



# **DIRECT2 FOR MICROSOFT TEAMS 101 GUIDE FOR NON-IT STAKEHOLDERS**

Daisy Direct2 for Microsoft Teams can maximise the productivity potential of Microsoft Teams, while enhancing customer experience, reducing complexity and cost.



# A PRACTICAL TOOLKIT

This guide is a practical tool kit to help give your colleagues, stakeholders and other influencers a better understanding in a way that resonates with your organisation's vision and objectives.

## How to use this tool

The productivity and mobility benefits of Microsoft Teams are well known, and if you're reading this guide, chances are you're already taking advantage of them.

Daisy's Direct2Teams allows you to maximise your Teams environment, in particular to enable additions like the direct routing of external calls and more.

Next task? To get your fellow decision makers on board.

The most relevant benefits of Direct2Teams will depend on the unique needs of your business and the way you currently use technology. So too will the way you present those benefits to key stakeholders.

This is a structured, jargon-free and comprehensive guide to the benefits of Direct2Teams. It's designed to chime with the priorities and concerns of key executives, enabling you to "mix and match" these benefits to create a tailored, coherent business case for your organisation.

## The Daisy dimension

As a Microsoft Gold Partner with more than two decades of experience in the unified communications market, we help companies of all sizes harness the full power of Microsoft 365, Microsoft Azure, Teams and a wide range of other technologies to make their business smarter.

However complex your requirement, our technical know-how and consultative approach will allow you to deploy and combine technology simply, cost-effectively and with maximum impact, while bridging the gap between legacy systems and new possibilities.



# CONTENTS

The backstory: Microsoft Teams and voice calling

How it works

Benefits #1: Transforming business performance

Benefits #2: Strategic advantages

Benefits #3: Cost-effectiveness

Security and compliance

Comprehensive 4D Adoption and Training

Making it happen



# THE BACKSTORY: MICROSOFT TEAMS AND VOICE CALLING

Collaboration and communication apps have revolutionised the way we work. But without integrated voice calling, businesses may be missing a trick and paying over the odds.

Collaboration apps are fast becoming essential to modern business productivity, with Microsoft Teams a global leader in the field.

But despite the huge mobility advantages offered by Teams, most UK users still can't access integrated voice calling as part of their Teams interface.

While a number of Direct Routing solutions do exist, few are as simple, scalable and cost-effective as Direct2Teams.

Direct2Teams allows you to embed secure, reliable voice calling into Microsoft Teams to create a complete productivity and communications package.

Best of all? We can do this in whatever way suits your business – whether you're evolving towards a full cloud-based unified communications system or just want to access your current PSTN system seamlessly through Microsoft Teams ([see section 2](#)).

*The Microsoft Teams user base increased by **750%** between 2019 and 2020...*

*In the UK, **92%** of Teams users can't make external calls through the app...*

Gamma 2019

# HOW IT WORKS

**A supremely versatile solution, Direct2Teams will work for you wherever you are in your digital journey.**

There are three main ways of using Direct2Teams. Do you want to:



**Route voice calls** directly, securely and cost-efficiently between MS Teams and your existing PBX or cloud PSTN provider (the “hybrid” option)?



**Enhance the external calling options** available to you within your existing Teams environment (the “optimisation” option)?



**Create a new**, fully cloud-hosted, omnichannel unified communications and contact centre platform within your Teams environment (the “transformation” option)?

These options can also be sequenced as separate stages on a bespoke, long-term migration.

The key enabling technology:

- **Cloud hosting:** drawing on 10 years’ experience as a Microsoft Gold Partner, our Azure-based solutions seamlessly integrate into the MS suite providing telephony features from Auto Attendant and IVR to omnichannel contact centre capabilities ([see section 3](#)).
- **SIP trunking:** your ticket to seamless Direct Routing. You could save up to 40% when compared to adding a Microsoft calling plan for each user.
- **Session border controllers:** this fully accredited technology allows Daisy to interact securely and compliantly with any PSTN provider, for smooth Direct Routing to Teams.





# BENEFITS #1:

## TRANSFORMING BUSINESS PERFORMANCE

**Direct routing takes the productivity potential of Teams as far as it can go, while enhancing customer experience, reducing complexity and cost.**



### A more complete Teams package...

- Combine productivity, collaboration and external calling, all through your familiar Teams interface.
- Secure, agile remote and homeworking.
- Outstanding call quality and reliability – anytime, anywhere, on any device.



### Smart call features for deeper customer engagement...

- Call recording (PCI/GDPR/MiFID-2 compliant)\*.
- Enhanced call routing connects callers to the relevant colleague for “first-time” resolution.
- Auto Attendant and Interactive Voice Response (IVR) allow customers to self-serve with maximum efficiency, even for complex queries.



### Lower costs...

From simple per-user billing to bundled call rates and more, Direct2Teams can help you streamline and manage telephony costs for unprecedented savings ([see section 5](#) for full details).



### The potential to go further...

Direct2Teams opens the door to deploying a full, enterprise-grade, omnichannel contact centre through Teams - incorporating voice, webchat, email and social media channels, while optimising the use of customer and performance data.

\* **MiFID II:** Markets in Financial Instruments Directive  
**GDPR:** General Data Protection Regulations  
**PCI:** Payment Card Industry Data Security Standard



# BENEFITS #2: STRATEGIC ADVANTAGES

**Direct2Teams offers incredible flexibility, allowing you to expand your communication and collaboration capability in a way that fits your strategy and vision.**



Opt for Direct Routing and enable external calling from Teams or migrate to the cloud at your pace and according to your budget on a hybrid option, where you can add contact centre and call recording capabilities but still leverage your existing PBX investment.



With our ultra-quick, hardware-light deployment approach, your business is always ready to “flex up”. Want to open a new office? Direct2Teams can expand to new locations and users within 24 hours.



By optimising your capacity for flexible, mobile working, Direct2Teams also increases your business continuity options.

As a long-standing Microsoft Gold Partner, we offer a consultative approach that views Direct2Teams in the context of your existing Microsoft estate and usage needs. You will find that deploying our products also helps you get a better return on investment (ROI) from your existing Microsoft 365 licences.





# BENEFITS #3:

## COST-EFFECTIVENESS

**With Direct2Teams, call costs can be up to 40% lower than Microsoft plans. But there are other factors that can positively affect your bottom line.**

- Our ultra-competitive call plan includes bundled minutes, making it cheaper than PSTN and Microsoft rates.
- By adding Direct Routing to your Teams interface, you'll give your workforce maximum mobility, helping you to minimise travel costs, streamline office occupancy and potentially reduce your carbon footprint.
- Clear, per-user subscriptions lead to simple, predictable monthly billing.
- No Capex. Direct2Teams is compatible with your existing Teams hardware (laptops, Internet connection, networking etc.).
- With Daisy Corporate Services, you enjoy a tailored deployment approach that's focused on giving you the best ROI from Direct2Teams. By extension, it will also help you get more value from your wider Microsoft 365 licences.





# SECURITY AND COMPLIANCE

**Daisy Corporate Services' deep expertise in cloud, unified communications and cybersecurity combines with Microsoft's own rigorously tested protocols to keep your customers, data and reputation completely safe.**

- Direct2Teams provides enterprise-grade call security, as well as compliant recording and archiving across all communication channels in Microsoft Teams.
- As part of the Microsoft 365 suite of apps, Teams benefits from internationally certified governance and compliance technology, while the security of the Azure public cloud is trusted by the biggest global enterprises.
- Daisy Corporate Services also provides holistic solutions and training to help you protect end-user devices from human error and other hazards.
- Safeguarding your privacy by design: our approach to privacy is grounded in a commitment to giving you total transparency over the collection, use and distribution of your data.



# COMPREHENSIVE 4D ADOPTION AND TRAINING

**Research has shown us that 80% of the benefits come from using the technology, and 20% of the benefits come from the technology itself.**

**Our bespoke 4D Adoption and Training approach will ensure that Direct2Teams is fully embedded in your organisation. Here's how:**

- We start by developing a detailed picture of what you want Direct2Teams to achieve for your organisation, and how your people will use it in the context of your wider Microsoft estate.
- All your business's unique requirements are taken into account, from processes, behaviour and cultural changes to technical product training – resulting in a truly tailored adoption plan.
- We then work with you to prepare and deliver a sequence of virtual workshops, along with a combination of on-site and online training, to maximise adoption within your organisation.

## **"Discover. Design. Deliver. Defend."**

With Daisy, your made-to-measure adoption and training journey has everything covered, including:

- Identifying key roles and champions
- Business use case scenarios
- Executive coaching
- Suite of learning materials
- Pilot deliveries
- Adoption webinars for Microsoft Teams
- Training hub user portal
- Communications and internal marketing





# MAKING IT HAPPEN

**Ready to unite your voice and collaboration platforms? Our specialists can help you deploy Direct2Teams so it works for you now and as your business grows and changes...**

- Daisy Corporate Services' consultative approach starts with a deep understanding of your business needs and the way you currently use technology.
- We can help you deploy Direct2Teams in a way that fits your vision, enhances your existing technology estate and delivers the functionality your people and customers want, while ensuring you get the best return on your investment.
- Let us tailor a migration route that's driven by your appetite for change and moves at the pace you want. Our service can cover whatever elements you need, from initial scoping and user profiles through to training and support.



For a no-obligation chat or to arrange a demo, our specialists are on-hand to talk about what can work best for the needs of your users/business.

Call: **0344 863 3000**

Email: [\*\*enquiry@daisyuk.tech\*\*](mailto:enquiry@daisyuk.tech)