



Microsoft Teams Phone

Teams Phone is an all-in-one phone system, created to work with Microsoft 365 and Office 365 apps and services, and to deliver a complete productivity, communication and collaboration solution for SMBs.

Created for the Modern Workplace, Teams Phone is available as a Microsoft with calling plan, as a direct routing option, and enabling customers to utilize existing PBX systems and devices with Call2Teams. Vuzion partners with industry-leading solution and product vendors to support delivery of all Microsoft Teams Phone implementation scenarios.



Reseller spotlight

Surrey-based Opus Technology was founded in 1992, and provides end-to-end communications, IT and managed print services to private and public sector organisations.

Opus became a Vuzion partner in 2019.

Opus Technology rolls out Microsoft Teams Phone to existing customers and picks up swathes of new business

With Microsoft Teams Phone, Opus Technology is able to offer their SMB customers a truly unified communications solution, with an affordable telephony functionality integrated into Microsoft 365 and Teams, to give businesses a seamless modern workplace experience.

The opportunity

Opus was a traditional telco before migrating to become an MSP cloud solution provider and Microsoft partner.

Opus was delighted when Microsoft Teams Phone was launched, enabling as it does the company to capitalise on their legacy skill-set and expertise within the new world of Microsoft Modern Workplace and Azure.

Opus's approach

Opus was introduced to Microsoft Teams Phone at a Vuzion partner event, focusing on communication. "We could see that telecoms and IT markets were going to become ever closer," says Stephen Harte, Sales Director at Opus Technology. "With guest speakers from Microsoft, a direct routing provider, and device provider, the event enabled us to fully understand the Microsoft Teams Phone opportunity, and how to package the offering.

"We have taken advantage of Vuzion's training options and attended every one of the Teams and Voice focused sessions, while we have utilised Vuzion's professional services to support with some of the more complex deployments, such as implementations alongside Teams for customers with WVD.

"We use Vuzion's marketplace and billing platform extensively. It has everything in the one place, and is now branded so that our customers can self-serve, and which has led to revenue growth because it's easy for customers to add their own services."



"We're delighted to be working with Opus, and who have seen such resounding success with their Microsoft Teams Phone offering. At Vuzion, we continue to see high adoption and take-up of Microsoft Teams Phone within our existing partner ecosystem, by those with a telco background and those new to telephony but recognising the benefits to the customer of a truly integrated and fully cloud communication and collaboration solution."

Cameron Male, Vuzion Business Development Manager

Highlights

- **75% of engagements with existing and prospective customers have a Microsoft Teams Phone conversation.**
- **All but two of Opus's Microsoft Teams Phone customers use direct routing with Gamma, and with whom Vuzion also partners.**
- **Microsoft Teams Phone customers are a mix of those already on Microsoft 365, and those migrating to the productivity suite to be able to benefit from the Voice capabilities**
- **Feedback from customers on Teams Phone is that they love the integration, and Teams becoming a true hub for collaboration and communication.**
- **Stephen Harte, Opus's Sales Director: "Monthly billing is really easy with Vuzion's billing services, while their marketplace dashboards and reporting features combined with Microsoft 365's enable us to measure and monitor customer usage, and ensure that everyone is getting the best value from their investment."**

Looking ahead

The hybrid workplace: The move to remote working saw major growth in the requirement for cloud telephony. Covid restrictions still regulate business life, while hybrid environments are expected to become common post-pandemic. Opus sees the demand for Microsoft Teams Phone – with its integration into the productivity suite utilised by so many businesses and the huge rise in the numbers using Teams – continuing to grow.