

*Meetings & Collaboration**Microsoft Teams*

HOW CAN TELEFÓNICA TECH HELP?

We reinvent the office experience so that your employees can work better than ever from anywhere, anytime

The unexpected acceleration of the hybrid work model has led to the rapid adoption of unified communications solutions. Users have new needs with respect to the workplace, seeking real-time collaboration with colleagues and partners, having the flexibility to work where, when and how they want.

Telefónica Tech can help you manage communications between employees in your organisation so that the experience is flexible and efficient. Our experts in leading technologies in unified communications and

collaboration platforms will accompany you throughout the process in an agile and secure way.

With over 270 million users, **Microsoft Teams is a cloud-based communications and collaboration platform** that combines chat, video meetings, file storage, productivity, and application integration in one place. Thanks to this technology, **we are reinventing the office experience** and helping our customers' employees make online and hybrid work an alternative that helps them work better than ever, from wherever they are, at any time.

WHO IS THIS SERVICE FOR?



Small businesses needing to add a standard cloud-based calling solution with advanced features including call transfers, multi-tier auto attendants and call queuing.



Businesses that need to manage calls and communications from anywhere, on any device via the Teams application on PCs, mobile devices, web application and desktop IP phones.



Large organisations that need to set up workspaces with more advanced phone systems with PBX capabilities, such as call control in the cloud with Teams.

OUR VALUE PROPOSITION

Our service

Telefónica Tech facilitates the integration of Microsoft Teams, included in the Office 365 licence, as a collaboration and communication tool within your organisation or as a collaboration tool in the cloud with advanced features.

Our team analyses the customer's needs to offer a customised proposal for integrating Teams with the public telephone network, facilitating collaboration between teams.

What does it allow you to do?

This service will allow you to:

- › **Have a cloud-based phone system** with advanced features and a wide portfolio of devices.
- › **Make and receive calls with our public telephone network without having to leave the application.**

- › **Collaborate with confidence, without compromising the privacy and security of information and participants.**

Benefits

Telefónica as a reference partner

We are a Microsoft Gold Partner certified for our capabilities, customers, track record and development of solutions and a technical support service that allows us to prioritise the resolution of our customers' incidents.

Advice and customised proposal

Evaluation of the customer's needs, with the aim of developing a customised integration project, based on the requirements, including complex migration scenarios.

Comprehensive modern call solution

We offer a comprehensive connectivity and communications service that includes all the necessary elements: licences, public telephone network integration, voice traffic, peripherals and complementary functionalities.

Delegated administration

We assume all tasks related to the management of the service through easy access to Microsoft Teams configuration and operation consoles.

Telefónica Tech's differential value



We guarantee a complete, end-to-end connectivity and communications solution thanks to our capabilities and experience.



Customised and complete proposal including licences, public telephone network integration, voice traffic, peripherals, and complementary functionalities.



We simplify all activities related to the management of the service through delegated administration.

TEAMS & ACHIEVEMENTS

Our team

- › Unified communications and collaboration services are managed by Telefónica Tech's global operations team, made up of more than **2,300 professionals**, in coordination with the Digital Operations Centre (DOC).
- › The DOC, in turn, is made up of a qualified team of **200 highly specialised experts** with diverse profiles (engineers, data architects, security and cloud operators, among others) to provide maximum support to our customers.

Achievements

- › **+1,5M of users** rely on Telefónica for their unified communications and collaboration solutions.

BUSINESS MODEL

Flexible subscription model.

It is a **complete turnkey service**, based on a **per-user subscription** business model that includes all the elements necessary for the provision of the service.

Various add-ons available to enable the user to build a complete **productivity and collaboration** offer.

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