



Give Teams a Voice

Introducing Microsoft Teams Phone for Care Homes & Groups

Teams Phone is an add-on to the Microsoft 365 subscription and is a crucial element in making the step to a modern working environment in your care home or group. It provides a secure, productive employee experience with calls, chat, meetings, and Microsoft 365 apps united in one easy-to-use tool.



82%

of employees say workplace technology would influence their choice to accept a new job.

Source: Smart working is here to stay and so are the benefits

Why Teams Phone?

Care Home needs are met with the traditional calling features we expect in a phone system such as voicemail, speed dial, music on hold, presence and call forwarding as examples.

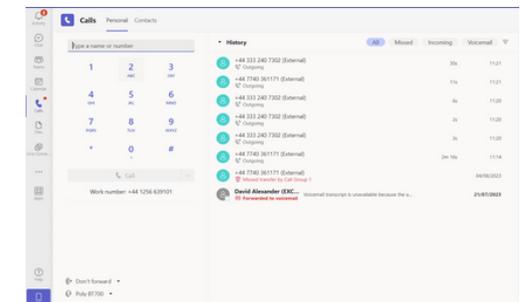
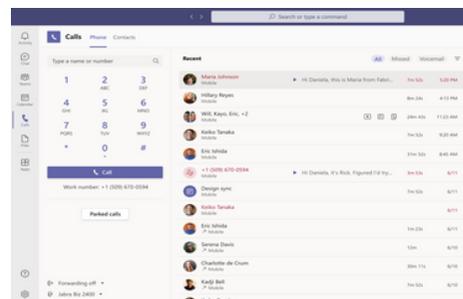
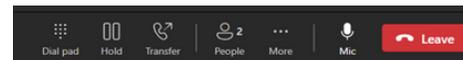
Why Microsoft Teams for your care home?

There are several reasons why care homes want to add voice enablement to Microsoft Teams. Some of the main benefits include:

- Collaboration
- Security
- Simplicity
- Take a Call Anywhere
- Business Continuity
- Cost Savings
- Efficiency
- Scalability
- Call Management Features

Say hello to Voice Calling with Microsoft Teams

As well as all of the traditional calling features, you can complete all your call management within the Teams Admin Centre and create call queues, auto attendants, resource accounts and lots more. It can also be integrated with other features such as call recording and contact centre solutions. Whichever route you choose, we're here to help you successfully navigate your transformation, offering 24/7 support every step of the way. We can even look after everything for you with our managed services.





The GHM Teams Phone Solution

Our Operator Connect solution makes using Teams Phone easy, efficient, and cost-effective.

Game-changing features included as standard:

- Cloud Auto Attendant
- Cloud Call Queues
- Make and Receive Video Calls
- Voicemail
- Call Park and Retrieve
- Call Forwarding / Multi Device
- Call Transfer
- Group Pick Up
- Caller ID
- Integrated Dial Pad
- Search by Name
- Integration with Outlook
- Music On Hold
- Cloud-Based Call Management
- Disaster Recovery Centre & Backup

Plus these optional extras to support you on your journey:

- Built in Disaster Recovery
- Call Recording
- Handsets and Headsets

What you need to get started:

Microsoft 365
or
Office 365 base
License which
includes
Teams

+

Teams Phone
Standard
License
(not needed
with
E5/A5 license)

+

Operator
Connect from
GHM

Why GHM Care?

- FREE Microsoft Consultation with a Solution Expert
- Quality of Service - 99.99% SLA
- Configuration & Project Management including Porting Numbers
- Ongoing Management & Advice
- Knowledgeable & Friendly Support Desk and Designated Account Manager



**Operator Connect Free Trial:
Includes 5 free users and 10 DDI's
per customer for 30 days.**

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find out more visit ghmcare.co.uk