



SECTOR

FINANCIAL SERVICE

USERS

40

SOLUTIONS

MICROSOFT TEAMS &
CHESS TEAMS VOICE



Chess Teams Voice helps OAC to connect its people and to work better together

Migrating to Teams has enabled OAC to consolidate three separate services into a single unified platform with many additional features which has increased productivity, while at the same time delivering a cost saving overall. OAC also now have a single point of contact for support in Chess which makes managing the environment a simple and effective process.

Find out more at ChessICT.co.uk

The Business Challenge

OAC comprise a team of home based specialists

The organisation was looking for a unified communications platform, which would enable all people, regardless of location, to:

- Communicate effectively
- Work productively
- Collaborate better
- Offer outstanding customer service

The Solution

Chess already supplied the OAC home based teams with fibre broadband. OAC approached Chess to discuss their telephony and communication objectives. They were aware of Microsoft's development of a Phone System for Teams, which Chess, as a Microsoft Gold Tier Partner, was able to explore with them in more detail.

Having reviewed and agreed OAC's business objectives and requirements, carrying out proof of concept and advising on licencing requirements, Chess implemented:

- Microsoft Phone System
- Domestic Calling Plan

In addition, they transferred the Microsoft Office 365 licences from the existing provider, advised on configuration and set-up, and carried out testing. They also continue to provide the necessary fibre lines, and escalation support.

Set up was straightforward and intuitive, meaning OAC's in house IT team were able to set up and deploy the system independently. No additional handsets were required, with OAC people using all the functionality of the phone system via existing headsets and devices.

The Outcome

Migrating to Teams has enabled OAC to build on its existing use of Skype for Business for internal calls and meetings, combining this with PSTN calling and teleconferencing. This has enabled them to consolidate three separate services into a single unified platform with many additional features which has increased productivity, while at the same time delivering a cost saving overall. Richard Spinks the IT and Systems Manager at OAC had this to say "The response from staff has been very positive, with the new features

of the phone system enabling them to work more effectively, managing incoming and outgoing calls and arranging voice conferences with ease. Already, features like transferring calls, voicemail and auto attendants have become second nature when our old systems didn't even offer those functions. OAC also now have a single point of contact for support in Chess which makes managing the environment a simple and effective process. Teams has really enabled us to improve the service we give to our clients, while at the same time saving us money – truly a no-brainer".

Required Solution Features

OAC required a solution to address these challenges, offering:

- A flexible phone system
- Business phone functionality, including call routing options for queues and auto-attendants
- A communication platform which included conference calling
- Integration with Office 365

“ The response from staff has been very positive, with the new features of the phone system enabling them to work more effectively, managing incoming and outgoing calls and arranging voice conferences with ease. ”

Richard Spinks, IT and Systems Manager, OAC