

SCC AVS Remote  
Working Solutions

A woman with long brown hair, wearing glasses and a white shirt, is smiling and waving her right hand. She is wearing a headset with a microphone. In front of her is a laptop. The background is dark with blurred lights, suggesting an office or city setting at night. A large blue graphic element, resembling a stylized arrow or a checkmark, is overlaid on the right side of the image.

connect

Collaborate with your teams  
from anywhere



# Communicate. Collaborate. Thrive.

The way we work has undergone a seismic shift. Organisations have rapidly accelerated the adoption of remote working with solutions from Microsoft Teams to Town Hall events in an effort to achieve the benefits a work-from-anywhere strategy can deliver.

This is why a collaboration strategy will be even more critical in the post-COVID-19 era. It is apparent that we are now experiencing the largest remote working trial in history!

Organisations have an amazing opportunity to take the best of home working and office culture. Decisions are now being made about the adoption of permanent home working or a hybrid model that enables flexible working whilst maximising productivity.

When it comes to enabling a successful remote working strategy, organisations must ensure that their collaboration tools meet end user requirements, delivering an excellent experience for everyone regardless of how and where they work.

Security compliance and how these tools work when engaging with customers and partners outside your organisation are also key factors to consider when evaluating the best solutions.

## Transforming to the next normal





## The challenge

As we evaluate any sort of return to normality organisations will be planning how to manage the safe return to work of their people. Collaboration tools will play a major part in these discussions now and in the future.

Different organisations will face different decisions depending on which point of their journey they are on. For some, simple adaption with revised workflow's will be enough, others will need strategies to leverage existing investments and for some this will provide an opportunity to replace ageing

technologies that no longer are fit for purpose. These decisions are even more crucial during an economic downturn.

Our expertise and solutions can help ensure the maximum return on every investment is made for your organisation. Also, as one of only a handful of Microsoft

FastTrack partners in the UK we can help utilise funding to guide you on your journey.

## The solutions



### The journey to native Microsoft Teams Rooms

Many organisations implemented and will continue to use Microsoft Teams. This was fine when everyone was working remotely, using a native Microsoft Teams environment.

However, when people begin a return to the workplace and back into existing video conference meeting spaces they will no longer be able to join via Microsoft Teams without a Cloud Video Interop (CVI) solution in place.

Whilst your goal may be to adopt native Microsoft Teams Rooms systems, with capital already invested in room solutions you may need to look to adopt a CVI such as BlueJeans, WebEx, Pexip etc. to provide a gateway that ensures the continuation of Microsoft Teams meetings within traditional non-native Teams Room environments.



### Voice Communication

While Microsoft Teams is a very effective collaboration tool, it is not always the right Unified Comms platform natively. Teams can be optimised and enhanced by the use of 3rd-party solutions so it fits perfectly for your needs and simplifies the end user experience.

We can recommend complementing enterprise-grade cloud voice communication solutions that will keep Teams at the centre of your user's collaboration experience by providing:

- Global PSTN access for your Microsoft Teams users without changing the user experience
- Full PSTN access for Microsoft Teams users with toll free and DID numbers
- Unlimited calling plans\*
- Native integrations with business applications \*

\*Restrictions apply



### Contact Centre

For clients who are looking to stay ahead of changing customer expectations we can consult on Contact Centre solutions that integrate with Microsoft Teams.

Key benefits:

- Interactive Voice Response for speech-enabled intelligent voice response to incoming callers
- Conversational virtual assistant that will help provide personalised self service to customers
- Automatic Call Distribution (ACD) with skills based routing to support quicker responses
- Omni-channel functionality, integrating social media, messaging applications and email
- Options for on-premise and cloud enabling dispersed and virtual Contact Centre
- Analytics and clear management dashboards to provide insight, productivity reports and customer feedback



### Collaboration Spaces as a Service

Plan your collaboration deployments with peace of mind and the ability to scale faster with budget conscious financing options.

SCC AVS provide organisations with the ability to give its employees easy and flexible ways to connect, communicate and collaborate with key customers, colleagues and suppliers.

- Predict - shift Capex to Opex, simplifying the procurement process and providing predictable pricing
- Scale - drive collaboration strategies faster and at a lower cost of ownership with flexible finance options for small to large deployments
- Simplify - standardise with best in class solutions that simplify, enable and accelerate
- Protect - minimise downtime with comprehensive support options and built in solution refreshes