

Microsoft Teams Phone Mobile

Solutions for Success Education Series

Solutions for **Success**



POINT ALLIANCE



Agenda

- About Point Alliance
- Microsoft Teams Phone Mobile
 - Nelson Salazar – Microsoft
 - Jeremy Bourassa – Rogers Communications
- Live Demo
- Next Steps
- Additional Information

Point Alliance

- Microsoft Modern Workplace Solution Designation
- Microsoft Gold Partner with 11 Competencies (legacy)
- 100% Microsoft Certified Team
- pointalliance.com/companyprofile



Modern Work



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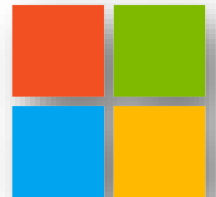
Nelson Salazar

- **Microsoft** | Director Partner Development
- Americas Global Partner Solutions - Telco



Why Teams Phone Mobile in SMB

- Modernize old legacy systems (PBX's)
- Leverage existing Microsoft investments in Teams
 - No need to add to existing tech stack
- One work number for your hybrid remote employees
- Seamless user experience
 - Securely make, receive, transfer calls, between devices and networks
- Streamlined management
 - Single administration wireline and wireless numbers



Jeremy Bourassa

- **Rogers Communications** | Product Manager Microsoft TPM



Move from Rigid to Resilient Hybrid Work with Teams Phone Mobile

- Hybrid Work expectations: Rogers Business and Microsoft Strategic Alliance
- Microsoft 365 with Teams
- Microsoft Teams Phone
- Microsoft Voice Solutions: Use Cases



Hybrid Work expectations: Rogers Business and Microsoft Strategic Alliance



Microsoft



Current Communication Challenges

Driving digital transformation and hybrid work forward can be a challenge especially when contending with fragmented collaboration and calling solutions.



Solution fragmentation

The market is filled with fragmented communication solutions. However, there is no single solution that offers both capabilities.



Hybrid Work

The shift to Hybrid work has shifted the way businesses and employees communicate. Reinforcing the need for a modern, seamless calling and collaboration solution



Hardware and support cost

With fragmented solutions business must pay for individualized hardware/software for collaboration and calling and cannot consolidate costs. This further impacts support/operational costs, leading to overall increase in OPEX.

Rogers and Microsoft announced a five-year strategic alliance



Rogers and Microsoft are working together to modernize applications and services to enhance customers' digital experiences



Rogers is now Canada's largest operator partner of Microsoft Teams solutions and is the first in Canada to offer Operator Connect, a new all-in-one communications and collaboration solution built on Microsoft Teams



As the first company to announce Teams Phone Mobile in Canada, and by bringing Rogers' most reliable 5G network together with Microsoft Azure's cutting-edge cloud services, we are laying the foundation to empower Canadian businesses to compete globally."



Grounded in a history of firsts...

Microsoft Modern Workplace Partner



- **Top Cloud Solution Provider in Canada** for Microsoft 365 services.
- Supporting over **35,000** customers – with Professional Services and Day 2 Technical Support

Microsoft Technology Partner



- Strategic partners to enhance network infrastructure leveraging Microsoft Azure Cloud, AI and Edge Computing technology
- Research and Development opportunities leveraging 5G technology to enhance customer experience

Microsoft Enterprise Voice Partner



Microsoft Direct Routing – First Canadian carrier to offer SIP services to enable MS Teams enterprise voice.

MS Operator Connect

- First Canadian Service Provider offering Operator Connect to enable calling in Microsoft Teams with automated number provisioning through Teams Admin Portal
- Enhanced reliability and quality of service through direct Network Interconnection to Azure cloud

Microsoft 365 with Teams

 Microsoft Teams



Reimagine the office experience with Microsoft 365 with Teams (1/2)



Persistent 1:1 & Group Chat



Powerful online meetings



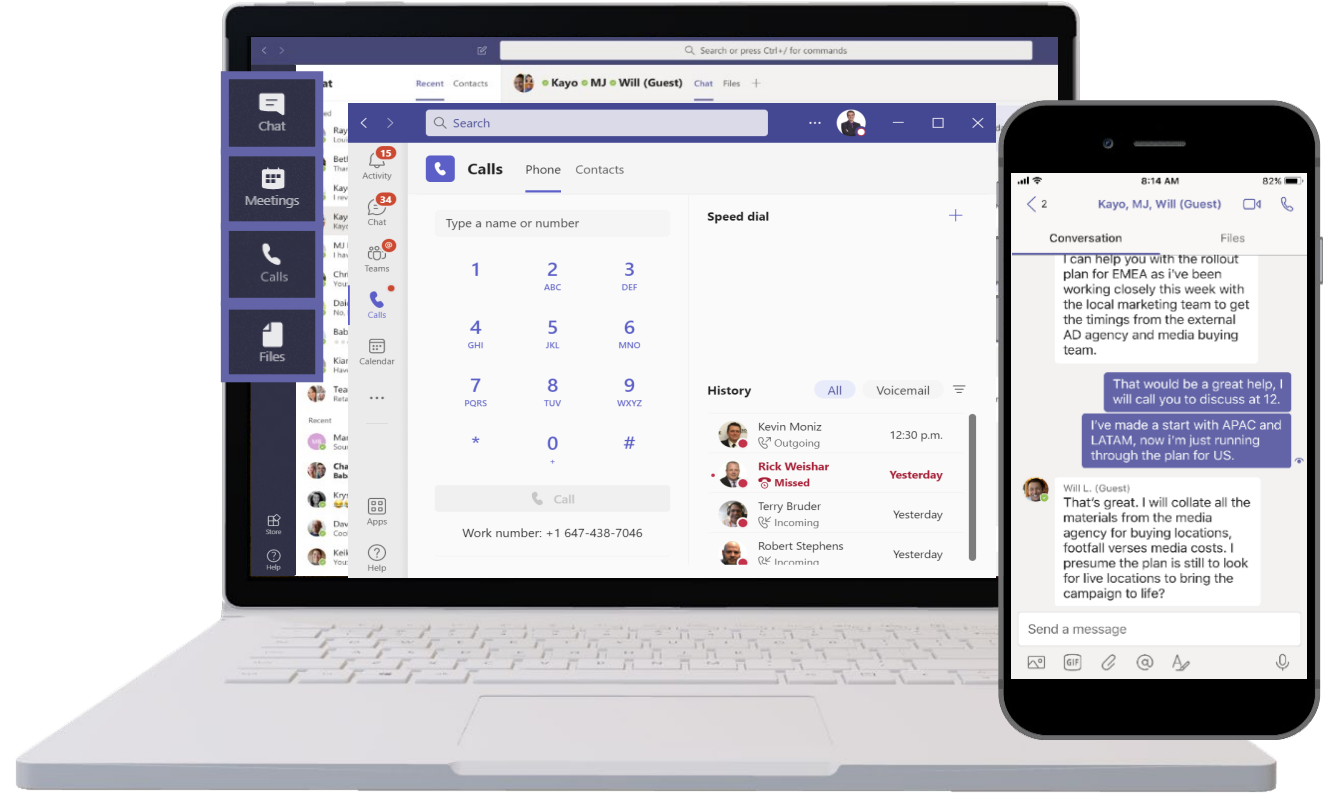
Built-in Office 365 Apps through a single interface.



Enterprise grade security and compliance



Full Unified Communication & Phone System Capabilities



Reimagine the office experience with Microsoft 365 with Teams (2/2)



Be more productive
from anywhere, on
any device



Secure your business with
technology you can trust



Cost-effective
communication solution

Microsoft Teams allows increased productivity in less time

Microsoft Teams Phone

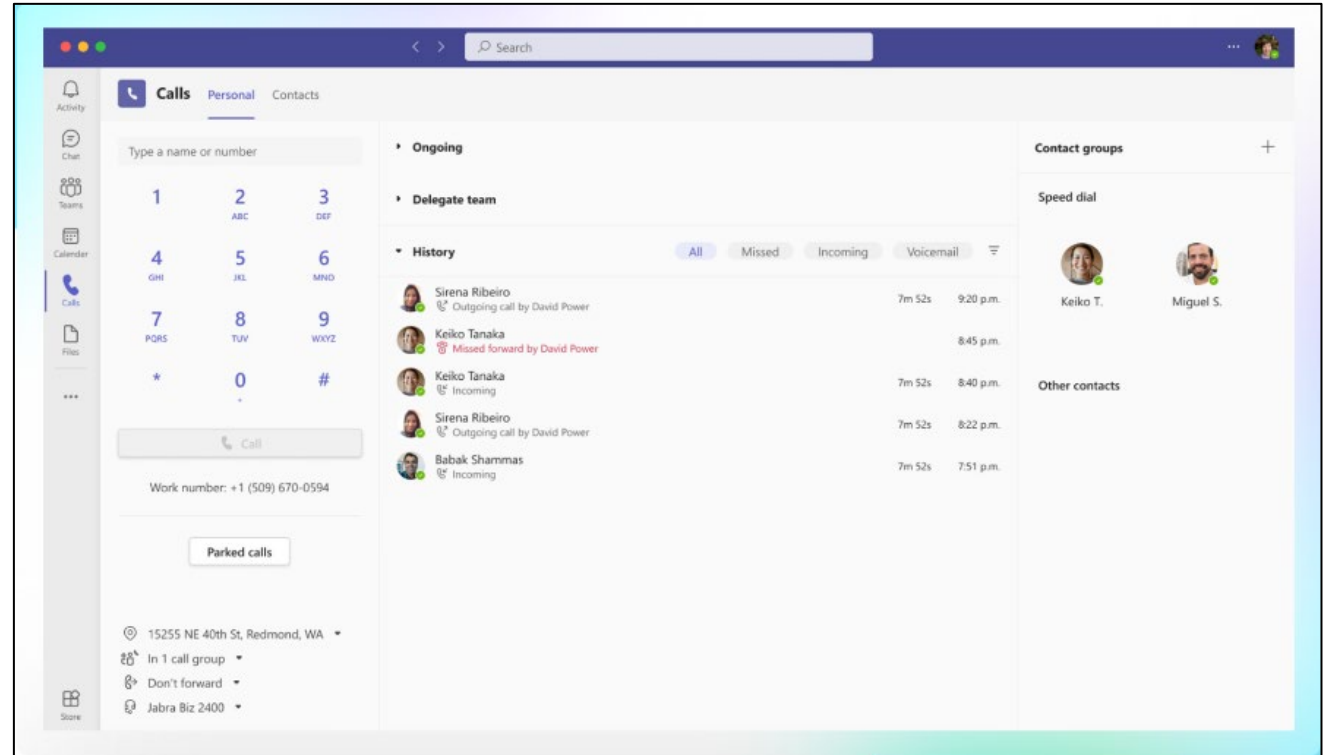


Microsoft Teams Phone System

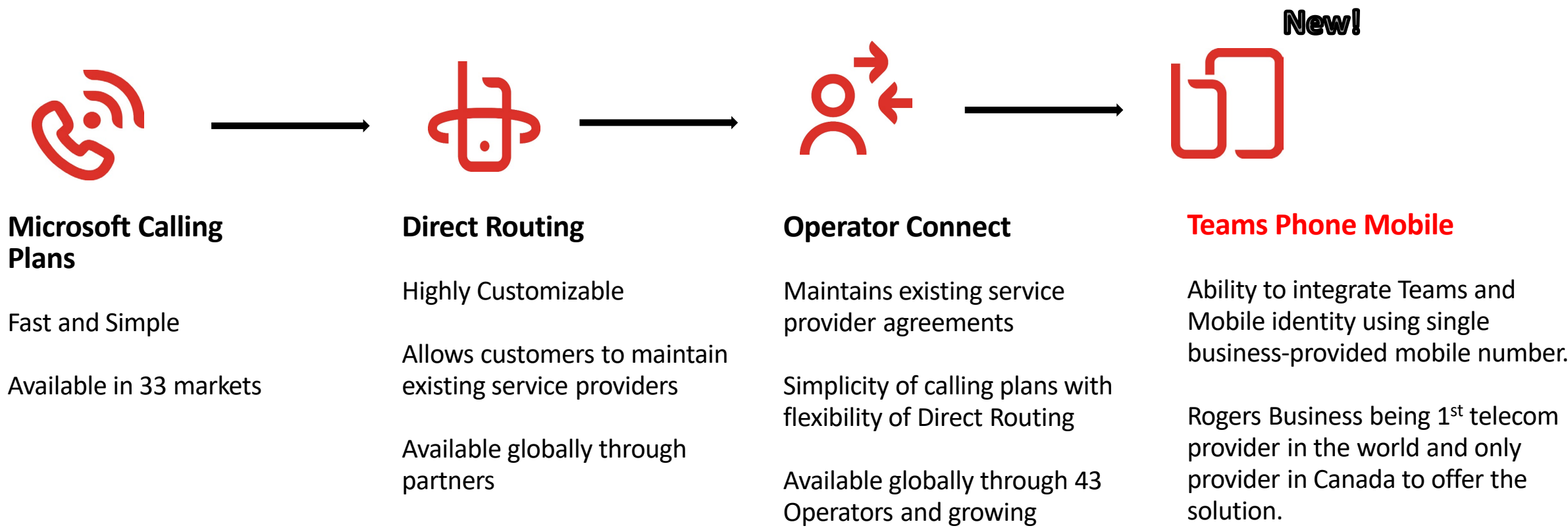
Businesses are constantly on the lookout for ways to reduce costs and complexity of their systems.

Microsoft Teams Phone System is a cloud-based phone system available as part of or added to the M365 subscription.

It allows simplified business process and improved collaboration with voice and video calling on your computer, tablet, mobile device, or desk phone



4 Options for Microsoft Teams Voice



What is Teams Phone Mobile ?

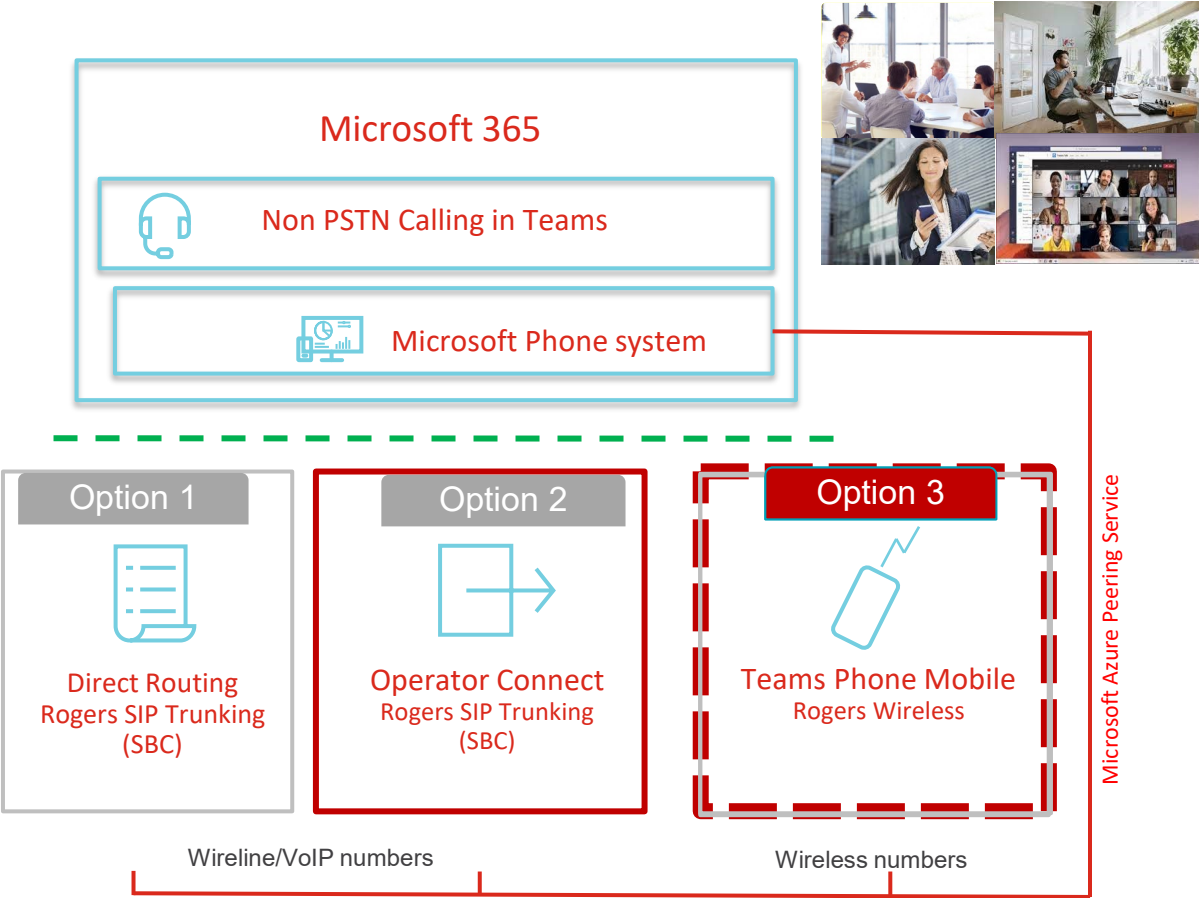
A seamless way to integrate users' mobile identities with Microsoft Teams

 **Create a unified business communication experience.**

 **Reduce costs and eliminate redundancies.**

 **Streamline management and governance.**

 **Deliver a business-grade mobile communications solution**



Key Features

Operator Connect Mobile keeps your mobile workforce connected across devices and networks

1

Make and receive calls from your smartphone's native dialer or Teams endpoints using **your single business-provided mobile number**.

2

Move between devices and Teams endpoints during a call without dropping the call

3

Transfer calls to colleagues on Teams by **uplifting the call to Teams on same device**.

4

Combined call history across Teams and native mobile dialer

5

Presence integration enabling status updates to "In a call" when on a call on the native dialer

6

Unified voicemail & business unanswered settings on all Teams endpoints and email with business enforced archival periods.

7

Enterprise grade calling **policies and compliance** implemented on employee's mobile calls on Teams and native dialer.

8

Show mobile number or company's main number as outbound caller ID when making outbound calls from the native dialer or any Teams endpoint

9

Add mobile number to company call queues and legacy phone services

10

Reliable calling via cellular voice network or internet connection.

Microsoft Voice Solutions: Use Cases

What's in it for you?





Were you off to your cottage and dropped your phone in the lake?

Losing your mobile/cellphone isn't the end!

- ✓ **Teams Phone Mobile is the first solution allowing your Cell number to be backed up by Teams.**
- ✓ **This allows you access your calls even if you have lost your phone in the lake for example!**
- ✓ **Simply login via laptop or other Teams device with your Microsoft credentials and you can make or receive calls from your Rogers mobile phone number.**



Working On call?

CallerID, working for you instead of against you.

- ✓ Historically cell phones have presented a challenge to oncall staff as they may not want their personal cell number published to a customer.
- ✓ With Caller ID policy management with Teams Phone you can now control what callback number and caller name your customers' see.
- ✓ Choose a Teams Auto Attendant and custom CallerID text for different scenarios and alter your mobile with Teams Caller ID policy management.

Recording mobile made simple with Microsoft Teams

Advancing security in Financial industry



- ✓ Update
- ✓ MS teams recording solutions tested and proven with Teams Phone Mobile
- ✓ Allows recording, compliance and policy to be set globally for not only with Teams, but also OC and TPM
- ✓ Major implication for public sector and healthcare in the financial sector
- ✓ Successful attestations from Canadian financial partners



Enhancing security in schools/universities!

Advancing safety in education.

- ✓ **With Teams Phone mobile faculty can now benefit from the rich M365 Teams voice experience while enjoying the safety advantages of a mobile solution.**
- ✓ **Use Microsoft Teams on your desktop, laptop or other smart device anywhere to enjoy advanced Teams capabilities while also having an integrated Rogers Mobility solution. Always be reachable regardless of the scenario at hand.**
- ✓ **Reduce your PBX complexity for your buildings, while advancing the experience for your staff.**

Rogers Business Advantage – Onboarding and Support

One-on-one setup



- Get one-on-one setup support from a Microsoft expert at Rogers Business
- Get access to full migration and configuration support to ensure your business is up and running quickly.

Simple management



- Easily purchase and manage all business applications from one place, Rogers Business Apps Marketplace (RBAM).
- Single sign on with Wireless Business Self Serve

Hands-on Support



- Ongoing support from Rogers specialists to ensure you get the most out of your apps.
- 24/7 English and French Support

Easy Payments and savings



- View all apps together on one Rogers bill.
- Reduce OPEX when combined with select Wireless and Internet plans.



**I Didn't Know
Teams Phone
Did That!**

DEMO

Next Steps

Schedule a call with one of the Point Alliance's Microsoft Teams Phone experts to guide you through the Microsoft Teams Phone Mobile implementation journey



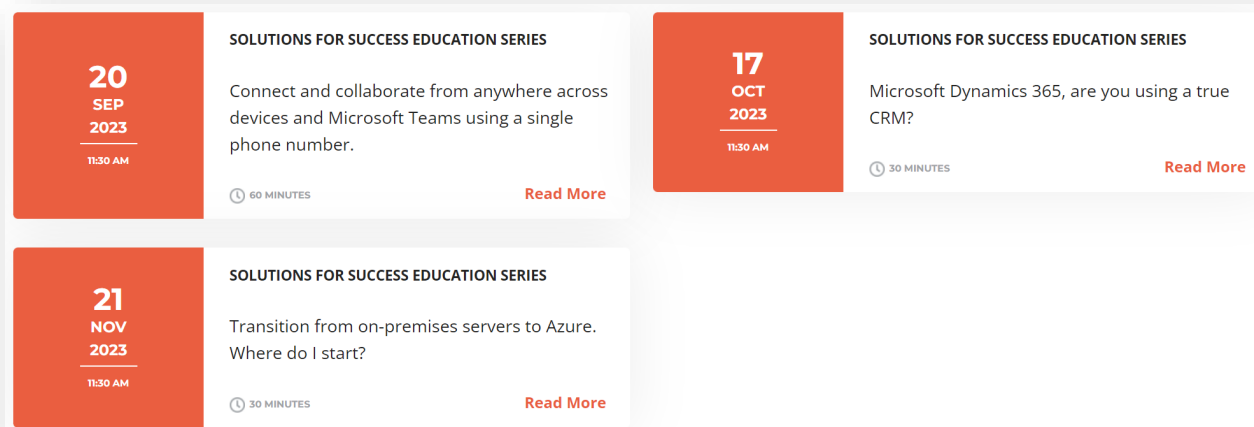
Additional Information

[Rogers](#) - Teams Phone Mobile Info Sheet

[Gartner](#) - IT Leaders Need to Assess Microsoft Teams Phone Mobile's Fixed-Mobile Convergence Experience

Upcoming S4S Webinars

- Third Tuesday of Each Month
- pointalliance.com/events

A graphic showing three upcoming webinars. Each webinar is represented by a red square with the date and time, followed by a white box with the title, description, duration, and a 'Read More' link.

Date	Time	Duration	Topic
20 SEP 2023	11:30 AM	60 MINUTES	Connect and collaborate from anywhere across devices and Microsoft Teams using a single phone number.
17 OCT 2023	11:30 AM	30 MINUTES	Microsoft Dynamics 365, are you using a true CRM?
21 NOV 2023	11:30 AM	30 MINUTES	Transition from on-premises servers to Azure. Where do I start?

Leave us a review

