



Conversations in the cloud

Optimise your Microsoft Teams
experience with ComputerWorld



Who we are

ComputerWorld is one of the UK's most trusted providers of expert business IT solutions, consultation, training and support.

ComputerWorld specialises in full installation, support and training for team members, while working with senior executives on the strategies that will best execute their business change projects—enabling organisations to maximise their technology investments.

Nobody knows more about virtualisation and cloud, wired and wireless networking, Microsoft technologies, telephony and collaboration tools, business mobility and security than ComputerWorld's experts.

Our dedicated specialists understand how organisations can make the most of their technology while clearly and thoroughly explaining our recommended solutions, processes and business benefits.

Crucially, ComputerWorld strives to understand your business needs first, assigning our business technologists to work alongside all important stakeholders in your business—acting as an extension of your IT team and “helping you define tomorrow”.

Reconnect with modern calling

in Microsoft Teams



Voices matter

for building personal connections and creating clarity

During 2020, businesses around the globe were forced to reprioritise their resources and budgets to equip employees for remote work, practically overnight. Suddenly, the use of video communications skyrocketed. People adjusted quickly to moving meetings online, but one of the most notable challenges driven by the shift to remote work has been to maintain the personal connections that come from the ad hoc and serendipitous conversations that happen in the physical office.

In fact, studies show¹ that a person's voice is the signal that builds personal connections and creates clarity, which is why actually speaking with colleagues and customers is more important now than ever. And on average, calls are just one-fourth the length of a typical meeting, making calling a quick and efficient way to reconnect and collaborate.

11x increase in Teams Calling usage
over 6 months (Oct 2019–Mar 2020)

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

Today's needs demand a modern calling solution



Hybrid workspaces split between office & home



Evolving calling scenarios



Pressure on IT budget & resources

Untether your staff

Traditional business communication systems rely on legacy hardware connected to the landline that not only occupies space in your office, but also requires special maintenance which makes it expensive.

These systems were designed for an in-house office environment. As remote work practices gain traction, organisations relying on legacy hardware can expect to see their business continuity disrupted, as nobody will be available to pick up the calls.

The surge of hybrid work environments demands technology that enables employees to stay connected wherever they are, from any device.



Right to disconnect



Governments around the world have started to enforce new remote working legislation, many of which can provide use case outcomes for proposed initiatives in the UK.

In Chile for example, the 'right to disconnect' restricts employers from asking their staff to use their personal phones for business. And many business owners are issuing a second mobile.

This approach not only annoys employees as they need to carry two mobiles but also incurs unnecessary hardware expenses. Wouldn't it be better to provide employees a separate business number they can access when they need via their personal mobile (or PC)?

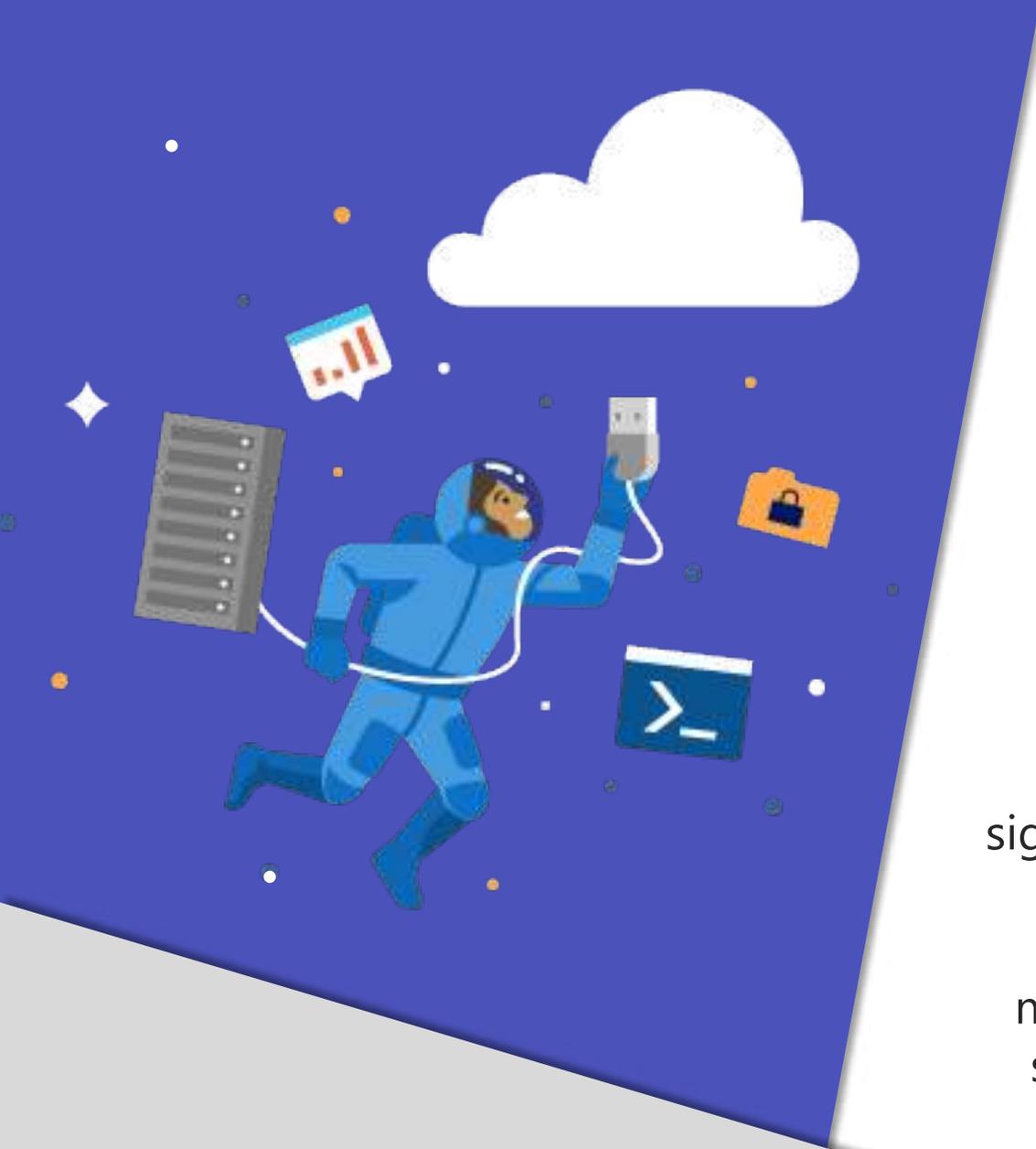
Here in the UK, we are likely to see more remote work regulations in the coming months, but regardless of compliance, organisations should be considering best practices that support employees' wellbeing.

On-Premises vs Cloud

Investing in on-premises infrastructure might have been the right decision at the time, but when considering a hybrid work setup it may not be ideal.

Upfront hardware costs, lengthy software contracts and the need for a technician to physically come to the office to implement the system can be quite expensive. System failures can disrupt business operations for days until the technician becomes available, resulting in significant opportunity loss and poor customer experience.

In a world where subscriptions are the way we access movies, music and even food, why not move your phone-system to a pay-as-you-go cloud subscription where you can get remote support when you need it?



Your people are your most valuable asset

71% of UK workers want flexible work options to stay in their companies after the COVID-19 crisis has passed.

As the government eases lockdown measures, companies are planning how their employees can return to the office—and how often. To attract and retain talent, businesses need to focus on their culture, their processes and their technology.

Solutions need to enable modern capabilities and devices while providing legacy features. Users should be able to place and receive calls from any workplace, on any device. Calling alone is a great way to reconnect and quickly share information. However, when you integrate calls with different modes of communication, they can act as a productivity force multiplier.



For IT staff, handling multiple vendors can lead to complex implementations, costly licensing and dispersed apps management, plus increased cybersecurity vulnerabilities, adding more pressure to their time-scarce days.

Microsoft Teams is a complete and modern voice platform



Calling, chat and meetings
in a single app



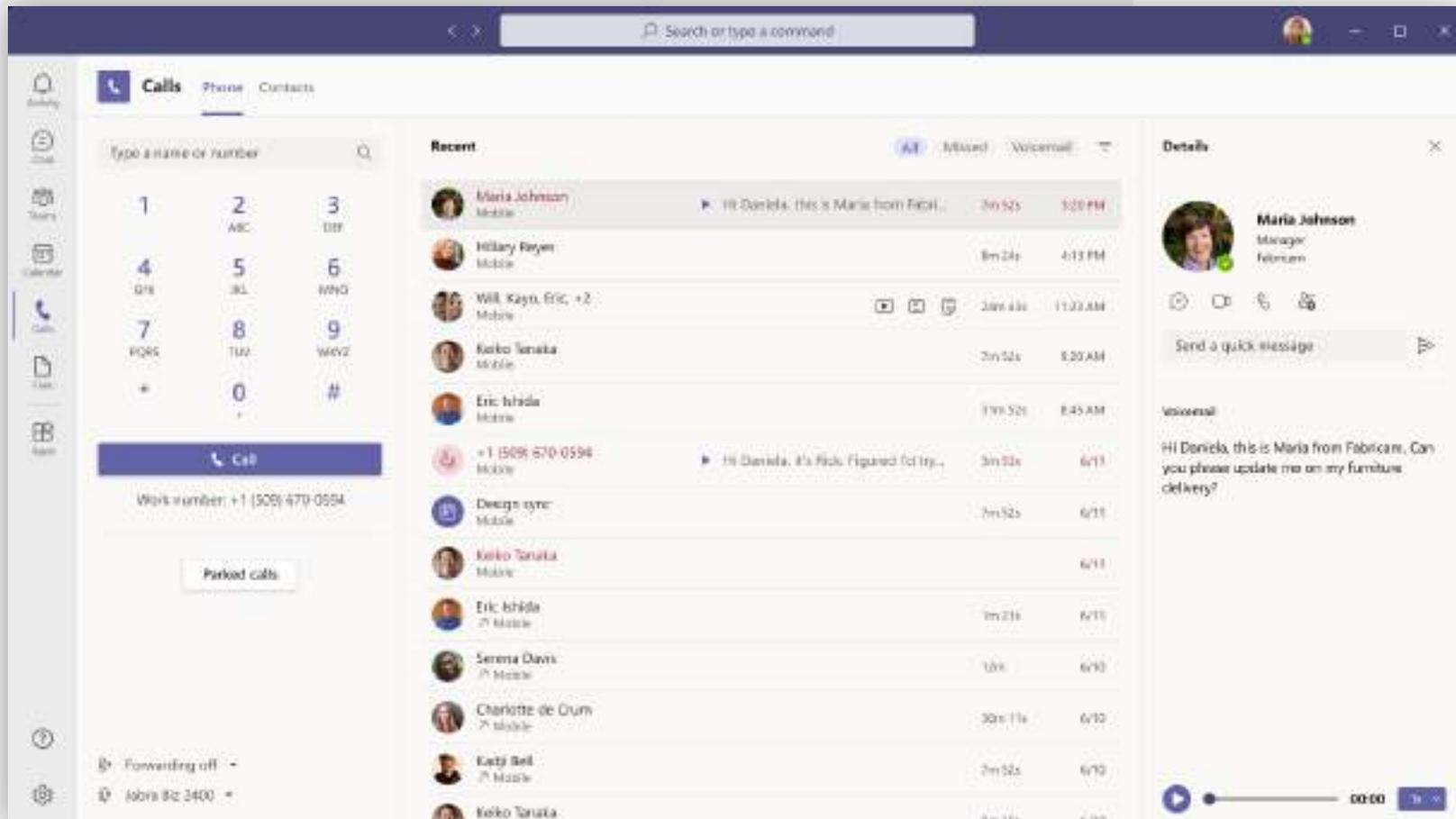
Deliver modern and legacy
calling features



Work from anywhere,
on any device



Streamline setup
and management



Calling, chat and meetings in a single app

Work smarter by bringing together calling, chat and meetings in an all-in-one app you can access from your PC, mobile or internet browser.

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

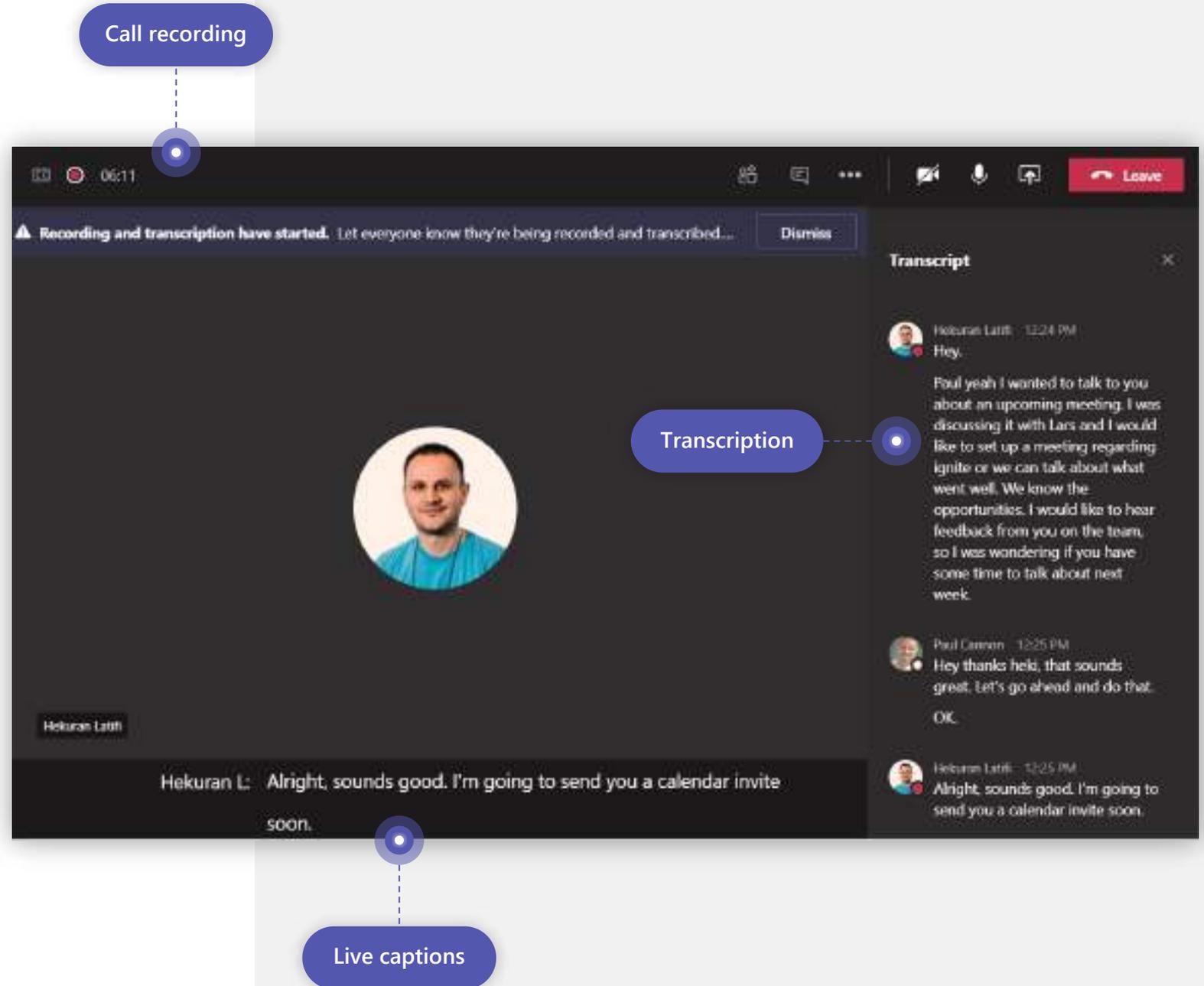
Collaborate in the Office apps within calls and meetings.

Deliver modern and legacy features

Count on cloud calling features such as consultative transfers, music on hold, call park, voicemail transcription and more.

Work as a team with group call pickup, delegation, and shared line appearance.

Use built-in auto attendants and call queues, or easily connect to your favourite contact centre software.





Work from anywhere, on any device

Stay connected with a single primary phone number across your computer, mobile devices and desk phone.

Provide colleagues with a range of devices to meet their work needs, from basic phones to premium Teams displays.

Take advantage of flexible monthly payment plans with the new Teams Device as a Service program.*

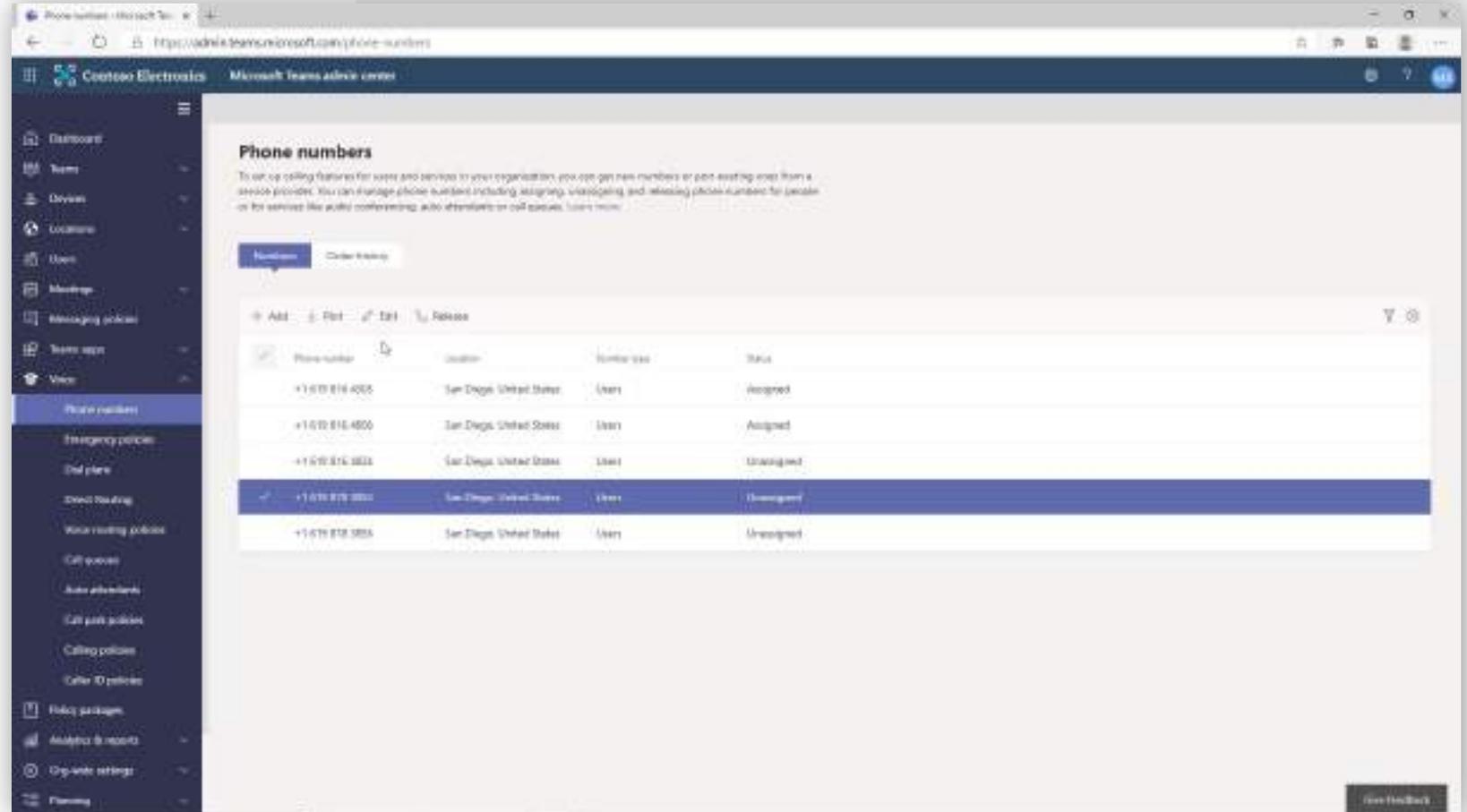
*Available in UK and Ireland in early 2021

Streamline setup and management

Easily add phone numbers and manage your phone system with the Teams Admin Center.

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

Provide users with enhanced reliability for critical calls with capabilities like Survivable Branch Appliance.



Forrester Total Economic Impact Study

Using M365 Business Voice saves time, reduces costs and improves business performance



1.25 hours per week
average time saved
by employees



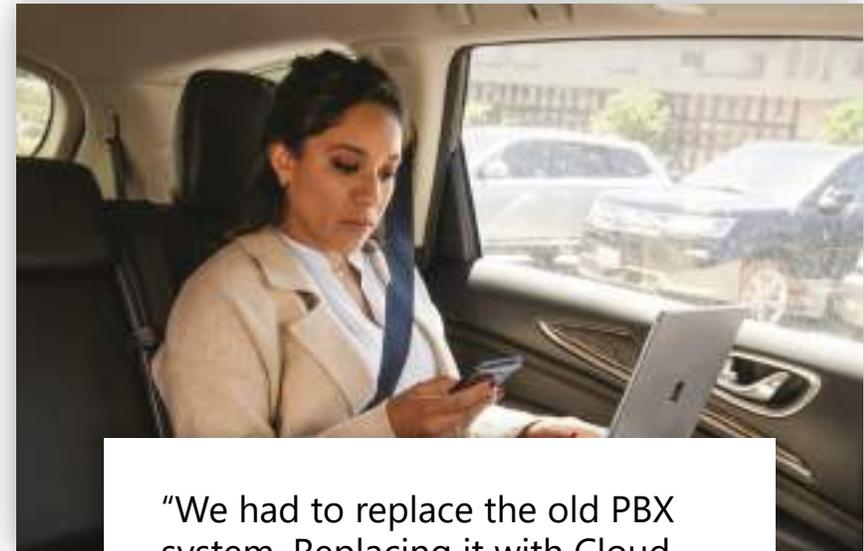
~£220,000
three-year cost savings



185%
return on investment



3 months
payback after go-live



"We had to replace the old PBX system. Replacing it with Cloud Voice as part of Teams maximised voice and video adoption and reduced costs."

- *CIO, government*

"We wanted all of our collaboration solutions, including voice, to be consistent and integrated. Microsoft was the only real solution out there."

- *Chief municipal officer, government*

Read the full report at <https://aka.ms/2021TEIcalling>

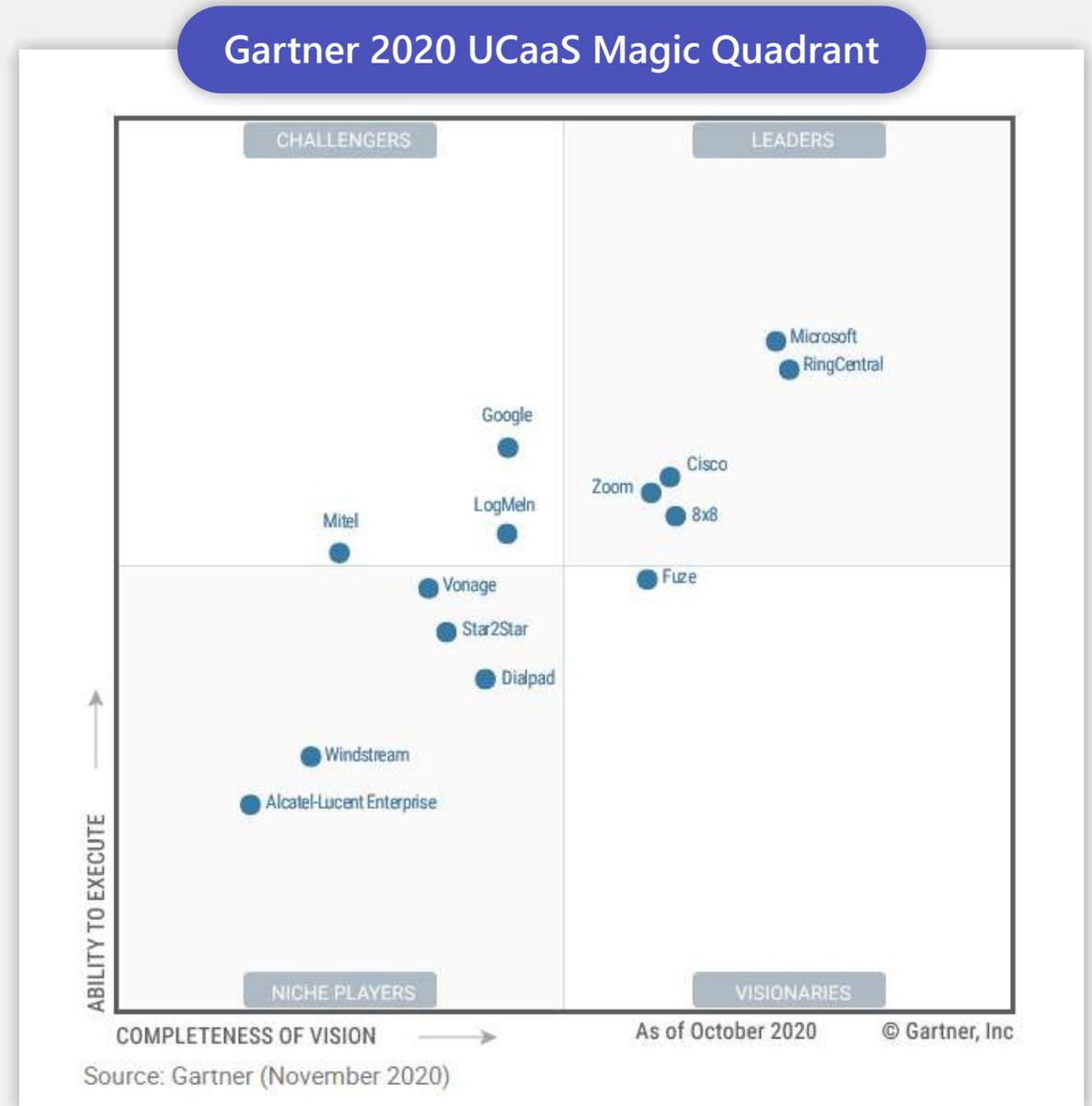
Microsoft Teams is a trusted leader in calling

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.

Read the report at

<https://aka.ms/2020GartnerUCaaSMTQ>





CenturyLink uses Microsoft Teams to stay connected through change, and help customers do the same

“The various capabilities in Teams are helping us assist our customers through this unprecedented time—our business continuity means our customers can stay connected and productive too.”

Fletcher Keister
Transformation Officer,
CenturyLink



What customers tell us



Stay connected with customers

"The various capabilities in Teams are helping us assist our customers through this unprecedented time—our business continuity means our customers can stay connected and productive too."

Fletcher Keister

Chief Transformation Officer, CenturyLink



"To maximise the benefits of Microsoft Teams, we needed to work closely with an experienced Microsoft Adoption Partner..."

ComputerWorld worked closely with our key stakeholders in IT to identify business requirements and match them to a complete telephony solution, centred in Teams. We've seen improved confidence levels with the functionality in Microsoft Teams, ensuring better communication, productivity and engagement across the organisation."

Louise Hamer

Head of IT, Newydd Group

How we can help

ComputerWorld shares a long, in-depth partnership with Microsoft, and delivers a wide range of Microsoft solutions.

Since the launch of Microsoft Teams, ComputerWorld has invested heavily to ensure that we can support our customers on their transformational journeys to the cloud, through the new hub for cloud-based collaboration: Microsoft Teams.

At ComputerWorld, we'll take the time to understand your specific collaboration and telephony needs, and demonstrate how these can be fulfilled by Microsoft Teams.

This includes business requirements like auto-attendants, calling queues and even advanced requirements such as contact centre solutions.

Once we have a complete picture of your needs, we can design the right Microsoft Calling solution for you, including calling plans, devices, and meeting room solutions where needed.

This isn't where our journey ends: We help you to fully implement the solution, train your team to make the most out of how to use it, and of course, offer full support services.

Getting started is simple

Microsoft Teams Business Voice — Demonstration and Discovery Session

Join one of ComputerWorld's Business Voice specialists to see Microsoft Voice and Video calling in action. We'll demonstrate the technology available to you from both a user's and an administrator's perspective, and discuss your unique needs to provide a roadmap to implementing your recommended solutions.

Your main takeaways from this session will be a greater sense of education and confidence in your options, clarity surrounding licensing options and a clearly defined process to move towards a proof of concept within your organisation.

Chat with a specialist today

<https://www.computerworld.co.uk/teamscalling>



ComputerWorld has achieved the following Microsoft endorsements:

Gold: Application Integration

Gold: Project and Portfolio Management

Gold: Cloud Productivity

Silver: Collaboration and Content

Silver: Cloud Platform

**For more information,
please contact:**

Megan Warren

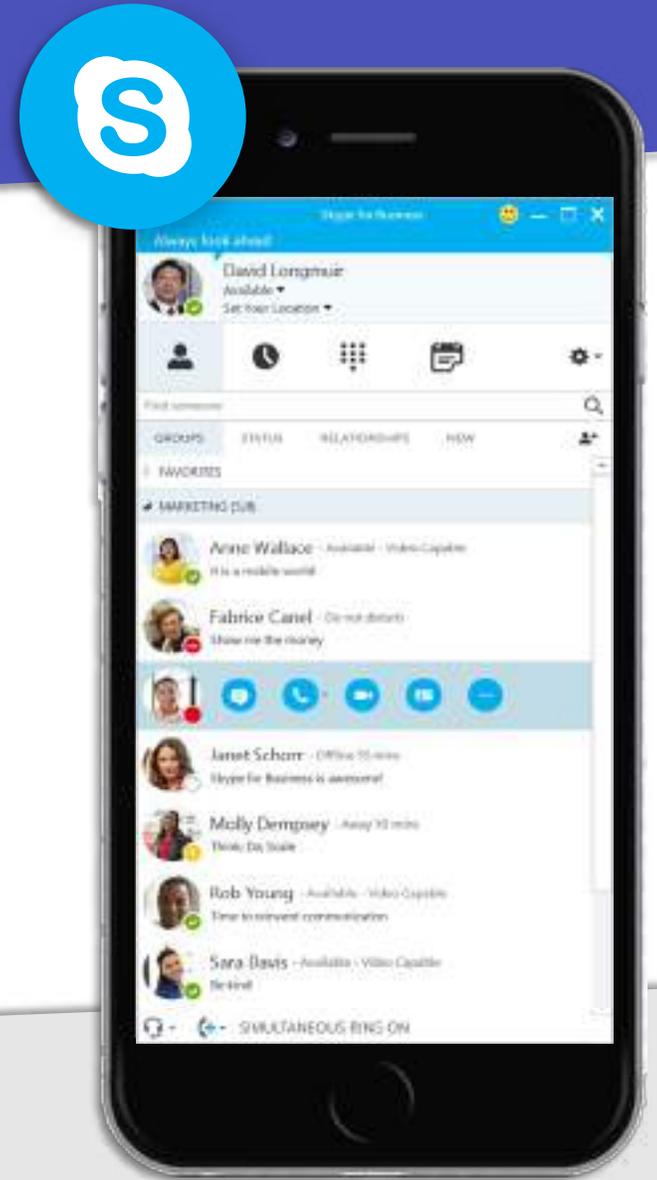
01454338350

teamscalling@computerworld.co.uk

Skype for Business to Microsoft Teams

- All Skype for Business customers can start using Teams today.
- Consider meetings as a low-friction starting point for Teams.
- No migration needed as Skype for Business Calling Plans work with Teams.
- If you have on-premises phone lines, you can use Direct Routing to connect to Teams—no need to change your carrier or port numbers.
- You can mix and match Direct Routing and Calling Plans.

A robust set of resources and guidance is available to help customers, including [free guidance and resources](#) as well as FastTrack support where applicable.



July 31, 2021

Skype for Business Online
is being retired