



Microsoft Teams

In 2019 R-Group implemented a dedicated Government Microsoft Teams calling platform, offering an Op-Ex phone solution for our government clients that allows them to manage their phone system costs while enabling staff to work more effectively from home and at remote sites. We have already on-boarded multiple state government agencies, providing them with an integrated solution including first-class IP telephony and unified communications including:

- Establishment of Teams telephony environment
- Enabling full voice connectivity through integration with Office365
- Establishment of a pilot group to demonstrate and test features
- Device configuration and preparation of test files
- Call flow configuration, consultation and mapping
- Provision of soft clients, Poly Trio conference units, Yealink handsets and Plantronics and Jabra headsets

In addition to meeting current client requirements, the platform also provides access to further features such as mobility, enhanced video and collaboration. This allows for customers to utilise their new phone system in the same manner as their existing, whilst opening up exciting future capabilities for information sharing.

