

chess[®]  Helps You

Work From Anywhere

Work Better Together

With Chess Teams
Direct Routing



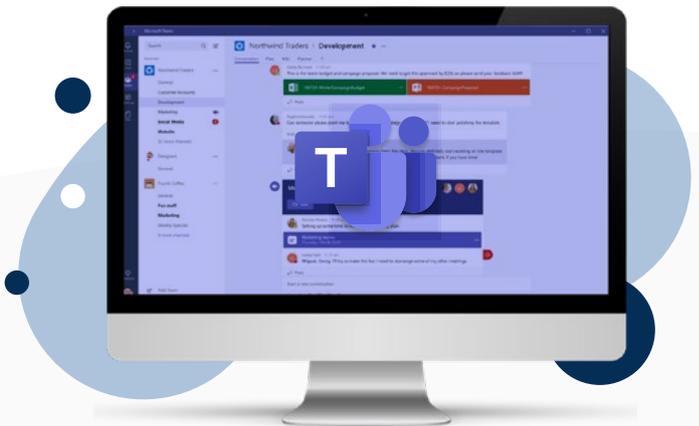
Communication and Collaboration: Why It Really Matters

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.

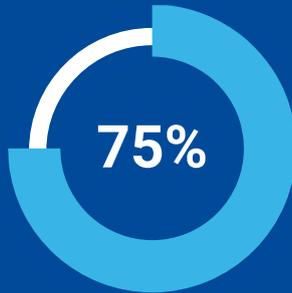
Microsoft Teams is already widely used for video appointments and virtual meetings, making it easier to exchange information, improve efficiency and now more important than ever minimise the physical contact.

How does Microsoft Teams empower users?

45 minutes per week are saved by firstline workers collaborating with colleagues and 4 hours per week are saved by information workers through improved collaboration and information sharing



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

Why Chess Teams Direct Routing?

Integrating our voice solution with the Microsoft Teams platform will ensure you are always available when your customers need you. Chess Teams Direct Routing provides you with all the tools you need in a single platform helping you to deliver better service.

Reduce Costs

Competitively priced, Chess Teams Direct not only reduces the fees for minutes and calls but also reduces the power consumption, management and support fees. Just pay per user per month.

Future Proof

Replaces traditional ISDN connections, the need for a separate SIP or Voice solution, plus the call costs associated with these.

Single Solution

Better functionality than traditional telephony, working with and enhancing the potential of existing office platforms and apps. Increased efficiency, productivity and collaboration.

Disaster Recovery

In case of a Microsoft outage, you have a built-in disaster recovery helping you answer calls from anywhere, on any device.

Voice Support Included

Chess will do the initial configuration for you and will continue to support the Voice service to ensure you are always operational, all done remotely.

Calls and Minutes Included

The £6.50 price per user per month already includes 2000 UK Local/National and 2000 Mobile minutes per month helping you to reduce your costs.

No Hardware Needed

No need for special equipment. You can opt to use Teams desktop app, the browser on your laptop or PC or the mobile app on your mobile device. Plus, we offer a range of headsets should you require these

Free Auto Updates

Free automatic updates on all components of the Chess Teams Direct Routing solution – no need for internal IT resource.

Key Features of Chess Teams Direct Routing



Presence-based Redirect

Based on people's presence status calls will be redirected to available staff ensuring all customer calls are answered promptly.



Text to Speech

After deciding on an auto attendance message, you can also set the language the system will read the message in.



Voice Control

By offering voice control during the greeting and menu message, it's easier to contact the correct department or person.



Business Hours & After Hours Call Flow

You can set up business hours within the system and set the procedure that will be followed for after-hours calls.



Call Parking

To reduce the stress of transferring calls, you can instead 'park' a call and give the call recipient a 'park' number which they use to answer the call easily.



Attended/Blind Transfer

You also have the option to consult with a call recipient before you transfer a call.



Call Queue

Customised greetings and customised music on hold.

Day in the Life of a Remote Worker



Meet Julie, a financial consultant who uses Microsoft Teams, Office 365 and Voice to collaborate, speak to customers and be more productive throughout her day from home or anywhere.

7:00 AM

Julie starts her workday at home by checking her calendar in Outlook Mobile to see what meetings she has for the day.



8:00 AM

Then Julie checks the Activity Feed in Teams to see if she has received any notifications that require an action.

8:30 AM

After her morning coffee, she joins a meeting in Teams to hear daily status.

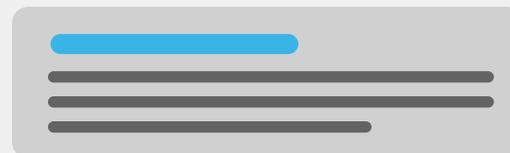


10:15 AM

Since Office 365 is cloud-based, Julie completes her customer strategy PowerPoint presentation that she worked on yesterday and saves it to the channel in Teams. She @mentions her coworker Mark (who works in another region) so he can add his comments.

10:45 AM

Because Mark is on the go, he opens the document in Teams mobile app and reviews the first draft of the presentation. He adds comments in the presentation that need to be shared with Julie's colleague in the afternoon.



11:30 AM

One of Julie's customers rings her direct line. She answers it on her laptop through Teams (no need for extra hardware or telephones) using the integrated voice solution.



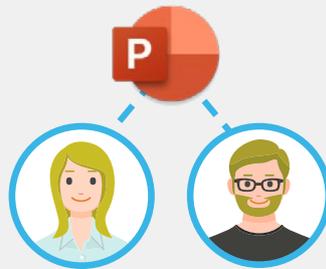
1:00 PM

After grabbing lunch, Julie takes a look at all of her tasks in Planner and updates their status to share with her manager.



1:30 PM

Julie and Mark co-edit the presentation in real time. They easily work on one single version of the presentation together while changes are saved automatically! They then use Teams Meet Now to discuss next steps.



3:00 PM

Julie schedules a channel meeting for her team to update them on the final presentation. She prepares by taking notes in OneNote and pins them in the channel for everyone to see.

4:00 PM

Julie has a meeting with another customer. They connect directly in Teams and turn on video so they can see one another. It feels like a face to face meeting, even when working remotely.



4:25 PM

Julie gets another direct call from a customer. Because she's busy on a call with someone else, the call is automatically transferred and answered by her colleague who is available.



5:30 PM

Julie catches up on her company-wide training by watching a video from Stream pinned into her training channel in Teams.

Chess is a Gold accredited Microsoft partner

We are on the Microsoft Technology Adoption Program (TAP) which allows our technical architects and solution specialists to work together with Microsoft on new features, advise on new developments and be the first to test the new releases.

Microsoft
Partner



Gold Small and Midmarket Cloud Solutions
Gold Cloud Productivity
Gold Datacenter
Gold Cloud Customer Relationship Management
Gold Cloud Platform
Silver Collaboration and Content



Pricing

One-Off Charges*

Teams Direct Routing Setup (per user)	£5.00
0365 Tenant Setup (per customer/ domain)	£50.00

Recurring Charges (per user per month)

Teams Direct Routing Licence (Includes Call Bundle, Disaster Recovery and Call Manager)	£4.50*
Voice + Support	£2.00

Additional Charges (per user per month)**

Basic 0365 Support (Mon – Fri 8.30 – 17.30 excl. Bank Holidays)	£4.00
Microsoft Business Voice Licence (no calling plan)	£7.50
Microsoft Phone System Licence	£6.00

*Discounted prices are available for customers over 300 users

** 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 your Microsoft licencing to Chess is easy and requires no internal resource.

Basic 0365 Support as part of our Microsoft CSP programme is recommended. For more information about switching your Microsoft licencing to Chess please contact us on 0808 252 0755 or speak to your Account Manager.

£6.50
per user
per month

About chess®

The logo icon for Chess, featuring three stylized spheres in blue, green, and orange, connected by thin lines, positioned above the word '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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