



daisy.

4D ADOPTION AND TRAINING FOR MICROSOFT TEAMS



USE TEAMS

(the way everyone does)

UNLEASH TEAMS

(to transform your business)

ARE YOU SURE?

Okay, it's true: simply deploying Microsoft Teams in the standard way can greatly benefit your business.

But there's a massive difference between deploying this versatile software, and truly unleashing it. Either way, there are powerful ways to maximise your ROI capabilities that many of your competitors might miss.

Get this right and you'll be able to do more than just compete. You'll be able to embed new, far-reaching ways of working that inspire your people and send productivity skywards.

You'll also be able to harness some of Microsoft Teams' lesser-known (but just as powerful) capabilities to make your operations even sharper and more joined-up.

Best of all? Daisy Corporate Services makes it happen for you. Easily.

It's time to optimise Microsoft Teams for your unique needs.

EXPLORE HOW



BACK



GO DEEPER: EXPLORING THE FULL POTENTIAL OF MICROSOFT TEAMS

THE STUFF YOU PROBABLY KNOW...

- Delivered as part of Microsoft 365
- One app that combines:



Feature-rich video meetings



Audio conferencing



Instant messaging for individuals and groups



Collaboration and document sharing



Webinar capability (selected Microsoft Teams licences)



PBX integration or embedded PSTN voice calling (selected Microsoft Teams licences)



Room systems, polls and surveys, Q&A, meeting controls, attendance analytics, scheduling and recording, live streaming and more

...AND THE STUFF YOU MAY NOT

Since many of your competitors probably won't know either, this is where the magic happens.

THE TWO BIG WAYS TO UNLEASH MICROSOFT TEAMS



EXTERNAL, GLOBAL VOICE CALLING WITH MICROSOFT TEAMS

 Doesn't have to be through a Microsoft call plan

 With Direct2 for Microsoft Teams from Daisy Corporate Services, PSTN calling can be cheaper, just as reliable, and with the same capabilities and watertight compliance

 Works even if your Microsoft Teams licence doesn't include external voice calls

 Expands Microsoft Teams into a full unified communications experience

HERE'S HOW



TO GET THE MOST FROM MICROSOFT TEAMS, YOUR PEOPLE NEED TO EMBRACE IT



The way you embed Microsoft Teams in your business is just as important as the benefits it brings



4D Adoption and Training from Daisy Corporate Services lets you tailor your uptake strategy to win hearts as well as minds, while incentivising behaviour change. The result? Microsoft Teams makes a bigger, deeper difference from day one

HERE'S HOW



WELCOME TO DIRECT2 FOR MICROSOFT TEAMS

Make and receive external calls through your Microsoft Teams interface, at lower costs.

Thanks to Direct Routing technology, a full unified communications experience is now within reach...

While PSTN voice calls are possible with some Microsoft Teams licences, Daisy Corporate Services has teamed with Gamma, the UK's leading SIP provider, to offer you a tantalising alternative.

With Direct2 for Microsoft Teams, you can:

- Add external voice calling to your Microsoft Teams experience, no matter what your licence type
- Save an average of 30% on Microsoft call plans for local, national and mobile calls
- Highly competitive rates for international and premium numbers
- No need to pre-pay or register a credit card for payment
- In-built fraud protection

The possibilities don't stop there...

Daisy can leverage and deliver all the collaboration features of Microsoft Teams into your existing environment regardless of where you are on your journey to cloud, at a pace and budget that meets your needs.



Direct2 for Microsoft Teams for full contact centre



Direct2 for Microsoft Teams for compliance



Direct2 for Microsoft Teams for hybrid environments and UC migration

TALK TO OUR
ADVISERS NOW



4D ADOPTION AND TRAINING

Rolling out a new piece of technology is just the start. To get maximum value, your people will almost certainly need to adapt the way they work.

Why does this often go wrong?

Because usually, employees are only engaged after deployment. Only then does communication and training start. Any issues are likely to emerge too late, compromising the fit between the tech, your business needs and your people's capacity to adapt. Costs can grow needlessly and benefits take longer to realise.

4D Adoption and Training takes a different approach.

By weaving a bespoke uptake and championing strategy into our earliest design thinking, we enable cultural, communication and process changes to take place naturally, so your people are primed to take full advantage from the start.

WHAT ARE THE 4 DS?



DISCOVER. DESIGN. DELIVER. DEFEND.

Starting with the vital question, “what do you want Microsoft Teams to help your business achieve?” We help you investigate the communication needs, process changes and cultural issues that will directly affect the successful rollout of your technology.

The required actions are then carefully sequenced to create a powerful, completely bespoke 4-stage journey.

**TALK TO OUR
ADVISERS NOW**



DISCOVER

What are the key business outcomes and objectives behind your adoption of Microsoft Teams? It's amazing how often this vital question gets overlooked.

Armed with the answers, we then take an informed look at Microsoft Teams and the wider Microsoft ecosystem, to ensure all of it is harnessed to the needs and goals you've outlined.

We then flesh out and prioritise use case scenarios, identifying all users, stakeholders and any compliance issues. This paves the way for our Design phase.

DISCOVER. DESIGN. DELIVER. DEFEND.

Starting with the vital question, “what do you want Microsoft Teams to help your business achieve?” We help you investigate the communication needs, process changes and cultural issues that will directly affect the successful rollout of your technology.

The required actions are then carefully sequenced to create a powerful, completely bespoke 4-stage journey.

**TALK TO OUR
ADVISERS NOW**



DESIGN

How can we engage each user and stakeholder to maximise uptake and momentum? How, when and why will they interact with the new technology? How can we make it easier, more productive and more rewarding for them?

We take these considerations, along with your ultimate business goals, and use them to create a detailed, fully tailored adoption plan. This will consist of timely, relevant communication and an ongoing programme of training.

DISCOVER. DESIGN. DELIVER. DEFEND.

Starting with the vital question, “what do you want Microsoft Teams to help your business achieve?” We help you investigate the communication needs, process changes and cultural issues that will directly affect the successful rollout of your technology.

The required actions are then carefully sequenced to create a powerful, completely bespoke 4-stage journey.

**TALK TO OUR
ADVISERS NOW**



DELIVER

We begin this phase with a proof of concept and a series of pilot deliveries, to test our strategy and get valuable user feedback. Then full training then begins, combining the following as appropriate:

- One-to-one onboarding for senior executives, to ensure endorsement from the top down
- In-depth training for a specially selected team of product champions, who will promote usage and support colleagues during rollout
- Adoption webinars to give users the skills and knowledge to get the most from Teams
- Bespoke, user-friendly learning materials to support them in their new ways of working

DISCOVER. DESIGN. DELIVER. DEFEND.

Starting with the vital question, “what do you want Microsoft Teams to help your business achieve?” We help you investigate the communication needs, process changes and cultural issues that will directly affect the successful rollout of your technology.

The required actions are then carefully sequenced to create a powerful, completely bespoke 4-stage journey.

**TALK TO OUR
ADVISERS NOW**



DEFEND

With training delivered and the new platform in place, the challenge now is to keep momentum, support the new ways of working and maximise ongoing impact. To do this, we:

- Assess what went well in the adoption journey, as well as any areas we need to optimise
- Use the Microsoft 365 Admin Panel to monitor how the new technology is being used
- Make key learning materials available to your people via our online portal

For a no-obligation chat or to arrange a demo - our specialists are on hand to talk about what can work best for the needs of your users/business:

Call: **0344 863 3000**

Email: enquiry@daisyuk.tech