



Solution Brief

## Modernise Communications Workshop

Come together to get work done

### Business challenge

Now more than ever, businesses need a modern voice solution and phone system capabilities that combines unified communication and teamwork. Microsoft Teams Phone provides the features organisations need to deliver seamless, collaborative experiences for employees, business partners, and customers. Because implementation of calling solutions can be complex and involves network remediation, Microsoft 365 service deployment, telephone number provisioning/porting, and device deployment, customers need partners with this highly specialised skillset.

### Our partners



### Related Services

- Insight Adoption and Change Management Services
- Insight Microsoft Security Min-Audit

## Our solution

Introducing the Modernise Communications Workshop – a modular engagement to experience the vision for Microsoft Teams Phone and advanced communication scenarios. This workshop is designed to guide you through the process of a simplified enterprise voice solution with reliable, high-quality, integrated calling. Through 'Art of the Possible' demonstrations, use-case design, and deep-dive planning you will obtain actionable recommendations to deploy and adopt Microsoft Teams phone.



### Assess

Gather information on current environment and practices for calling



### Evolution of Voice

Showcase modern calling capabilities powered by Microsoft Teams Phone



### Build the plan

Build the plan for how to deploy and adopt Microsoft Teams phone

## Workshop Deliverables

- An evaluation of your current telephony and PBX needs.
- Environmental and workload analysis, including existing infrastructure and telephony state.
- Demonstration of the end-to-end Microsoft Teams calling experience to showcase Microsoft Teams Phone as your telephony solution.
- Direction on how to transition various user profiles into a modern collaboration and communication environment.
- Showcase the rich portfolio of third-party applications and devices that can complement the Microsoft Teams Phone experience.
- Customised, actionable recommendations you can follow to enable and adopt Microsoft Teams Phone.

## Business outcomes

### IT administration and deployment savings

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

### Call from anywhere, on any device

- Stay connected with a single phone number across your computer, mobile devices and desk phone.
- Turn a call into a group meeting without hanging up or re-dialing.
- Choose from a range of personal and shared devices built for Teams.

### Save on automation and process improvement

- Productivity gains from improved voice communications
- Productivity gains from improved collaboration on a single platform
- Consolidate to a single platform v/s buying standalone for different capabilities.

### Streamline setup and management

- Save time and money with a single provider for all your communications.
- Easily add phone numbers and manage your phone system with the Microsoft 365 admin console.
- Monitor and resolve performance issues with the Call Analytics and the Quality Dashboard.

## Why Insight?

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop new solutions and processes. We will help you manage today's priorities and prepare for tomorrow's needs.

Global scale & coverage	Operational excellence & systems	Software DNA	Services solutions	Data centre transformation	Next-generation tech skills	App dev & IoT expertise	Insight Digital Workspace™	Partner alignment

\*Forrester Total Economic Impact - Microsoft 365 Cloud Voice Improves Employee And Company Performance January 2020

For more information please contact your Insight Account Manager.

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