

# Welcome to a more intuitive digital workplace

Many businesses see a move to public cloud services as more and more compelling. This is especially true for global organisations who are already using Office 365. We've been working closely with Microsoft to develop a direct routing capability which will provide PSTN calling to Microsoft Teams – making the most of our strengths in networking, security and voice.

Microsoft Teams provides a modern conversation experience for today's teams. It supports both persistent and also threaded chats to keep everyone engaged.

Everyone in the team can see the team conversations by default but you can also set up private discussions. Teams users can take part in voice and video conferences and everyone can add personality to their digital workspace with emojis, stickers, GIFs and custom memes to make it their own.

## How do we add value to Microsoft Teams?

Building on One Cloud Microsoft's success, with over 550,000 seats under management, we can now extend our service to Microsoft Teams – so it becomes the go-to collaboration tool for many Office 365 customers.

We're working closely with Microsoft on direct routing voice services and will continue to improve what's on offer so you get the best value from Office 365.

## The very best of both worlds

- **Excellent end-user experience** – through our own monitoring services and those in Office 365. And we can manage the end-to-end customer experience with our Connect portfolio.
- **An easier transformation** – we can make the transition and adoption from traditional platforms to cloud services smoother for you and voice for global customers in the cloud will enhance the journey.
- **Integration and protection** – by integrating Office 365 with your current environments, we can move users to the cloud while protecting your investment in existing platforms and applications.
- **Unrivalled global reach** – with our global network we can provide an end-to-end managed voice service for Microsoft Teams.

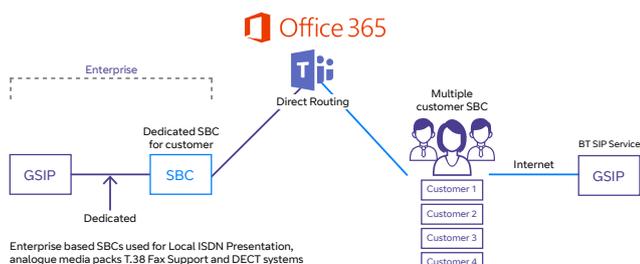
“We were looking for a global network and cloud services integration partner to help us gain more control over our network estate, increase efficiencies, maximise the benefits of the cloud and help accelerate our digital transformation. BT will take away the burden of managing a multitude of different suppliers and make it easier for us to implement new services for our employees and customers.”

General manager of Global IT Solutions.



# Voice connectivity for Microsoft Teams

We've been working closely with Microsoft to develop a direct routing capability which will provide PSTN calling to Microsoft Teams, leveraging our strengths in networking, security and voice enablement. We administer the application on your behalf, with the option of analytics through One Cloud monitoring.



## Integration options for Microsoft Teams:

We've also been working very closely with Microsoft on Teams, looking at the migration from Skype for Business.

We can support the integration of Teams into the BT cloud and the migration of Microsoft unified communications (UC) users when they're ready to move:

- create a complete Microsoft voice environment, moving to Teams as functionality fits persona mapping
- leaves users on existing telephony platform and migrate voice to Teams as functionality fits the persona mapping
- create a hybrid environment that includes all capabilities.

## Why choose BT?

### Smooth migration and adoption

We've worked hard to deliver a simple integration of voice and Teams, so you realise the value quickly. We're a Microsoft Gold partner with eight gold accreditations and manage over 550,000 Microsoft users from data centres around the world – including redundant, geographically separate datacentres in Europe, US and Asia Pacific. We can offer additional cloud services, such as call recording, monitoring and analytics, each with a single global price per user type.

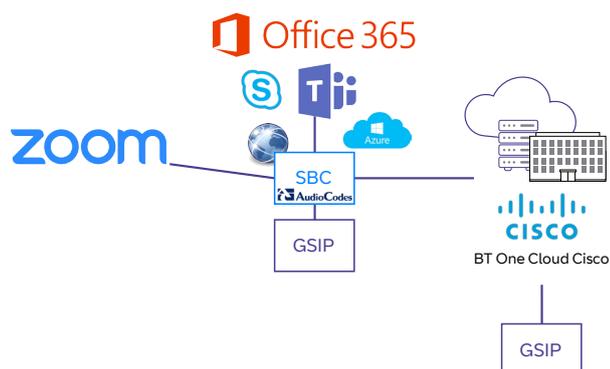
We make sure your organisation can adopt new technology easily, by managing a simple migration that users barely notice, and then supporting a transition onto VoIP so that users are comfortable with their new tools.

### Smart commercial models

A single global per user price across calling and cloud services, with self-service for billing events, means control is in your hands.

### Global reach, global recognition

Our One Voice SIP service supports more than 370 customers, with over 500,000 channels, with full PSTN replacement in 24 countries, we serve over 4,300 sites and carry over 50 million minutes a month.



## What could One Cloud Microsoft do for you?

Visit [bt.com/digital-workplace](https://bt.com/digital-workplace)

### Offices worldwide.

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