



# Time to team up

## Voice Calling with Microsoft Teams: the power couple for collaboration.

The way we work is changing. We're now seeing a new 'hybrid' workplace. It's flexible, and it's here to stay. A combination of remote, home and office work, where results matter more than hours, data insight drives decisions and technology plays a crucial role in connecting people, automating workflows and maintaining a competitive advantage.



**82%**  
of employees  
say workplace  
technology  
would influence  
their choice  
to accept a  
new job.

Source: Smart working is here to stay  
and so are the benefits

**55%**  
of remote  
workers would  
look for work  
elsewhere if  
they could no  
longer work  
from home.

Source: Remote Working Statistics  
To Look Out for coming into 2021

## Stay ahead of the game

The digital future is dawning. With traditional phone lines phasing out by 2025, your organisation needs to start preparing now. If you don't, you risk falling behind your competitors. To thrive in an all-IP world, you need to migrate your existing legacy systems to future-proof cloud communications. Only then can you embrace the new hybrid workplace with confidence.

### Empower your people to work better, together

A newly distributed workforce also has its challenges. Your employees want the best of both worlds. 70% percent of workers want flexible remote work options to continue, while over 65% percent are craving more in-person time with their teams. So you need to offer them greater flexibility, so they can work together effectively from anywhere, every day. And empower them with the best tools to get stuff done.

### Say hello to Voice Calling with Microsoft Teams

Voice Calling with Microsoft Teams is the perfect solution to power hybrid work. It's a superior external calling package that connects seamlessly with Microsoft's leading collaboration platform. Giving you a comprehensive and cost-effective way to manage all your calls and communications easily – in one place. You can integrate it with your existing voice systems to enhance your collaboration experience. Or you can replace your legacy voice system completely. Whichever route you choose, we're here to help you successfully navigate your transformation, offering 24/7 support\* every step of the way. We can even look after everything for you with our managed service. We'll give you flexible, future-ready communications and service like no other.

\*24/7 fault logging support  
and SLA's defined as within  
business working hours.





# Dial into the future

## Voice Calling with Microsoft Teams

### Game-changing features included as standard:

#### Inclusive minutes

Control budgets: pay per user, with unlimited minutes in every plan.

#### Number porting

Keep your existing number, at no extra charge. So there's no disruption for customers and colleagues.

#### International dialling

Making it easy to maintain your business across the globe.

#### Powerful analytics

Make data-driven decisions and see how your people are using Teams, using detailed RCA (root cause analysis), performance analysis and quality MOS (Mean Opinion Score).

#### 24/7 support\*

Get the best value from your investment with proactive monitoring and support, day and night.

#### Direct routing

Make and receive external calls on any device directly through Teams via the public switched telephone network (PSTN), for cheaper calls, greater flexibility and support.

#### Seamless integration

With your existing phone system, including BT Cloud Work Call2Teams, Mitel, Webex, One Cloud Cisco, MiCloud UC Call2Teams and BT One Phone.

### Plus these optional extras to support you on your journey:

#### Professional services

Leave the design, planning, delivery and project management to us. We'll capture the details of your existing set-up and work with you to create a strategy for integration with your existing systems or complete migration, to simplify your business and boost efficiency. We can also offer voice consultancy if you want deeper support.

#### Managed services

We can look after the day-to-day running of your Unified Communications (UC) estate, including voice or meeting changes. So you can focus your energy on building your core business.

#### Devices

Choose from our recommended range of devices, including handsets, headsets, speakerphones and room-based systems.

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# Why BT?

## **Our network won't let you down.**

It's the biggest in the UK, covering 99% of UK premises. We handle 1.5 billion business calls a year and offer 99.9% availability. That's why we're trusted by some of the UK's most critical services, including the MOD, police and London Ambulance.

## **We have decades of experience.**

We handle 1.5 billion business calls a year and offer 99.9% availability. We've been voice specialists since we began in 1981. So we know what we're talking about, and what we're doing.

## **We take security seriously.**

We employ more than 3,000 cyber-security experts, who protect and monitor our networks 24/7. And we build end-to-end security into every one of our solutions. So you can embrace change, without compromising your data, or reputation.





**Get in touch** with your account manager  
to find out more or visit  
[business.bt.com/corporate](https://business.bt.com/corporate)