

# Microsoft Teams Managed Service for Unified Communications

PRODUCT FACTSHEET

# Teleware



Microsoft Teams Managed Service for Unified Communications (UC) is designed to help businesses with limited resources or skillsets to manage their Microsoft Teams voice environment.

They may also require real time performance insights and metrics beyond standard Teams capabilities.

The 24/7 service includes support for meetings and audio conferencing.

This service is available to any business using Microsoft Teams voice.



## Some Key Features

- 24/7 fault management Service Level Agreement (SLA).
- Ongoing management of Teams user accounts, including adds, moves and changes.
- Day-to-day support of Auto Attendant, call queues and call groups.
- Advanced real-time call reporting and analytics, beyond what is available in Microsoft Teams.
- Four different levels of service to cover all budgets and requirements.
- Provision of additional UK Direct Dialling In (DDI) numbers as required.
- Management and maintenance of PSTN ingress and egress.
- Proactive monitoring.
- Automated monthly service report.

## Service packages

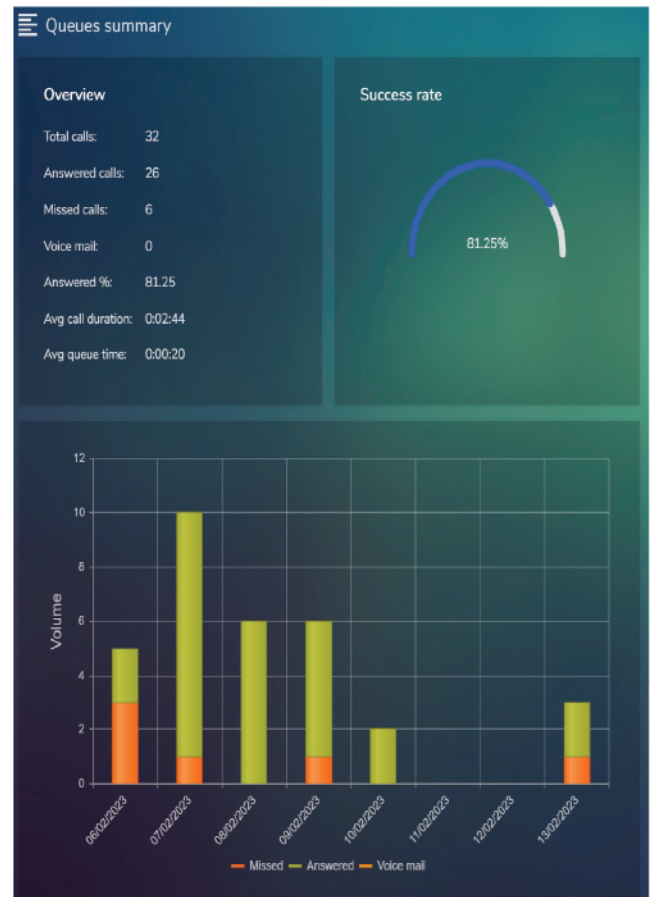
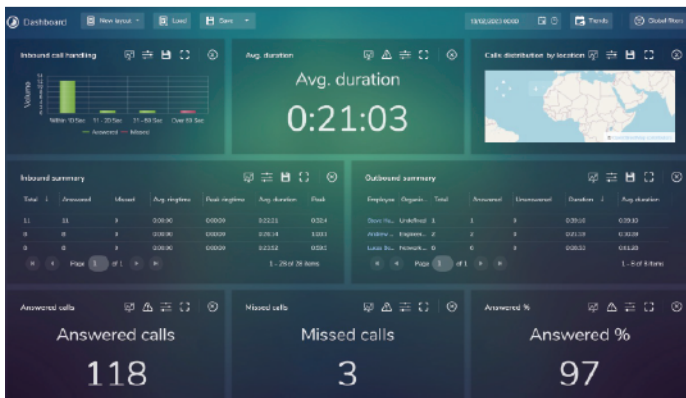
We provide a range of options to allow for differing budgets and requirements. We provide our Direct Routing customers with the Bronze package as standard. The Silver, Gold and Platinum packages have been designed to cover a variety of needs. A breakdown of what is included in each package is provided below:

	BRONZE	SILVER	GOLD	PLATINUM
Fault management SLA	P1-P3	P1-P3	P1-P4	P1-P4
Service level management	Service Desk	Service Desk	Designated Service Manager	Designated Service Manager
Face to face service reviews included per year	1	4	12	12
Standard reporting	✓	✓	✓	✓
Insight and analytics		✓	✓	✓
Bespoke reports			✓	✓
Proactive monitoring				✓
Moves and changes cover post order	1 week	1 month	Unlimited	Unlimited
Service tokens included per year	5	25	Unlimited	Unlimited

Service token definition: Up to 20 mins of work for adds, moves and changes, bespoke reports or other requests

## Reporting

Get real-time data on everything from employee engagement to collaboration and meeting performance with our enhanced reporting services. Our dashboards highlight the metrics that are important to you, ensuring you are making informed decisions to improve business performance.



## Benefits

- Consolidate Microsoft Teams voice services into a single supplier to save costs and improve SLAs.
- Internal IT team will have more capacity to focus on other high priority tasks.
- Enhanced real-time and historic analytics for improved business performance.
- Improved call-handling performance to maximise productivity and enhance customer experience.
- Access to Teleware's Microsoft Teams experts to configure Teams UC and for ongoing support.
- Quickly identify and resolve network issues to maintain service levels regardless of where employees are working from.

## Hybrid working and enhanced employee experiences

- Microsoft Teams Managed Service for UC enables better employee experiences regardless of where they work from.
- Improved UC management for all employees wherever they are working from with advanced, real-time insights.
- Proactive monitoring to identify connectivity issues before they become an employee frustration.
- User and call-queue reporting to view call-queue stats and live queue availability.
- User adoption reporting to identify slow adopters. The insight can be used to create tailored training plans.

## Why Teleware?

### Service Wrap

We fix faults on a 24/7 Service Level Agreement (SLA) and provide access to experts who can deal with any queries quickly, efficiently and professionally.

### Access Microsoft expertise

We have been working with Microsoft for over 30 years and are a Microsoft gold partner in multiple disciplines. We are also a Modern Work solution provider which means we have been recognised by Microsoft as excelling in boosting customers' productivity and helping them make the shift to hybrid work using Microsoft 365.

### Work with pioneers in Unified Communications

We have been working in Unified Communications and Collaboration for more than 30 years. During this time we have worked on some of the biggest UC projects in the world, for major brands including Barclays, British Airways, Sainsburys and Lloyds Bank. Our work with these marquee brands helps all our customers, giving them access to innovative UC solutions that are not available anywhere else.

**To discuss how Teleware can help your business improve Unified Communications contact your Account Manager.**