



Managed Microsoft Teams Calling Service

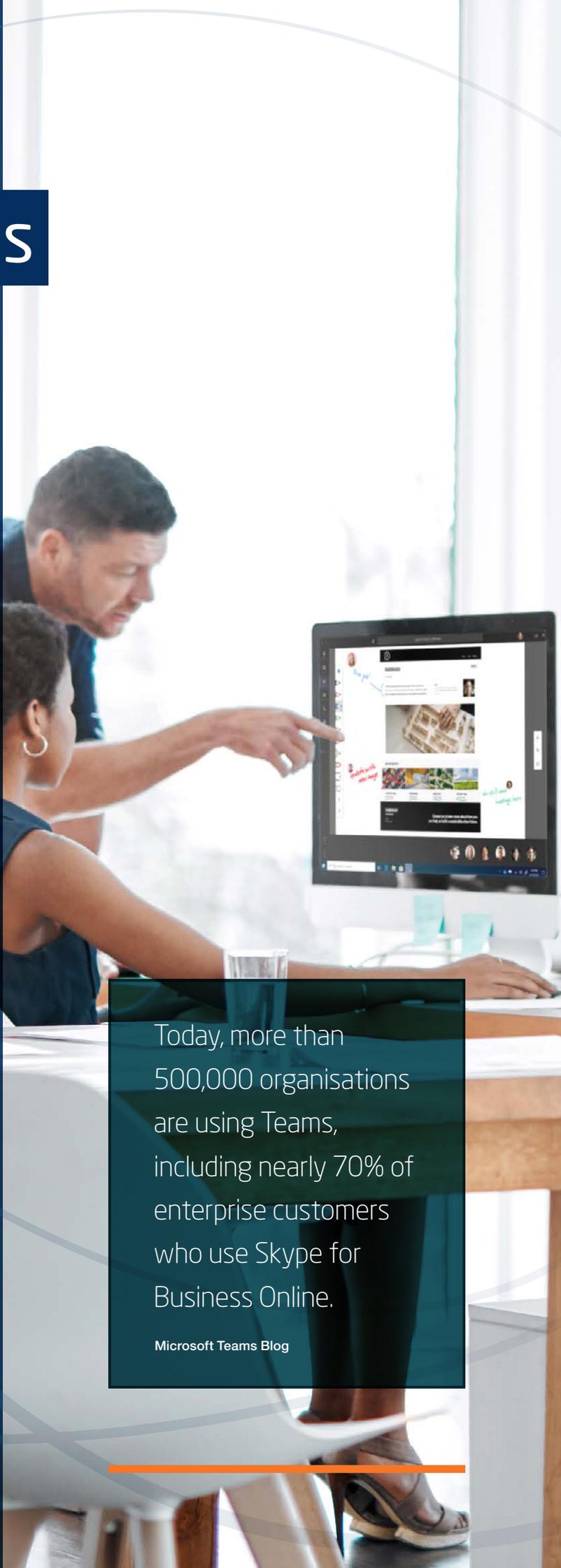
A fully integrated enterprise voice calling and meeting experience

Managed Microsoft Teams Calling Service

Microsoft Teams enables employees to communicate and collaborate productively from anywhere – whether that be in the office, at home or on the move. Online voice calling, video meetings and audio conferencing are an ever-increasingly important part of the Teams application.

This was particularly evident during the pandemic as businesses rushed to enable online voice calling and meeting experiences for their unexpectedly fully remote workforce. In fact, Microsoft reported a 1000% increase in video meetings in March 2020 as companies shut down their offices and employees were forced to work from home for the first time in history. As a result, Teams has now firmly established itself in the global marketplace as a prominent part of the communications ecosystem.

With communication and collaboration recognised as key to organisational success, to assure their communication platform is well-managed with a service users can depend on and that they can continue to harness the same platform for all of their communication needs, customers are looking to take the next step with a fully-integrated enterprise voice calling and meeting service.



Today, more than 500,000 organisations are using Teams, including nearly 70% of enterprise customers who use Skype for Business Online.

Microsoft Teams Blog



Ensure the health and stability of your MS Teams voice and calling service

NEC Managed Microsoft Teams Calling Service enables customers to maximise employee communication and collaboration with a fully integrated enterprise voice calling and meeting experience. By adding a high-quality voice calling capability with direct routing to Microsoft's cloud-based Teams application, NEC completes the Teams application by bringing together all your technology needs and tools in the one place.

Our service provides your business with the capability to make and receive calls to both landlines and mobiles from any of your devices and offers all the standard calling features to ensure your team stays connected.

We offer a flexible 3-tiered support model ranging from Essential through to Premium for customers who require 24x7 business critical support. The service can be further tailored by selecting from a suite of additional service modules, including on-going management of your Microsoft Teams tenant or support for your organisation's phone handsets.

Service Benefits

Improved Efficiency

NEC has a long history of experience and expertise, from support of associated infrastructure and ongoing maintenance through to the management of your Teams environment, allowing your staff to focus more on business-critical tasks.

Flexible Deployment

NEC's BYO model provides customers with the ability to bring their own PBX which they have already invested in and want to retain long term, and/or retain their existing carrier relationship and bring their own carriage provider.

Partner Ecosystem

Through our long-standing partner relationships with Microsoft, Poly and Audiocodes, NEC can build and manage a proven end-to-end solution leveraging our existing knowledge and experience.

Cost Effective

Customers can leverage NEC's experience and access Microsoft certified engineers and Voice Specialists without having to employ expensive staff directly or invest in significant training.

Tiered Service

To fit your business needs NEC has tiered the service into three packages with the number of functions provided increasing from Essential, Standard, through to our Premium package for those customers who require 24x7 business critical support.

Teams Features



Audio & Video Conferencing



Presence



Instant Messaging



Task Management

Enhance collaboration in your organisation

Modular Service

Our flexible offering allows you to tailor the service to your needs by selecting from a suite of additional service modules. Whether it's the management of your Microsoft Teams tenant or your organisation's phone handsets, NEC can tailor a service that meets your needs.

Service Desk

Access to NEC's Service Desk as an escalation point directly from your Service Desk for incidents, service requests and problems. All calls logged using NEC's ITIL aligned service management processes and can be made available 24/7 if required.

Managed Teams Tenant (optional)

This module enables NEC to manage your Teams environment via the Microsoft Teams Admin Centre and PowerShell Module. We'll configure your Teams related policies as required along with typical activities including Moves, Adds, Changes and Deletions (MACDs).

Service Reporting

Standard report metrics include operational data on incidents including response time, changes and service requests. We can also provide reporting on Teams Usage and Activity reports when the Teams Tenant Management module is selected.

Service Health Monitoring

We monitor your associated infrastructure in real-time for service availability to generate proactive service outage notifications to your Service Desk. If the Teams Tenant module is selected, we'll also monitor your Teams Tenant and Service Cloud alerts in real-time.

Teams Features



Conversation Channels



Device Agnostic



Integrated Apps



Enterprise Voice Capability

Service Packages

	Essential	Standard	Premium
Pricing unit	Per user / per month		
Incident management - support hours	8:30-17:00 Mon-Fri ¹	8:30-17:00 Mon-Fri ²	24x7x365
Service levels	Best effort	90% of all priority incidents responded to within target	
Service desk access	Online only	8:30-17:00 Mon-Fri	24x7
Service assistance portal	✓	✓	✓
Remote support	✓	✓	✓
Voice management	✓	✓	✓
SBC & gateway support	✓	✓	✓
SBC & gateway monitoring	✓	✓	✓
Carrier triage	✓	✓	✓
Service reporting	-	✓	✓
Service delivery manager	-	✓	✓
Carrier management	-	✓	✓
Advanced SBC support	-	✓	✓
Problem management	-	-	✓
Major incident management	-	-	✓
Maintenance services ³	✓	✓	✓
Service insight	Required for existing deployments		
Available Service Modules (fees apply)			
Voice gateway (SBC) hardware replacement	Priced on request		
Analogue gateway maintenance	Priced on request		

1. Essential Package: Supports your choice of a single time zone in Australia for each device/endpoint/port/user, does not include public holidays.

2. Standard Package: Supports multiple time zones in Australia for each device/endpoint/port/user, does not include public holidays.

3. These services are available at an additional cost and priced upon application.

NEC have a track record of more than 50 years of success delivering support to Australian organisations

Available Service Modules

Phone Handset / Headset Management	Management of Teams Tenant	Teams Meeting Room System Support	Call Quality Monitoring for SBC
Executive Dashboard	Train the Trainer	Skype for Business Migration	Request Fulfilment

For more information and detail about our service packages, their features and optional extras, please contact your NEC representative or [contact us online](#).

Why NEC?

NEC holds Microsoft Gold certifications in communications, collaboration and content, and a number of NEC personnel have now obtained Teams certification. NEC has received awards from Microsoft for delivering innovative, unique and successful projects that drive tangible outcomes for our customers across the entire Microsoft stack.

NEC have a track record spanning more than 50 years of engineering success and delivering support to Australian organisations, both large and small. We continue to invest skills and technology in close partnership with Microsoft. Our professional and consulting services team has considerable experience in assessing and assisting complex migrations into the Cloud and managing those environments.



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