

chess[®]  Helps You

Work From Anywhere

Work Better Together

with Chess Teams Voice



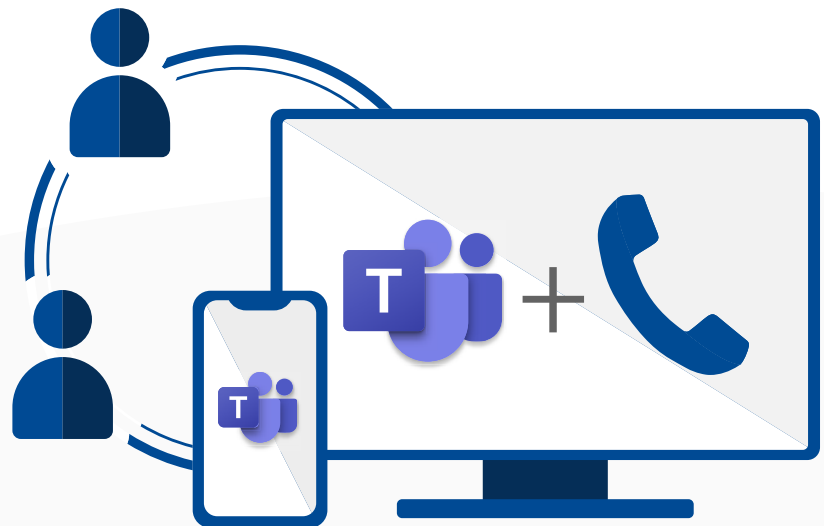
Guide To Improving
Productivity



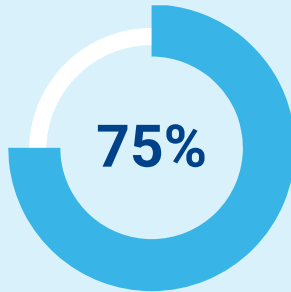
Communication and Collaboration— Why It Really Matters

Improving communication and collaboration across organisations is high on the agenda of business of all sizes and sectors. It's a key tool in increasing productivity, improving problem solving and refining processes and procedures.

Without good workplace communication there can be no effective teamwork, evidence based research shows that having an agile workforce can help you and your people work better together.

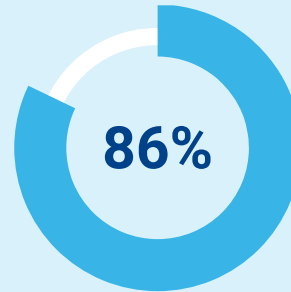


Key Collaboration Stats



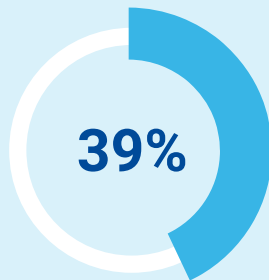
“Very Important”

75% of Employers believe Teamwork is important



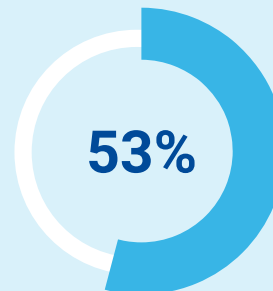
“Critical”

86% of Managers believe Teamwork is Critical



“Not Enough”

39% of organisations don't collaborate enough

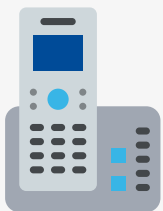


“Significant Improvement”

Shifting to a team-based model for 53% of Organisations

7 Challenges to Working Better Together

There's no shortage of tools, platforms and apps promising to make your people more efficient. The challenge is to identify which tools are part of the solution - and which ones simply add to the problem. Step one then, is to understand why teams under perform. We've looked at the seven main barriers that hinder collaborative, productive output.



1 | Out of Date Telephony

The voice and data connectivity networks which many of us rely on for our communication is aging rapidly. BT announced that they will be shutting down ISDN in 2025, the legacy network of copper lines on which the UK's telephone infrastructure was originally based. Compared to newer technologies, is a costly system, reliant on expensive equipment, extensive wiring and dedicated data centre space.

2 | Slow Internet Connection

Often, businesses aren't choosing the most appropriate service for their needs, meaning they don't have access to the most efficient applications and platforms.

Dealing with data efficiently - from cloud storage, to Business Intelligence apps and storage, requires a fast internet connection. Downloading and uploading files is significantly quicker with a Fibre to The Premises connection - and large file transfers can be managed with ease.



3 | In Person Meetings

In person meetings are not always possible, especially in the current social distancing environment.

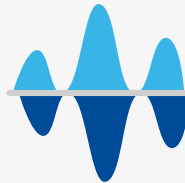
Instead you can opt for a collaboration tool which will enable you to communicate online without the need to be in the same room physically.

You straightaway cut costs by saving money on travel, rent, electricity, and gain extra time to focus on the things that matter.



4 | Data Overload

It's estimated that between 81% and 95% of people work with multiple teams. The average office worker receives 121 emails per day – and it's reckoned that only 1 in 5 actually matter.

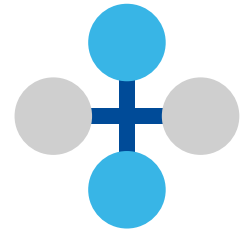


As people across departments and teams work on the same projects, it's easy to find email trails getting ever longer, multiple versions of the same document circulating and version control rapidly getting out of control.

5 | Information Sharing

Findings from the Deloitte Human Capital Trends 2019 survey report that 84% of workers link employee engagement to productivity. Causes of employee disengagement are varied, including lack of trust or opportunity to share ideas; not being able to take decisions and lack of involvement in day to day meetings.

Security is often at the heart of concerns over data sharing, with information restricted, rather than shared with appropriate permission levels to everyone for whom it's relevant.



6 | Decision Making

Projects and plans often get stuck in a holding pattern while waiting for feedback or sign-off. Getting team members together to discuss next steps, approve initiatives or provide expertise is difficult when people are out of the office, travelling to appointments and tight for time.

7 | Different Work Styles

Millennials , born 1980 - 2000 now comprise half the UK workforce. They've brought with them the ease with digital apps that's their birthright; driven a shift in workplace culture and created unprecedented demand for agility and mobility.



50%

Millennials see Flexibility in the workplace as a priority

55%

Organisations are more flexible compared to 3 years prior.

17%

Millennials plan to stay long term due to lack of flexibility.

Managing These Challenges

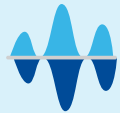
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Telephony and Connectivity

A solution that's going to stand the test of time is key to a successful business future.

Think about your future connectivity requirements, to ensure a foundation for future growth and prosperity.



Managing Data

Moving data to cloud hosted applications is the next step for many organisations.

New, unfamiliar platforms and applications can be difficult to roll out successfully, as people tend to resist change and adoption can be slow.



Managing Meetings

Teleconferencing, Instant Messaging, email conversations, even video presentations are all options to consider instead of in person meetings.

It's difficult however to keep track of information presented, points discussed and actions agreed.



Managing People

Working together is about creating a space to enable people to collaborate - whether a physical location, if you're people are 100% office based on one site, or, more likely, a digital, online environment.

New platforms and are tools are launching daily, but which ones will integrate seamlessly with your line of business applications, be quickly adopted and provide a genuine ROI?

Chess Teams Voice

Integrated into Microsoft's Teams platform, Chess Teams Voice combines Chess Cloud PBX and Microsoft Teams communication and collaboration applications into a single, flexible solution.

The Difference Chess Teams Voice Makes

Users of Microsoft Teams can make calls via Microsoft Phone System, but it's not a complete business phone system.

Chess are one of the UK's leading voice specialists. Building on our Chess Cloud PBX experience, we have created Chess Teams Voice, offering a range of options, including PSTN connectivity within Microsoft Phone System - so you can access the service from any location and any device.

Your people get a true enterprise voice solution – with a host of intelligent telephony features – within the familiar Microsoft environment, accessible from any location and any device. It means better collaboration and improved productivity.



All voice and collaboration apps and tools in one place

- Better functionality than traditional telephony, working with and enhancing the potential of existing office platforms and apps
- Increased efficiency, productivity and collaboration
- Enterprise grade communication capabilities

Subscription based model

- Pay per user per month
- Predictable costing
- No major investment required, so business capital is protected, freeing up resource for other projects

Agile workplace solution

- Work from anywhere, on any device
- Supports Business Continuity Planning
- Fully managed expert support
- Pressure on internal IT resource is removed



Pricing & Call Bundles

One-Off Charges

Office 365 Tenant Configuration Per Customer/Domain Free*

Setup per User Free*

Recurring Charges

Chess Cloud PBX – Teams Integration Licence (per user per month) £1.50

Depending on your Office/Microsoft licence you will require either a Microsoft Business Voice (without calling plan) or Microsoft Phone System licence to enable the integration.

Switching is easy and requires no internal resource. For more information about switching your Microsoft licencing to Chess please contact us on 0808 252 0755 or speak to your Account Manager.

*If your Microsoft Cloud Solutions Provider is already Chess, we do not charge the standard £50 Office 365 Tenant Configuration (per customer/ domain) or the £1 setup charge (per user).

About chess®

Chess is one of the UK's leading independent and trusted technology service providers, employing 480 skilled people across 6 UK sites, supporting a wide range of organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive.

At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts. We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.



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helps you

REDUCE YOUR COSTS

WORK BETTER TOGETHER

PROTECT YOUR DATA


GROW YOUR BUSINESS

CONNECT YOUR PEOPLE

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Work From Anywhere

Contact Our Team Today

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