

REMOTE WORKING SOLUTIONS FOR OFFICE BASED ROLES: TEAMS SOLUTION FOR LAW FIRM

Microsoft Teams facilitates fast and secure solution for business-critical department.

Requirement:

As a result of the Covid-19 pandemic, users were quickly required to work remotely and the existing telephony solution became unfit for purpose, especially for one of their business-critical units. The client required a solution to:

- provide a telephony solution for this department, which allows the main external numbers to be picked up by a number of staff who form part of a call pick-up group.
- provide inbound call handling to allow all external calls to be picked up by multiple members of the department remotely.
- allow outbound calls from a recognised local number.

Solution:

- Quorum deployed Microsoft Teams and Business Voice.
- Through this combination we assigned DDI numbers to the members of this department, created a call pick-up group that they were all part of and routed calls to this team from the existing, on-premises phone system. Deploying Teams allowed these users to receive those calls as part of the call group, so that any available member can accept the call (and also transfer calls to other members).



End User Productivity
& Employee Experience



Improved Security



Efficient IT



Safe & Useful Data

Result:

- Within 24 hours of the requirements being received Quorum were able to enable licenses, deploy the Teams and Business Voice services and complete testing to have this solution in place and working without any change to the way end customer contacts this department.
- Solution was delivered securely with Enterprise, Mobility, and Security services.
- As the existing Microsoft Cloud Solution Provider to the client Quorum could provision additional required licenses within minutes that were available and active within hours to have this service up and running quickly.

Why Teams?:

- Fully 'Software as a Service' Cloud solution backed by SLAs from Microsoft.
- As a Microsoft Cloud Solutions Provider Quorum were able to activate a 6 month Teams trial at no additional cost to the client.
- No unnecessary extra steps for the end user providing a quick and easy user experience.
- No additional security set up for the end user (existing Office 365 credentials & Multi Factor Authentication).
- Streamlined setup which integrates with existing services i.e. Azure Active Directory & Mobile Application Management.
- Allowed for future benefits and expansion of unified communications, such as audio and video conferencing.

Gold

Microsoft
Partner

