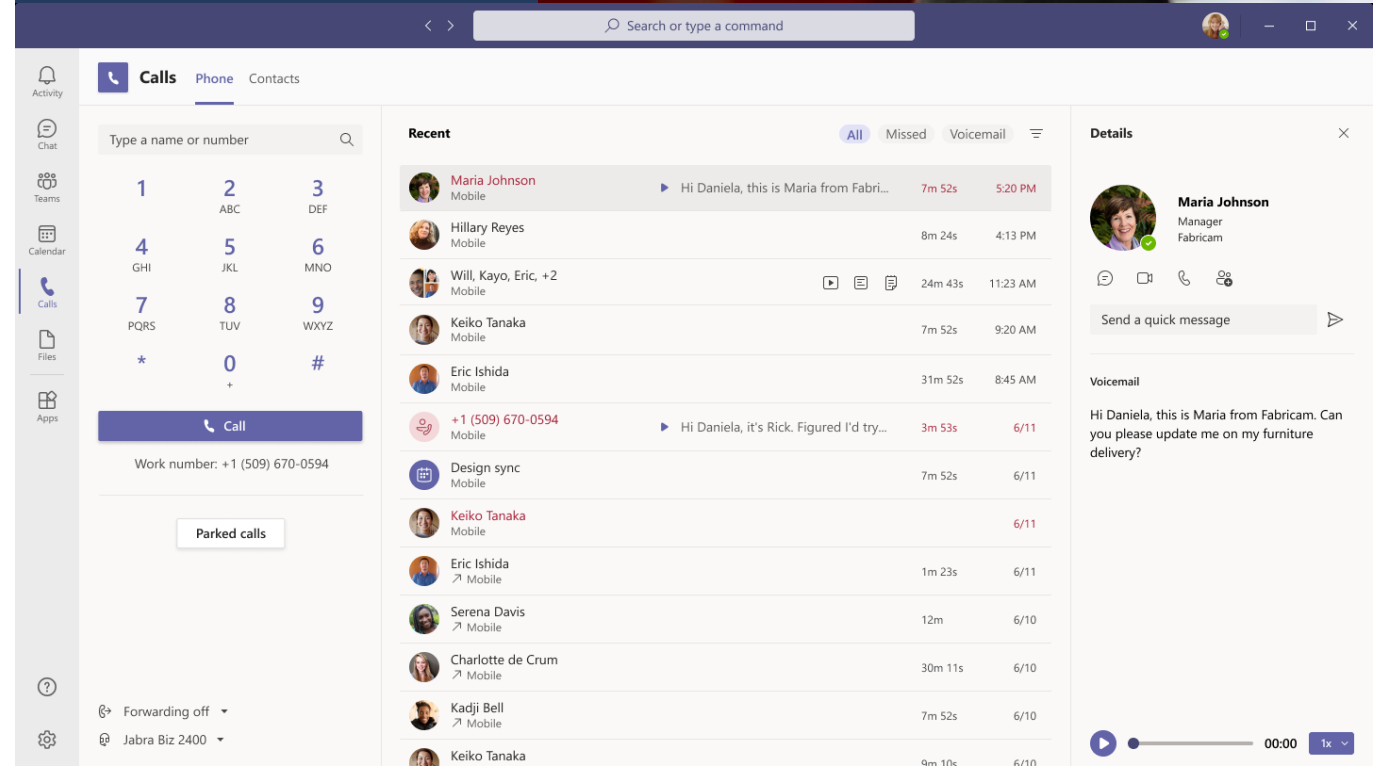
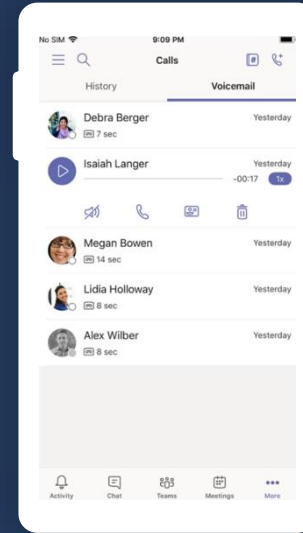
Integrate calls seamlessly into the flow of work

Provide a secure, productive employee experience with calls, chat, meetings, and Microsoft 365 apps united in one easy-to-use tool.

Quickly start a call from chat, contact card, Outlook, or the Calls app.

Collaborate in Microsoft 365 apps directly from calls and meetings.

Leverage full suite of calling features from any device or location.

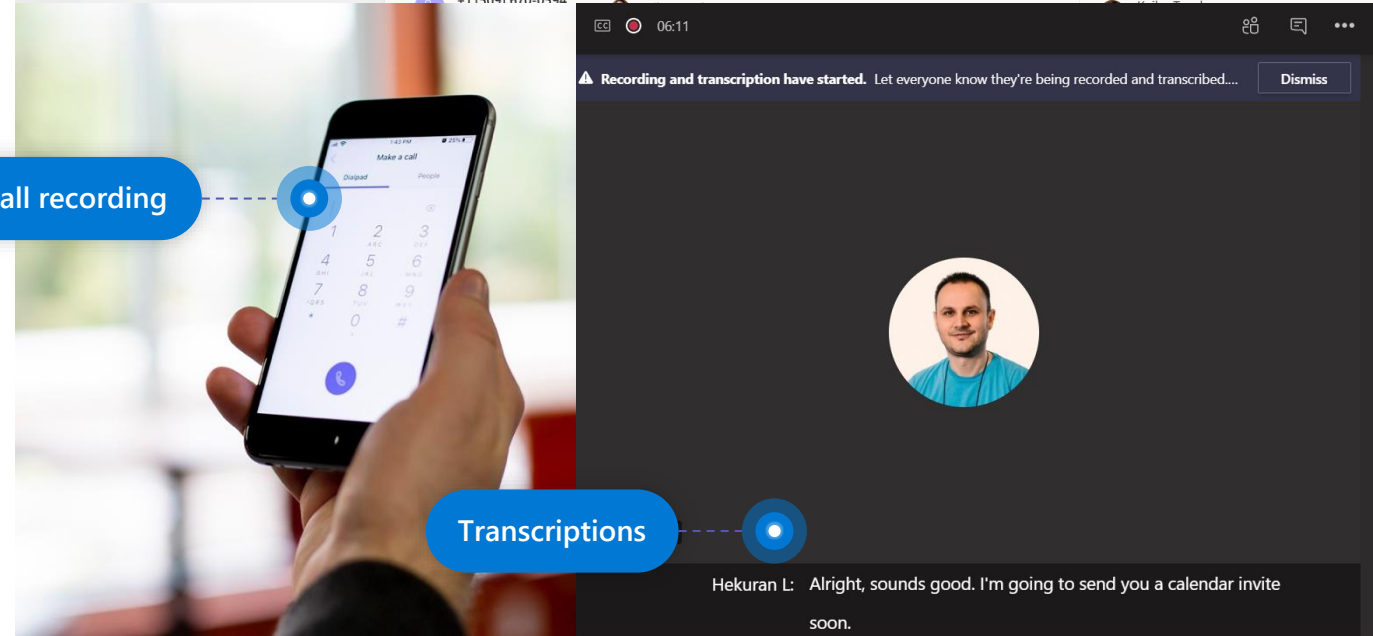
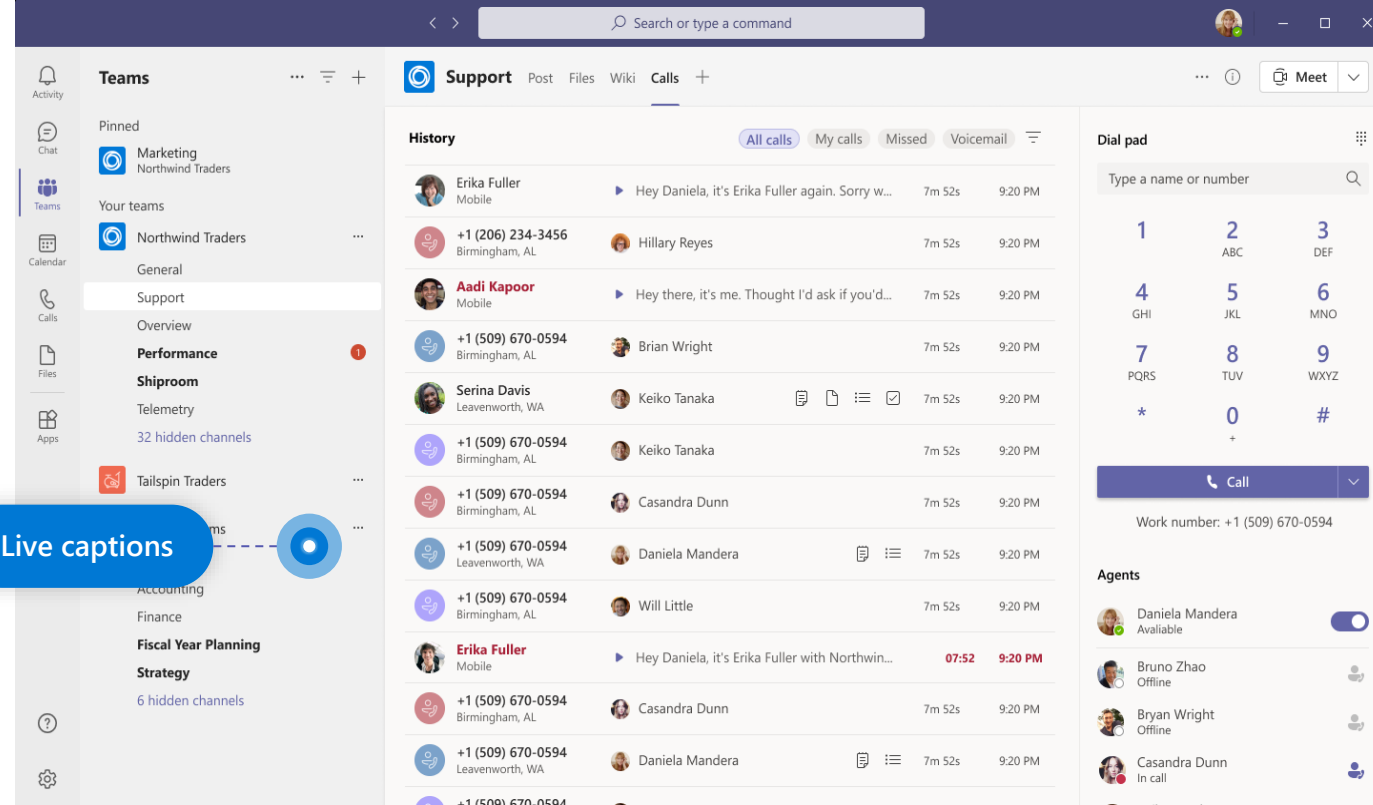


Meet business needs with unified classic + modern calling features

Optimize the customer experience with cloud calling features—including consultative transfers, music on hold, call park, and voicemail transcription.

Empower employees with group call pickup, delegation, and shared line appearance.

Streamline operations with built-in auto attendants and call queues, or easily connect to your favorite contact center software.



Optimize IT resources with streamlined setup and management

Easily add phone numbers and manage your entire phone system through the Microsoft Teams admin center.

Monitor and resolve issues with Call Analytics and the Call Quality Dashboard.

Enhance reliability for critical calls with capabilities like Survivable Branch Appliance.



The screenshot displays the Microsoft Teams admin center interface for 'Contoso Electronics'. The left sidebar shows navigation options: Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, Phone numbers, Emergency policies, Dial plans, Direct Routing, Voice routing policies, Call queues, Auto attendants, Call park policies, Calling policies, Caller ID policies, Policy packages, Analytics & reports, Org-wide settings, and Planning.

The main content area is titled 'Phone numbers' and includes a table of phone numbers:

Phone number	Location	Number type	Status
+1 619 816 4305	San Diego, United States	Users	Assigned
+1 619 816 4806	San Diego, United States	Users	Assigned
+1 619 816 4824	San Diego, United States	Users	Unassigned
+1 619 878 3855	San Diego, United States	Users	Unassigned
+1 619 878 3856	San Diego, United States	Users	Unassigned

Call Analytics and Call Quality Dashboard charts are visible in the top right corner of the screenshot:

- Wired:** Bar chart showing call counts over time (09/2019).
- Wired Summary:** Poor %: 1.71%, Volume: 3,666.
- Conferences:** Poor %: 0.78%, Volume: 3,504.
- User Feedback:** Poor %: (No Data), Avg: (No Data), Rating Count: 0.
- PSTN:** Poor %: 6.06%, Volume: 132.
- Day of Week:** Bar chart showing call counts by day of the week (09/2019).
- Day of Month:** Bar chart showing call counts by day of the month (08/2019 to 09/2019).
- Hour of Day:** Bar chart showing call counts by hour of the day (09/2019).

Provide users with flexible devices for any budget

Give employees a single primary phone number across their computer, mobile device, and desk phone.

Enable consistent calling, meeting, and chat experiences across devices.

Adopt the right devices to meet your business needs, from [basic phones to premium Teams displays](#).

Take advantage of flexible monthly payment plans with the new [Teams Device as a Service program](#).*



*Currently available in US (additional markets planned in FY22)





Business value overview

Modernize communications: **Microsoft Teams Phone**



Physical and T&E cost displacement

- Reduction in leasing costs
- Reduction in device costs
- Minimized travel
- Network cost reduction



Save on automation and process improvement

- Productivity gains from improved voice communications
- Productivity gains from improved collaboration on a single platform



IT administration and deployment savings

- Simplified management on a single platform
- Reduced cost of PBX administration, equipment, and licensing
- Reduced toll charges



Vendor license cost consolidation

- Consolidate to a single platform v/s buying standalone for different capabilities



Cost savings and benefits of transition to cloud

Annual cost savings will be different for every customer. Cost savings estimated by Forrester Consulting and Microsoft research.

Vendor license cost consolidation	\$2,880,000
IT admin, deployment savings	\$5,460,000
Physical, T&E cost displacement	\$9,984,000
Savings on automation, process improvement	\$7,719,000

\$78.1M

An organization with 20,000 licenses of Microsoft Phone System may recognize benefits of **\$78.1 million** over three years, adding up to a **net present value of \$50.2 million**, or **\$2,510 per user**.

Source: Results from the Microsoft ROI Calculator for the M365 E3 and Surface Laptop 3 at \$1,399/unit* licensing combination and based on multiple studies by Forrester Consulting, commissioned by Microsoft and with Microsoft research. The cost savings in this presentation are illustrative and only intended for your internal use. Prices may vary by reseller and channel. The results may not be accurate or appropriate for your needs and should not be relied upon as your sole reference. MICROSOFT MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ABOUT THE RESULTS WITHIN THIS PRESENTATION



50 hours

saved per user per year for improved productivity



24%

less time spent deploying and managing new software



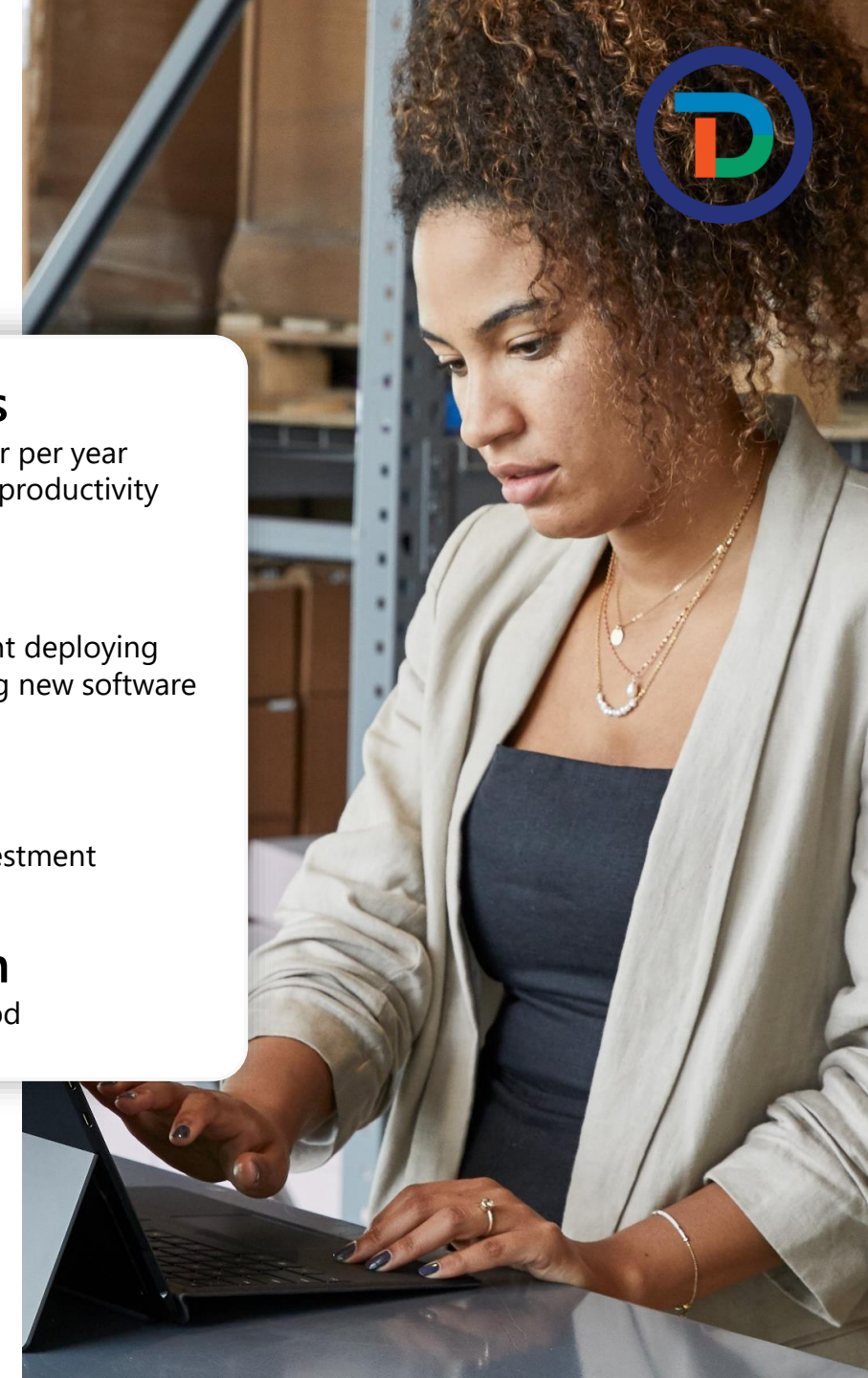
426%

return on investment



6-month

payback period



Modernize Communications Workshop



Partner-led engagement to help customers experience the vision for Microsoft Teams Phone and calling capabilities to meet customer needs and business priorities



Assess

Gather information on current environment and practices for calling scenarios.



Art of the Possible

Showcase modern calling capabilities powered by Microsoft Teams Phone.



Build the Plan

Build the plan for how to deploy and adopt Microsoft Teams Phone.



Assess phase – Scope

Goals: The Access phase introduces you to the workshop and builds the Art of the possible phase.

Scope: Complete the pre-assessment questionnaire and participate in the Modernize Communications overview.

Brief overview of Microsoft Teams calling and phone solutions and offers.

Decide which of the optional **modules** you would like to explore.





Selecting the optional **modules** for the Art of the Possible

Following this session, select the optional modules that you would like to learn more about.

Combine the optional modules with the core modules to create your personalized Art of the Possible experience.



Optional



PSTN Connectivity

Optional Modules include:

- Microsoft Teams Calling Plans
- Microsoft Direct Routing
- Operator Connect
- Audio Conferencing



Management

Optional Modules include:

- Teams Phone Administration and Management
- Managing Call Quality and Reporting



Advanced

Optional Modules include:

- Call Queues and Auto Attendants
- Contact Center
- Call Recording
- Session Border Controllers
- Survivable Branch Appliance



Foundations

Optional Modules include:

- What is Microsoft Teams
- Security and Compliance
- Governance and Lifecycle
- Upgrade to Microsoft Teams from Skype for Business



Art of the Possible - Scope

Goal: Showcase modern calling experiences catered to the unique needs of your business.

Scope: The “Art of the Possible” for Microsoft Teams Phone is a combination of presentations and immersive experiences that will educate and excite your organization on the Microsoft Teams calling capabilities and uncover business use cases and priorities.

We will achieve this in the following sessions

- Hybrid Work
- Calling with Teams Phone
- Moving to Teams Phone
- Devices for Teams Phone
- What’s New in Teams Calling

Your selected **modules**

- Hands-on or virtual immersive experiences across:
 - Teams Calling experience
 - Teams Devices experience





Build the Plan – Scope

Goal: Build the plan for how to deploy and adopt Microsoft Teams calling within your organization.

Scope: Following the “Art of the Possible,” we want to map the journey to deploy and adopt Microsoft Teams Phone. We will talk through relevant use cases and devices by developing a deployment roadmap.

We will achieve this in the following sessions:

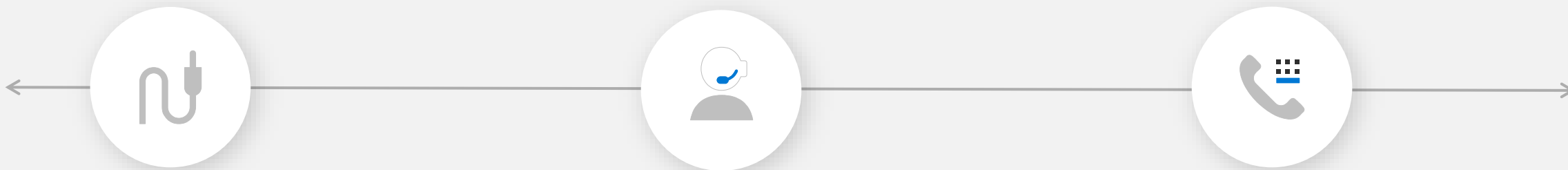
An understanding of your current needs and next steps for deploying Teams calling in your organization.

- Review of pre-work findings
- Workload Analysis
- Adoption and Change Management
- Network Readiness
- Scenario Discovery
- Report and Recommendations





Customer choice at the center of Microsoft Teams Phone enablement



Direct Routing

Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.

Operator Connect

A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of Direct Routing.

Microsoft Calling Plans

A fast and simple way to setup calling without additional technical configurations. It does not require a Session Border Controller (SBC) or 'voice trunk'.



Getting started

- [Microsoft Teams Phone website](#)
- [Microsoft Teams Phone customer stories](#)
- Sign up for the [Modernize Communications Workshop](#)



Appendix

What Microsoft Teams Phone customers say



Create a seamless calling experience and reduce hardware costs.



Provide employees with a single collaboration tool.



Deliver cost savings while enabling users to stay connected.

"Teams has enabled us to reduce our legacy telephony footprint and stop putting phones on desks. It reduces costs and more importantly, provides a much better, 'click to join' experience for our people."

Thomas Bruss

Director of Global IT, Digital Worker Technology | Accenture

"We were excited about the improved quality of voice and video. We also liked the idea of having one tool for collaboration—and on a larger scale than Skype for Business Online."

Koen Van den Broeck

Office 365 Architect | Engie

"We wanted to give everyone the ability to make calls through Teams, which is providing an 80% cost savings over our former system. It's even more valuable that our people can take important calls from anywhere and at any time using any of their assigned technologies."

Bill Wyatt

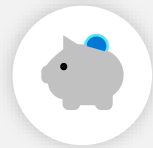
CIO | State of Georgia, Office of the State Treasurer

Forrester Total Economic Impact study

Using Microsoft Teams Phone saves time, reduces costs, and improves business performance.



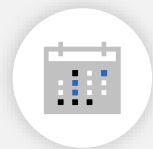
1.25 hours per week
average time saved
by mobile workers



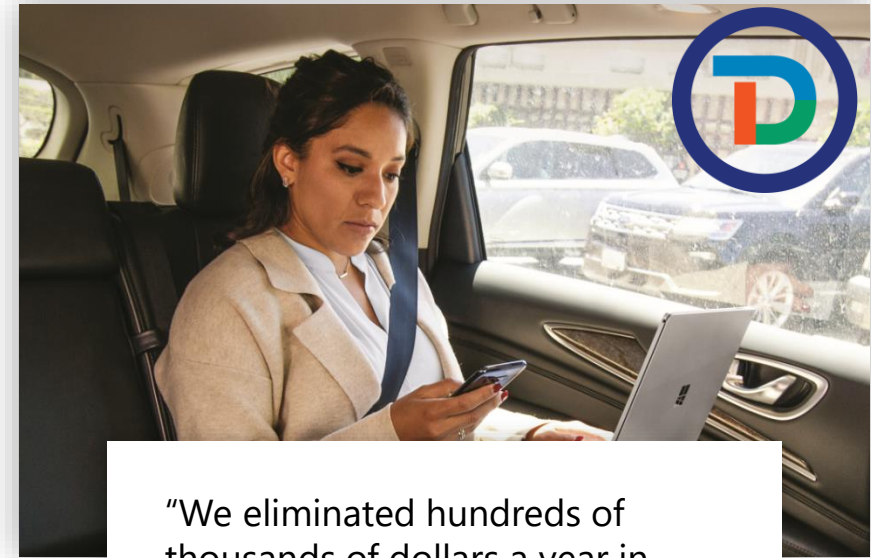
\$11.1 million
three-year net savings



>132%
return on investment



3 months
payback after go-live



"We eliminated hundreds of thousands of dollars a year in telephony charges that we were paying for in different regions by moving to Teams Calling."

- *CIO*

"Without having Teams in place, there is no way we could have shifted 95% of our global workforce to a work-from-home model in just a couple of weeks without skipping a beat."

- *Global Head, Digital Workplaces*