

UNIFIED COMMUNICATIONS

Which solution is right for your business?



Microsoft Teams does not have all the features of a voice system that many businesses need



Be aware of future plans and make sure the chosen solution is future-proof



With a Microsoft calling plan, if you run out of your minute allowance you can't make calls



Microsoft Teams may be included in your licence agreement for IM, Presence and internal calling



Make sure the available features meet your business requirements. Check for things like call forwarding, contact centre and group calling



Think about the service level agreement and if it covers the service end-to-end

