Microsoft Teams Phone

Extend your Microsoft Teams feature-set to include telephony capabilities and replace your existing PBX platform.

Business Challenge

Both the industry and business agree that hybrid work is here to stay, but the reality is that most PBX and communication solutions were not implemented with the current climate and hybrid working in mind. Many of our customers built and designed their telephony solutions around the premise that their users would be in an office using a dedicated network and PC or phone. A vast majority of these same organisations already consume Microsoft Teams meeting and collaboration workloads yet continue to retain a disparate telephony solution at additional cost, despite the traditional barriers to entry being largely negated; cost, complexity to deploy, resistance to change, training & adoption, feature parity, these blockers have been significantly diluted for those that already use Microsoft Teams to any degree.

Such a shift in modern working presents a common communication problem set. Remote employees need an inclusive experience no matter where they are working from or what device, we need to satisfy the evolving ways in which employees communicate whilst balancing the classic in-office calling experience, and we must navigate these challenges whilst continuing to provide the capabilities our users need in an easy to manage and cost-effective manner. Now more than ever, businesses need a modern voice solution with phone system capabilities that combines unified communication and teamwork.

How We Can Help

Insight are experts in delivering end-to-end Microsoft Teams Voice projects at all scales and complexities. We directly address what we see as the modern voice challenge through native Teams calling capabilities; extending the Teams feature set to include traditional and next generation calling capabilities with a view to replace legacy, less capable, or poor fitting PBX solutions. We help navigate the complexities of Teams PSTN connectivity and ensure a best fit solution by putting customer choice at the centre of our engagements.

Teams Phone with Operator Connect

A flexible and easy way to get started with Teams calling via qualified carriers that can be procured and managed directly from the Teams admin centre.

Teams Phone with Direct Routing

Highly customisable approach that allows you to keep your preferred carrier and maintain calling rates with on-premises or hosted SBC infrastructure.

Teams Phone with Calling Plans

A fast and simple way to setup calling with Microsoft as your connectivity provider, through per user Microsoft licensing on a subscription basis.

With over 80 million active users, 1 billion calls a month, and 90% of Fortune 500 companies using Teams Phone, the large-scale consumption of Teams is unquestionable. We're primed now more than ever to adopt voice services through Teams but can be deterred by the scale and complexity that often comes with migrating an organisation wide phone system. A best-fit solution will vary by size, functionality, cost, and complexity. No single approach fits all, making flexibility key in a delivery partner. Insight deliver Teams Phone projects through a modular delivery framework that allows us to lend our services to you where you need them; either as a full cradle-to-grave voice engagement, or as an assist for select phases of your project as you transition to Microsoft Teams calling.

Demonstration & Envisioning	Planning & Design	Build & Implementation	Cost Analysis & Evaluation	Network Readiness	Migration Strategy	Devices & Use Cases	Change & Support

Benefits

Modern calling features, enterprise grade security, increased mobility, predictable and typically lesser operating costs, minimal to zero infrastructure, rapidly scalable, use of existing licensing and user knowledge; for organisations with a typical PBX posture the benefits are common, all curtesy of the fact it makes sense to maximise what you already use.

Physical and Travel Expense Cost Displacement
Reduced leasing costs for office space and carbon offsets from lessened travel requirements.

IT Administration and Deployment Savings
Management via a single platform with reduced costs in PBX admin, equipment, and licensing.

Save on Automation and Process Improvement
Productivity gains from improved communication and collaboration on a single unified platform.

Vendor License Cost Consolidation
Consolidate to a single platform versus buying standalone licensing for point solutions.

Related Services

Our ability to deliver successful end-to-end Teams Voice projects is rooted in our capability and understanding of the wider voice picture. Enabling core Microsoft Teams Voice services for organisations is but a fraction of our Microsoft Voice portfolio, making us a single trusted advisor for developing and executing on a complete Microsoft Voice strategy regardless of its scope.

- Teams Rooms and Meeting Solutions
- Personal Devices and Teams Phones
- Teams Certified Contact Centres
- Compliance Recording and Quality Analytics
- PCI Compliance for Teams Voice
- Session Border Controllers
- Reporting and Analytics
- Skype for Business Server
- Analogue Gateways and Device Integration
- Teams Voice Training

Why Insight?

Insight are a Microsoft recognised solution partner serving more than 70,000 clients with 30 years of experience in helping organisations achieve their IT business goals, we offer unrivalled expertise and innovation in the Microsoft voice space. Customers working with Insight to achieve their communication vision can do so in the confidence that we are the voice partner of choice for many enterprise level organisations. Our historic pedigree dating back to Microsoft Office Communication Server combined with long standing and mature relationships with leading vendors makes us a best-in-class option for our Teams Voice customers.

Microsoft
Solution Partner

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