Microsoft Teams

Communicate Anywhere Anytime

What is Teams?

- A platform that fosters an inclusive work culture by enabling all workers to collaborate.

- A cloud based application that integrates with both an organisation's Office 365 suite and non-Microsoft products.

- A platform that combines:

  - Teams: Members can set up topics of conversation called Channels, to allow groups of people to communicate without reliance on email that can include text and images.

  - Messaging: Interactions include private instant messages to a single individual, group meetings or conversations, and file sharing.

  - Meetings: Synchronising Teams with Outlook calendars to offer scheduling of meetings with customisable settings, and viewing daily schedules.

  - Calls: Make audio and video calls within Teams, or Voice over IP for calls outside of Teams.

  - Teams has functionality to integrate Apps, Bots, and Websites.

Why choose Teams?

- Completely collaborative environment.
- Persistent Chat features.
- Efficient bandwidth consumption.
- Built for the cloud on highly scalable micro-services architecture.
- Enables maintenance and upgrades with minimal disruption.
- Attractive and agile interface.
- Enables local and remote workers to collaborate on content in real time across different devices.
- Available for Windows, MacOS, iOS, Android and via a web client.
- Offer live captions in video presentations.
- Customisable backgrounds to help avoid distractions.
- AI powered suggestions for 'focus time' in Calendars through MyAnalytics to silence all notifications.
- Avoids conflicts of interest within organisations through Information Barriers that limit which individuals can communicate with one another in Teams.
- Team chats can accommodate up to 100 users.
- Participate in white-boarding from afar via enabled camera that detects the whiteboard in a physical meeting room, crops and frames it and shares the content with remote participants.

R-GROUP INTERNATIONAL

Why Choose R-Group?

- We are a Microsoft Gold Communications Partner and a licensed Australian Telecommunications Carrier (R-COM).

- We have one of the highest level of Microsoft UC trained personnel in Western Australia.

- Our experience and certification places us in the unique position of being an implementation partner of choice for provision of Microsoft Teams.

- We can provide the ability to integrate Teams into a full phone system, including calling packages.

- We provide unique enhancements on top of the standard Teams features to provide smarter call capabilities and more customization options, compared against the standard Teams offering.

- Our dedicated approach ensures that we help you make more effective design decisions, resolve issues faster, and achieve an end product and user experience that both meets your technical requirements, and exceeds your business expectations.

- We provide Microsoft Premier Support in Australia and offer Microsoft backed support services to clients using Microsoft Teams.

- Our experience with the brands and devices that form the dedicated ecosystems of devices developed to work with Teams (Crestron, Lenovo, Logitech, HP, Poly, Yealink, Audiocodes, Jabra).

Service Deployment

- Discovery of customer requirements.

- Design of specified Solution.

- Tailoring system to customer configuration requirements.

- Connecting Enterprise Voice to R-Com Voice Services.

- Microsoft Certified Testing.

- Cut over of existing telephony system to new Teams System.

- User Training.

- Heldesk and ongoing support.