

# Microsoft Teams Phone and Lumen Give everyone on your team a voice



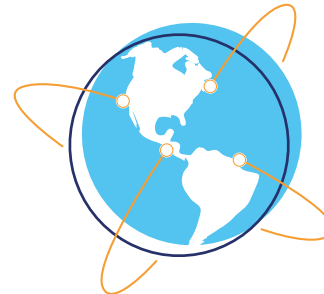
# Keeping customers and employees connected in the hybrid workplace

**Companies worldwide are embracing hybrid work as a viable strategic work method. When scattered employees needed to work from many locations in 2020, companies pivoted to deploying Unified Communications and Collaboration products as quickly as possible to their now remote workforces to keep employees engaged, customer needs met, and business moving forward.**

Organizations have continued with those UC&C tools in place today and have realized the benefits a hybrid workplace can bring. In its “Future of Work” survey, Accenture reveals that the “productivity everywhere” model is used by 63% of high-growing companies.<sup>1</sup>

<sup>1</sup> [Accenture Future of Work Study 2022](#)

But having a flexible workforce brings challenges when modernizing communications for everyone. How do organizations keep all their employees on a level playing field with each other, leadership, and customers when working from anywhere? How do we give everyone on an organization’s team a voice, internally and externally, physically and metaphorically? Lumen and Microsoft have come together to fill in the gap with Microsoft Teams Phone.



# Speak up. Stand out. Move forward.

## How do we modernize productivity through better communications?

At Lumen, we believe that to answer this question, we need to understand the way that workers communicate. As video conferencing has become a fact of life, it is easy to believe that it gives workers all they need to interact and collaborate productively. But it is only half the story.

A scheduled, 30-minute group discussion is very different to a spontaneous one-on-one call. If you need to quickly gather information, address a tactical development, or seek fast approval, you pick up the phone. Conventionally, Lumen's PSTN telephony has been used for this purpose—to help ensure that everyone can reach everyone else quickly, reliably, and smoothly. Yet traditional PSTN is not as effective as it was.

Lumen's enterprise customers have many employees who are highly mobile and therefore hard to reach. They do not sit by a desk phone, they live and work within environments such as Microsoft Teams because it gives them access to online meetings, files, and group messaging, regardless of their physical location—at home, in the office, in transit.

Nor is this a temporary shift in behavior: as of the end of 2021 more than 2 in 3 employees works remotely, either on a schedule, as desired, or as their usual work location.\*



# Speak up. Stand out. Move forward.

To enable each employee to contribute optimally, our customers need communications channels that help them to connect effectively. Employees need to:

- Be productive from anywhere, whether in or out of the office
- Easily switch between devices, including desktops, laptops, and mobile phones.
- Have access to voice, video meetings, and chat.
- Have hassle-free automatic updates, comprehensive support and robust security.

A unified communications infrastructure should connect every employee across the enterprise and extend into the contact center. In this way, more effective communications will have a direct result on the customer experience, providing further competitive advantage.

**In short, if you want to drive 2022 productivity, you cannot do it with 2002 telephony.**



# Can you have too much of a good thing?

**There are many sophisticated and powerful communication tools available in today's workforce. But this is precisely the problem: there are too many.**

Lumen has helped many enterprises to move to the cloud in recent years, but they have often been forced to adopt short-term solutions to accommodate the sudden rise in remote working. Recent research shows the three most important cloud-based UC&C solution features are cloud-based file storage, team collaboration and web/av conferencing and 51% of those organizations using cloud-based UC&C solutions are satisfied.\*

In addition, today's organizations demand flexibility and scalability that traditional telephony cannot offer. They need to grow and move in line with ever-changing demands and cannot be held back by technology that prohibits that agility. No one can say with certainty how the workforce of the future will operate or how

they will need to be supported. But at Lumen, we firmly believe that the most successful companies will be those who are flexible and resilient enough to change with the times, and agile technologies such as cloud-based, unified communications, are therefore essential.

The proliferation of platforms is hampering productivity and agility, with both factors highlighting the need for a single, well-established, and widely understood communications platform. Microsoft Teams, with 270\*\* million users worldwide, is seen as one of the leading candidates for this role, and customers are increasingly asking Lumen to integrate full voice services into the Teams platform.

# Why add Lumen voice services to Microsoft Teams?

**Integrating Lumen voice services within the Teams environment brings a welcome simplicity and convenience to the employee experience.**

As companies move increasingly to hybrid working models, giving employees a desirable experience is important since there is a growing expectation that larger organizations will offer a modern, flexible working environment for their staff.

But enabling Microsoft Teams Phone is not just a “nice-to-have”. The reason so many organizations are asking Lumen to integrate telephone-based collaboration into the wider Teams suite is that it creates value in enhanced collaboration and productivity, minimizes the total cost of ownership (TCO), and maximizes business outcomes.

In a 2021 commissioned study titled **Economic Impact™ Of Microsoft Teams Calling Solutions**, Forrester Consulting analyzed the benefits of adding voice to Microsoft Teams. By interviewing enterprise customers, the Forrester study quantified the economic impact that would be expected for a typical enterprise with 10,000 users. Over a three-year period, the Forrester study projected that an investment in Microsoft Teams Phone would produce a net present value (NPV) of \$12.9 million, representing an ROI of 132%.

To see the analysis in detail, please download the original Forrester study [here](#).

# The productivity **genius**

As a rule, making a phone call is not difficult. But the truth is that, for organizations with a traditional business telephone system—known as a PBX—or an IP-based telephony solution that is separate from Teams, it is sometimes harder and more time-consuming than it should be.

The limitations of non-integrated telephony leads to wasted time connecting and collaborating with other employees, customers, and partners. The time wasted is measured in minutes—which multiplies into millions when amplified to an enterprise scale.

Integrating Lumen carrier services directly into Microsoft Teams means not only that employees can contact each other from any device, it also helps improve business workflow by reducing the time spent initiating and conducting phone calls—whether they are using PSTN calling or online conferencing.

It removes friction from business, enhances the quality of collaboration and delivers a quantifiable benefit.

**In the words of one customer:  
“Regardless of where you are in the world or your role, you click a button and are talking to someone. That’s the genius of it!”**



# The productivity **genius**

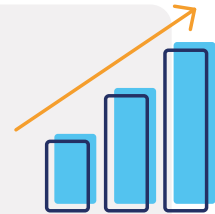
## How much is the extra productivity worth?

To calculate a figure, the Forrester study worked on the basis that 10% of a composite organization, an enterprise workforce of 10,000, were considered “highly mobile”. Their study concluded that these workers saved 15 minutes per day through the convenience of dialing directly through Microsoft Teams, while the average across all employees was a savings of 7.6 minutes.

Even when making the reasonable assumption that only 50% of the time saved would be productively repurposed, they still estimated that a composite organization of this size could expect to see a benefit of \$11million over three years.

Microsoft Teams Phone improves communication between employees, customers and partners by integrating voice calling into other collaboration solutions and making it easier to complete calls from virtually anywhere. This means that employees save time and collaborate better, creating more value for the organization.

**Increase in  
productivity  
worth \$11m**



(benefit over three-year period)



## Eliminate the alternative. Pocket the difference.

The main reason that global organizations ask to integrate voice into Microsoft Teams is for the productivity and convenience that it brings to workers. But a positive side-effect that cannot go ignored is the financial benefit of consolidating communications into a single supplier.

Most companies—including those involved in the Forrester study—used a wide variety of voice solutions, ranging from POTS and VoIP PBXs to hosted calling solutions. Indeed, there are frequently several such solutions in place, with companies needing a voice infrastructure in each country they operate in.

Implementing Microsoft Teams Phone in partnership with an experienced global carrier such as Lumen not only reduces the number of solutions used, but PSTN dialing in the cloud helps many companies to reduce overall international calling charges, since calls are all routed and charged domestically.

### How do you calculate the benefits of consolidation?

Using Microsoft Teams Phone “eliminates” the previous solution — which was calculated to cost \$28 per user per month. Over three years this amounted to a benefit of \$10.2 million, although there may be further savings if a contract included additional services such as tier-three support.

**Reduction in  
telephony cost  
of \$10.2m**

(benefit over three-year period)



# Simplified support and migration

By moving to Microsoft Teams phone, you remove the need for a separate internal team to support telephony users, thus reducing your overall management costs. Your internal team is already familiar with the Teams environment and we provide intuitive web-based tools that enable them to add new sites and telephone numbers with ease.

Any further technical support requirements involving the integration of voice into Teams can of course be covered by Lumen as part of our managed service.

## What's the support saving?

The Forrester study calculated the value of five full-time-equivalent (FTE) staff working in support. By simplifying the support task, such employees could be usefully reassigned to other tasks, presenting a value to the business. Over a three-year period, replacing telephony IT support equated to a \$1.5 million reduction in cost.

**Reduction in  
support cost  
of \$1.5m**

(benefit over three-year period)



# Want to add voice to Microsoft Teams?

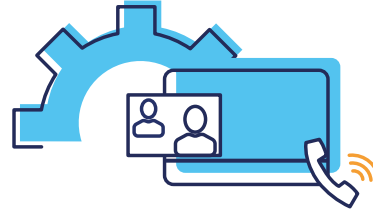
Having an experienced partner like Lumen on your side makes all the difference. We understand business comms and can provide a smooth migration. **Let us look after the details behind the scenes, while you and your workforce focus on making the most of that extra productivity.**

## End-to-end managed migration

Looking after everything from SBC configuration to Azure and network set-up, we will be with you every step of the way. You will have a team dedicated to your migration and a single point of contact to help ensure a smooth transition.

## Maximize value of existing assets

We can integrate your existing equipment where necessary, providing your business with minimum disruption and maximum protection of investment. Predictability of costs also gives you a clear view of the economic benefit of cloud calling through Teams.



# Leave it to Lumen

## Handling complexity

Many Lumen customers have a mix of legacy equipment, further complicated by multiple locations and problematic call or contact center considerations. However, we have the experience to plan and execute a problem-free migration from the most intimidating legacy position.

## Call quality and security

Our unrivaled carrier-grade network provides reliability and call quality, with comprehensive, built-in security. We also offer special services for critical comms and emergency services, enabling you to meet regulatory, legal and organizational needs.

## Helping you as you grow

Supporting users is time-consuming, so we save you time by looking after the inevitable moves, changes and new locations as your business grows and develops. Our reporting and analytics tools also help ensure that everything is running efficiently.



# Let Lumen give you **everything in one place**

**The beauty of adding voice to Microsoft Teams is that your workforce finally has everything they need in one place.**

While the employees themselves may be distributed in offices, homes and many other locations around the world, Microsoft Teams Phone puts their communications needs on a single screen—whatever device they use.

**Click on the name; talk to the person.**

And with Lumen, you also get to unify the way you buy telecoms by using a single, trusted vendor, who can help you get the maximum business value from your investment. Everything you need is finally in one place.



**Everything you need is finally in one place**

# Ready to go?

You've already made the investment in Microsoft Teams—and if you have the E5 license, Teams Phone is already included. But migrating to Teams takes more than just flipping a switch.

From our experience, we know that there are a number of key points to consider in order to experience a smooth migration. We will of course guide you through the pitfalls and show how you can realize the business value of Microsoft Teams Phone sooner rather than later.

## Contact Lumen Today ›

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