

Teams Phone choices battlecard

It is time to utilise the power of Microsoft Teams to maximise your revenue opportunity.

Why is Microsoft Teams Phone important to you?

The cloud is calling. The UK is facing the biggest changes in communications technology in over 100 years. Traditional phone lines can no longer be sold. Businesses need alternative solutions now.

There's never been a better time for MSPs to embrace this exciting opportunity and drive their growth in new ways.

Microsoft is a household name with a reputation for excellence. Now it has brought to market its first Unified Collaboration and Communications (UC&C) product which is already top of the Gartner Magic Quadrant™ for UC.&C.

Over 50%

of SMBs choose Microsoft 365 and work with Microsoft Teams on daily basis.

PAGE 1, CAVELL 2022

Why would customers choose Microsoft Teams Phone over their current telephone provider?

Teams Phone is the perfect solution for UK businesses.



All-in-one solution

- Bring together calling, chat, and meetings in an all-in-one app.
- Quickly start a call from Teams, Outlook, or a mobile device.
- Collaborate in Office apps within calls and meetings.
- Work across Teams and Outlook seamlessly with unified contacts and calendars.



Call from anywhere

- Have one phone number across computer, mobile, and desk phones.
- Turn a call into a group meeting without hanging up or redialling.
- Add flexibility to meetings with a dial-in conference number.
- Choose from a range of personal and shared devices built for Teams.



Streamlined management

- Save time and money with a single provider for IT and communications.
- Easily add phone numbers with the familiar Teams Admin Centre.
- Monitor and resolve performance issues with call analytics and a quality dashboard.
- Complete control and self-service over all communication services within Teams Admin Centre.



Secure, reliable, and rich calling

- Enjoy cloud calling features like consultative transfer, music on hold, call park, and more.
- Work as a team with group call pickup, delegation, and shared line appearance.
- Use built-in auto-attendants and call queues, or connect your contact centre software.
- Improve uptime with built-in redundancy and load balancing.

Teams phone options

It's quick and easy to sell through Cloud Market and we're the only distributor with all calling options, including Microsoft Calling Plans, Direct Routing and Operator Connect.

Microsoft Calling Plans

- ✓ Sold by the MSP
- ✓ Expensive for customers
- ✓ No margin for channel
- ✓ Requires Microsoft Teams Phone Licence

Direct Routing

- ✓ Limited to Service Provider SLAs
- ✓ Independent from Microsoft
- ✓ Managed SBCs or Integrator required
- ✓ Requires Microsoft Teams Phone Licence

Operator Connect

- ✓ Backed by Microsoft SLAs
- ✓ Strict Agreements to ensure customer satisfaction
- ✓ QoS guaranteed
- ✓ Quick simple deployment
- ✓ Requires Microsoft Teams Phone Licence
- ✓ Teams Direct Connect for CDR billing
- ✓ Gamma for overage billing
- ✓ Both cost £2.50 per month per user

Webex

- ✓ Easy to deploy and provides some cross platform integration
- ✓ No need for additional Microsoft Licences

We make it easy to maximise your margin

Operator Connect brings the best of Teams Telephony to Microsoft



Teams Desktop / Mobile Console

Unified history of all calls

A dialpad to call landline or mobile numbers.

Users own number to receive direct calls from landline or mobile

Easy access to call features

Call management; make, receive or move calls seamlessly between desktop and mobile

GET IN TOUCH.

Want to learn more about Microsoft Teams Phone?
Give our experts a call - **03301 623 507** or email
teamsphone@giacom.com

AA - AUTO ATTENDANT

DDI - DIRECT DIAL IN (Number)

FTTC - FIBRE TO THE CABINET

FOTP - FIBRE TO THE PREMISES

ISDN - INTEGRATED SERVICES DIGITAL NETWORK

(Traditional phone lines for business)

NGCS - NON-GEOGRAPHIC CALL SERVICES

(08m 084, 087, 09 number regulation)

OFCOM - GOVERNMENT TELECOM REGULATORY BODY

PSTN - PUBLIC SWITCHED TELEPHONE NETWORK

PBX - PRIVATE BRANCH EXCHANGE (A Phone System)

SBC - SESSION BORDER CONTROLLER

UC&C - UNIFIED COMMUNICATIONS AND COLLABORATION

WLR - WHOLESALE LINE RENTAL

CQ - CALL QUEUE

