BT

Modernise the way you work with Microsoft Teams with BT

Move your phone system to the cloud and enable your people to call and collaborate from anywhere.

Contents

It's a new kind of workplace

How are global organisations navigating through the changing needs of employees?

This is the future calling

A few years ago, organisations were advancing along a well-planned roadmap toward digital transformation – but then everyone suddenly had to go faster.

The move to remote working was both unpredictable and unavoidable – and organisations had to react quickly. Now they're retracing their steps and asking themselves if they could have done it better. For many, the answer is yes.

Most organisations accept that some form of hybrid working is here to stay – but, for many, what exactly that looks like is still evolving. We believe that hybrid working isn't something that organisations do – but people do. Our technology enables organisations to put their people first, enabling a great collaboration experience wherever and however they chose to work.

Communication in the hybrid workplace

Large organisations know that hybrid working is good for employees. Research shows that **83%** of employees see the hybrid model as the optimal way of working[1].

However, using traditional phone systems, such as PBX, to route voice calls is less effective with hybrid workers because they don't sit by a desk phone. Instead, they use collaboration tools like Microsoft Teams because it gives them many of the features that they need to be effective. They can use video meetings and chat, and can easily switch between devices, including desktops, laptops, and mobile phones. They have hassle-free automatic updates, comprehensive support and robust security.
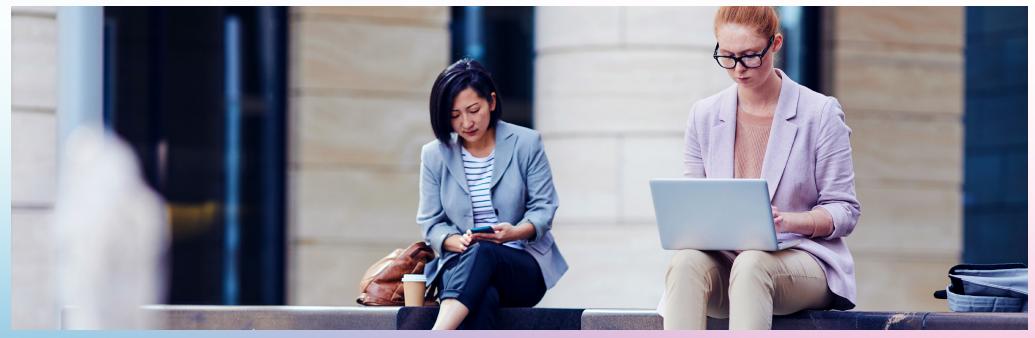
By adding voice services to Microsoft Teams, we add the last piece of the jigsaw, giving employees the complete communications solution. This enables them to call anyone inside or outside the organisation from a single screen, and be fully productive from anywhere, whether in or out of the office. And with us, putting your calls in the cloud allows you to take advantage of our established global network - a reliable, carrier-grade service.

This kind of unified communications solution can connect every employee across the organisation and extend into the contact centre, where more effective communications will also have a direct result on the customer experience.

If you want to sustain productivity in the modern hybrid working world, you can't do it with the legacy voice systems from the 2000s.

Get in touch

[1]The best of both worlds: building a successful hybrid workplace, research 2022

Can you have too much of a good thing?

There are many sophisticated and powerful collaboration tools available. Having a choice can help you establish a successful hybrid working strategy to suit the changing needs of your organisation. However, it can also create complexity if not managed correctly.

Many organisations have moved to the cloud in recent years, but they've often been forced to adopt a number of short-term solutions to accommodate the sudden rise in remote working. 72% of executives plan to invest in better technology for their remote and home workers,[2] and part of that involves integrating different collaboration tools.

In addition, today's organisations demand flexibility and scalability that legacy systems can't offer. They need to grow and move in line with ever-changing demands. No one can say with certainty how the workforce of the future will operate or how they'll need to be supported.

The most successful companies will be those who are flexible and resilient enough to change with the times, and agile technologies such as cloud-based, unified communications are therefore essential.

Having so many tools can create complexity, highlighting the need for a single, well-established communications platform. Microsoft Teams has proved it can meet that need. With over 145 million users worldwide, it's increasingly chosen by our customers as a basis for advanced, cloud-based collaboration.

[2]The best of both worlds: building a successful hybrid workplace, research 2022

What's the bottom line?

Integrating our voice services within the Microsoft Teams environment brings simplicity and convenience to the employee experience and adds tangible value to their operations. It allows them to enhance collaboration and productivity while minimising total cost of ownership (TCO).

In a 2021 commissioned study titled *The Total Economic Impact™ Of Microsoft Teams Calling Solutions,* Forrester Consulting analysed the benefits of adding voice to Microsoft Teams. By interviewing enterprise customers, the Forrester study quantified the economic impact that would be expected for an enterprise with 10,000 users. Over a three-year period, the study projected that adding voice services to Microsoft Teams would produce a net present value (NPV) of **$12.9 million,** representing an **ROI of 132%.**
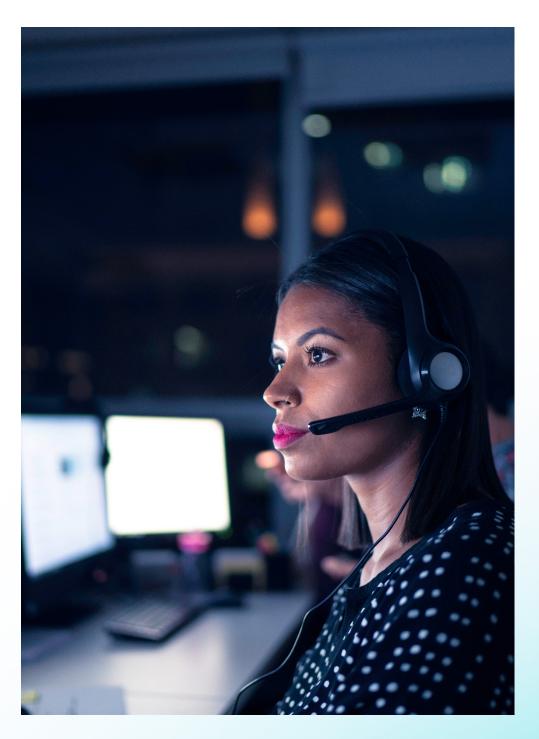

$12.9m
NPV over three years

132%
ROI

To see the analysis in detail, you can download the original Forrester study.

The productivity genius

Making a phone call isn't difficult. However, for organisations using traditional phone systems, it's sometimes harder and more time-consuming than it should be.

The limitations of non-integrated voice services lead to wasted time connecting and collaborating with other employees, customers, and partners. The time wasted is measured in minutes – which multiplies into millions when amplified to an enterprise scale.

Integrating our services directly into Microsoft Teams means not only can employees contact each other from any device, it also helps improve business workflow by reducing the time spent initiating and conducting phone calls – whether they're using Public Switched Telephone Network (PSTN) calling or video conferencing.

It removes friction from business, enhances the quality of collaboration and delivers a quantifiable benefit.

Get in touch

What's the extra productivity worth?

To calculate a figure, the Forrester study worked on the basis that 10% of a composite organisation, an enterprise workforce of 10,000, were considered highly mobile. Their study concluded that these workers saved **15 minutes** per day through the convenience of dialing directly through Microsoft Teams, while the average across all employees was a **saving of 7.6 minutes.**[3]

Even when making the reasonable assumption that only **50%** of the time saved would be productively repurposed, they still estimated that a composite organisation of this size could expect to see a benefit of **$11 million over three years**.

Integrating voice services to Microsoft Teams improves communication between employees, customers and partners by making it easier to complete calls from virtually anywhere. This means that employees save time and collaborate better, creating more value for the organisation.

15 mins
per day saved by dialing through Microsoft Teams

$11m
benefit over three years

Eliminate the alternative. Pocket the difference.

The main reason that global organisations combine the power and reach of our global network with the Microsoft Teams environment is the productivity and convenience that it brings to workers.

Another positive side effect that can't be overlooked is the financial benefit of consolidating communications into a single supplier.

Most organisations – including those involved in the Forrester study – used a wide variety of voice solutions, ranging from Plain Old Telephone Service (POTS) and VoIP PBXs to hosted calling. Indeed, there are frequently several such systems in place, with companies needing a voice infrastructure in each country they operate in.

Adding voice services to Microsoft Teams in partnership with an experienced global carrier like us not only reduces the number of solutions used, but cloud calling also helps many companies to reduce overall international calling charges, since calls are all routed and charged domestically.

How do you calculate the benefits of consolidation?
Adding voice services to Microsoft Teams eliminates the previous solution – which was calculated in the Forrester study to cost $28 per user per month. Over three years, this amounted to a benefit of $10.2 million, although there may be further savings if a contract included additional services such as tier-three support.

$28 per user, per month using previous solution

$10.2m reduction in cost of providing voice services
(benefit over three-year period)

Simplified support and migration

By adding voice services to Microsoft Teams, you remove the need for a separate internal team to support legacy voice system users, thus reducing your overall management costs.

IT support functions are already familiar with the Microsoft Teams environment and we provide intuitive, cloud-based tools that enable them to add new sites and telephone numbers with ease.

We'll simplify your voice transformation by managing complexity, mitigating risks, taking care of any in-life configuration changes. We can also provide user adoption support for faster business outcomes, with minimal end-user disruption and maximum flexibility. What's more, our common voice network, backed by our cloud session layer, will allow your collaboration applications and contact centre platforms to work together, so you can migrate your users between platforms at your own pace, and make calls between those platforms completely free of charge.

What's the support saving?
The Forrester study calculated the value of five Full Time Equivalent (FTE) staff working in support. By simplifying the support task, such employees could be usefully reassigned to other tasks, presenting a value to the business. Over a three-year period, replacing legacy voice systems IT support equated to a $1.5 million reduction in cost.

$1.5m
reduction in support cost
(benefit over three-year period)

Want to add voice to Microsoft Teams? Leave it to us.

Having an expert partner like us on your side makes all the difference. We have first-hand experience of deploying our voice services into Microsoft Teams in some of the most complex environments.

We've spent two decades helping customers move their voice services to the cloud and enabling them to focus on their core businesses. Let us look after the detail behind the scenes, while you and your workforce focus on making the most of that extra productivity.

End-to-end managed migration

We'll take care of everything from technical design to dedicated in-life support. And our deep experience with voice enables us to reduce the risks that your organisation faces during transformation. We also ensure that the transport of voice data across our global voice network is compliant with complex, in-country regulatory requirements.

Handling legacy complexity

Many organisations have legacy infrastructure and devices, geographically dispersed sites and complex contact centre considerations. We have the experience required to create detailed solutions that will address those factors, ensuring that your business has minimum disruption and maximum protection of investment.

Global quality and reach

Our unrivaled network ensures reliability and call quality, with comprehensive, built-in security. Our customers can take advantage of full PSTN replacement services in 25 countries and our coverage is extended through established partnerships to provide voice services in over 180 countries worldwide.

A solution to fit your needs

We help our customers to transform at their own pace, and to use only the services they need from us. We can also provide dedicated user adoption services, so your colleagues can seamlessly adopt the new technology, creating a continuous learning culture so that your organisation can realise the benefits faster.

Built 'ground-up' on Azure

Our entire network is built natively on the Microsoft Azure cloud platform, reducing latency and improving resiliency and security. The infrastructure is IP end-to-end, which means you get a richer feature set – like mobile convergence. It's more sustainable too; we've seen a 95% improvement in energy efficiency by driving through the virtualisation of our network.

Get in touch

Supporting your sustainability strategy

Large global organisations face significant challenges when it comes to reducing their carbon footprint.

Improving the effectiveness of hybrid workers has a clear benefit in this regard: fewer people travelling results in less emissions generated. And what's more, cloud-based calling is more energy efficient than traditional on-premises solutions. In fact, our customers have seen efficiency gains of up to 95% when moving to our digital voice network, which is powered by 100% renewable electricity.

The sustainability benefits are clear – and adding voice to Microsoft Teams can play a key role in reaching your net zero goals faster. But what if you could take it a step further?

To make further progress, it's crucial that you're able to accurately measure the carbon-cost of running the collaboration tools, applications, voice services, cloud workloads and mobile devices across your network. Unfortunately, incorrect claims are prevalent in the sustainability landscape, with around 40% of emissions claims being inaccurate[4].

That's where we come in. We've developed two tools that can help organisations accurately measure and reduce their emissions and work towards their sustainability goals. The Digital Carbon Calculator and Carbon Network Dashboard provide companies with real-time insights into their carbon emissions and energy consumption.

The Digital Carbon Calculator helps customers estimate their network's carbon footprint by scanning their network inventory and tracking changes and upgrades over time. It includes lifecycle management, highlighting devices at the end of service to prioritise for replacement. Customers can also upload their network equipment inventory for analysis.

The Carbon Network Dashboard provides a real-time view of power consumption, using machine learning to detect and predict anomalies based on historic usage. Customers can also forecast total energy use based on their network inventory and historic utilization. The tool includes information on which network devices, including mobile devices, are consuming the most power, allowing organisations to make informed decisions and reduce their carbon emissions.

Our Professional Services team can assess your current and future sustainability footprint across your global infrastructure to help identify your strategic options and the business case for sustainability change. These tools mark the latest step in our commitment to helping customers avoid 60 million tonnes of carbon dioxide emissions by 2030.

[4] https://fashionunited.uk/news/fashion/42-percent-of-companies-exaggerate-sustainability-claims-says-new-report/2021020253349
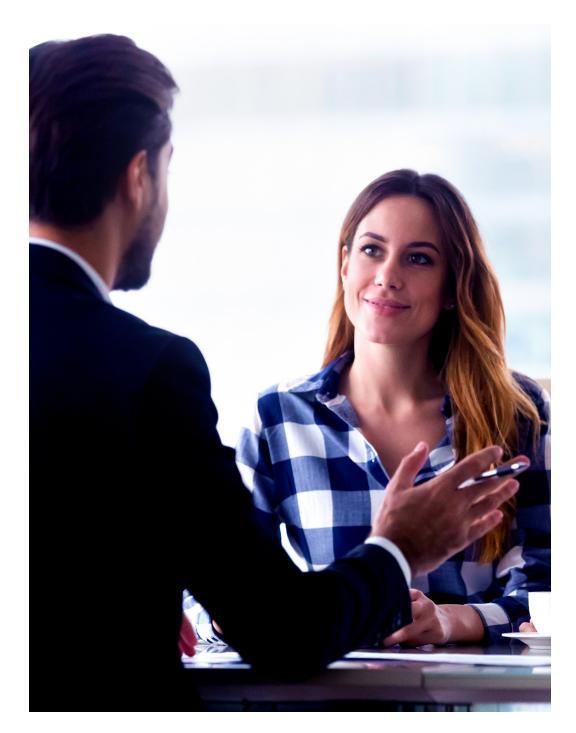
Ready to go?

You've already made the investment in Microsoft Teams and, in many cases, the calling feature is included in your license. However, migrating takes more than just flipping a switch.

Talk to our experts to find out how we can help you migrate to the cloud with confidence.

Get in touch

or

Visit our webpage

BT Means Business