



# Empowering a hybrid workforce with Teams Phone Mobile

## The challenge

An insurance company recently introduced a hybrid working model across its five UK branches to reduce office costs, and its carbon footprint. However, following the move, the organisation noticed an increase in security breaches as a result of staff connecting to unsecured Wi-Fi networks, downloading unauthorised apps and sharing sensitive company data over unsecured channels.

In addition to security, sales agents were also struggling to pick up customer quotes when working between locations, having to access multiple sources for call history, voicemail and messages. This was having a big impact on agent efficiency and productivity.

**By implementing a hybrid work model, you can significantly reduce office costs by up to 40%.**

Source: Officernd



## The solution

To tighten up its security and improve productivity, the company introduced Teams Phone Mobile to its hybrid workforce. Staff were able to choose whether to use their normal phone dialler for calls, or Teams on their mobiles and laptops – in the office and at home.

The organisation is now able to keep mobile communications secure and compliant with company policies. They can also record and archive calls via the phone's native dialler or the app, to ensure communications are fully compliant with relevant regulatory standards, like GDPR. This capability is also proving itself to be invaluable for company audits, dispute resolution and risk management. Management has also seen a significant increase in employee efficiency.

Before, if sales agents wanted to take a call in the office, they'd have to jump off Teams and login through their separate phone app. Now, they can communicate on a single platform, with one-click calling, one call history, combined voicemail and a unified presence across devices. Empowering employees to work smarter and be more productive wherever they're working.

## The benefit

**Enhanced security and compliance:** Communications are encrypted and secure, while call recording and live transcription ensures compliance.

**Increased flexibility:** Staff can seamlessly work across different devices, like mobile, laptop and desk phone, from anywhere.

**Improved communications:** Employees can make and take calls and send messages through a single platform .

**Increased productivity:** Added features like one call history and one-click calling empower employees to work smarter and faster.

**Rationalise cost and complexity:** The organisation has moved from two platforms and two tariffs per user, to one.



### Offices Worldwide

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