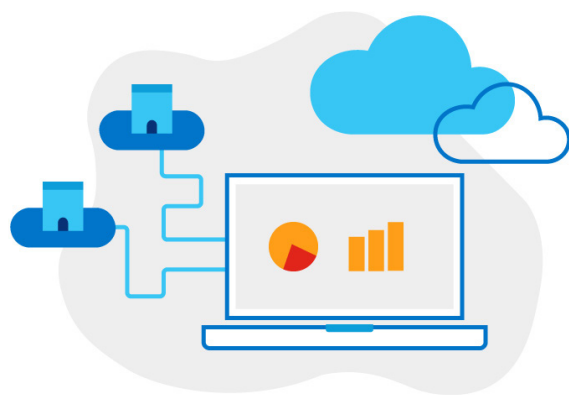


The financial impact of adding voice to Microsoft Teams

Over the past few years, the workforce has largely shifted from in-person to hybrid and remote models, spurring companies to transform their operations—including how their employees collaborate. But in the midst of this transformation, a vital tool has been left out of the conversation: the telephone.

Now, by adding voice services to the Microsoft Teams environment, Lumen is helping its customers to drive collaboration and productivity, maximizing the total cost of ownership, and ultimately optimizing business outcomes.

But how much is it really worth? A Forrester Consulting study titled “The Total Economic Impact™ Of Microsoft Teams Calling Solutions”^{*} gives us details, which we have summarized below:



Total three-year benefit of improved communication:
\$11 million



Save time, save money

Forrester 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 \$11 million over three years.

One enhanced platform, one reduced cost

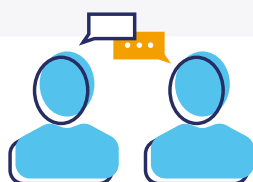
Lumen and Microsoft’s Voice solutions replace less flexible, more costly voice solutions—such as plain old telephone service (POTS), voice over IP (VoIP), PBXs, or a solution that is cobbled together out of several providers—while reducing or eliminating long-distance and international charges. With Lumen, customers enjoy a single, unified platform that results in real savings for enterprises.

According to the Forrester study, when the composite organization moves to Teams Calling from another hosted calling solution, it sees a benefit of \$10.2 million.

Total three-year benefit of elimination of previous voice solutions:
\$10.2 million



Total three-year benefit of replacing telephony IT support:
\$1.5 million



Simplified support costs less

Managing telephony through legacy voice solutions requires a different skillset from the rest of the IT organization—meaning that enterprises must run an entirely separate support team.

Because the Microsoft Voice solutions are part of Teams and Microsoft 365, they can be managed from the same console as the other collaboration tools. The result is to reduce the overall cost of managing voice infrastructure and users. The benefit of replacing telephony IT support was calculated at \$1.5 million over three years, based on the cost of five full-time staff, who could be reassigned to other tasks.

How was this calculated?

Forrester interviewed four enterprise customers who had added voice calling to Teams, assessed the benefits they realized, and then calculated the benefit that would be expected for a large enterprise with 10,000 employees. The full study is available [here](#).

Let’s talk Teams

Organizations with a Microsoft 365 license are one step closer to adding voice to Teams. If you’re interested in learning more about why it makes financial sense to add Voice to Teams—and how we can help you do it, please contact Lumen today.

^{*}A commissioned Forrester Consulting study “The Total Economic Impact™ Of Microsoft Teams Calling Solutions”. February 2021.