

Teams Voice Managed Service

Unlock Seamless Communication with our Teams Voice Managed Service.



OVERVIEW

Empowering Your Voice, Unifying Your Teams

Microsoft Teams offers advanced voice and phone features, enhancing communication and collaboration for organizations. With VoIP, Calling Services, Operator Connect, and Direct Routing, it's the ideal platform for seamless teamwork. Our Teams Voice Managed Service provides an all-in-one solution, boosting productivity and easing IT burdens. Elevate your business communication to the next level.

OUR APPROACH

Our Microsoft Teams Voice Managed Service empowers you to harness the full potential of Microsoft 365's robust calling capabilities. In today's evolving workplace landscape, Teams and other Microsoft 365 applications are revolutionizing collaboration across diverse sectors.

Teams Voice revolutionizes communication by enhancing efficiency, quality, accessibility, and security for small teams embracing hybrid work or global enterprises connecting across continents. No matter how you leverage Teams Voice, our support ensures that your organization maximizes its benefits

HOW OUR TEAMS VOICE MANAGED SERVICE CAN HELP YOUR ORGANIZATION



STREAMLINED INCIDENT MANAGEMENT

Our helpdesk takes the hassle out of troubleshooting Teams Voice issues and ensures a quick, efficient resolution. In the rare event that escalation is necessary, we have the expertise to engage directly with Microsoft, providing a swift path to resolution and minimal disruption.



ANALYTICS AND INSIGHTS

Our analytics and reporting module provides valuable performance and usage data. This enables you to optimize your voice communication strategy, track call quality, and identify areas for improvement, ultimately enhancing the efficiency and effectiveness of your communication infrastructure.



COST EFFICIENCY

Our Managed service offers cost predictability and control. You can avoid unexpected expenses and lower the total cost of ownership by outsourcing the management of your Teams Voice solution to experts who can optimize resources and minimize downtime.



SECURITY & COMPLIANCE

Our Teams Voice Managed Service includes robust security measures to protect your voice communications. These services can help you stay compliant with industry regulations, safeguard sensitive information, and mitigate the risk of data breaches, providing a secure environment for your voice communication.

Teams Voice Managed Service

BRONZE

SILVER

GOLD

HELPDESK & SUPPORT

- Triage with customers helpdesk to address end-user requests
- Troubleshooting & resolution of support tickets within SLA
- Day-to-day support of Auto Attendants, call queues, & groups
- Fulfillment of adds, moves and changes to users & policy for Teams voice
- Attend to user hardware needs (with vendor support)
- Microsoft Teams Room support
- Telephony provider and resulting equipment support

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ANALYTICS & REPORTING

- Incident and problem management metrics
- Call quality reporting
- User, meeting, call queue, and call volume insights
- Quarterly meetings to review KPIs
- Third-party products & integrations

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PROACTIVE MONITORING & MAINTENANCE

- Remote management
- Proactive Monitoring
- Peripheral patching and updates
- Preventive Health Checks
- Telephony equipment monitoring and maintenance

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OPTIMIZATION

- Performance analysis & trending
- License & calling plan optimization
- Teams App Integration support

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About Softlanding

Founded in 2000, Softlanding is a leading provider of cloud, professional, and managed IT services. We are a multi-award-winning Microsoft Solutions Partner with 5 Microsoft Solutions Designations and 9 Microsoft Specializations. We use our experience and expertise to solve our client's business challenges while creating a solid foundation for growth strategies, flexibility and scalability.



Head Office
555 West Hastings st.
Suite 1605
Vancouver, BC V6B 4N6

Offices
Toronto
Montreal
Calgary

888-976-3852
cloud@softlanding.ca
softlanding.ca