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Mitglieder News

TELINDUS AND MICROSOFT TEAMS DIRECT ROUTING AT THE SERVICE OF THE DIGITAL TRANSFORMATION OF COMPANIES

Launched in 2017, Microsoft Teams is now the N°1 platform for corporate collaboration and communication. The recent addition of the Direct Routing feature to Microsoft Teams gives Telindus experts the opportunity to summon the full range of their talents, offering companies the perfect synthesis of Telecoms and Collaboration

Microsoft Teams has replaced Skype for Business. In the meantime, the Teams platform has already convinced 500,000 organizations around the world, breaking the record for the fastest growing business application in Microsoft history. There is indeed a real need for companies to have an efficient multi-channel collaboration platform, able to centralize information but also to keep track of all exchanges. At a time when home office and mobility are gaining ground, remote work is becoming more widespread, and newly fragmented teams need to find ways to collaborate despite the physical distance.

For businesses to realize the full potential of their platform, Microsoft relies on partners with multiple skills, like Telindus, able to aggregate the different types of content produced by companies in an integrated collaboration space. Microsoft Teams is a collaborative cloud platform that provides access to all essential corporate features in one single platform: instant messaging, threads, storage and sharing of resources, audio and video calls, meetings, planning and schedules, or working group. With the addition of Direct Routing to Microsoft Teams and by leveraging its own systems integrator and telecom operator activities, Telindus now allows businesses to make and receive calls with their landline phones through the Teams platform, based on their existing equipment.

Telindus leverages its multiple skills to offer businesses an ecosystem of solutions covering a wide range of activities: strong authentication system for mobile devices to control access to data stored in the cloud, training-related recording solution for call centers, or segregation of exchanges between departments to prevent conflicts of interest (ethical wall).

Jacques Ruckert, Director Solutions & Innovation, Telindus: „It is not uncommon for us to encounter totally heterogeneous environments: telephone services with one provider, videoconferencing with another, instant messaging with a third one. This is an opportunity for us to demonstrate our creativity and our sense of innovation by interconnecting these components of various origins and, as a result, consolidate the user experience.

Our goal is to make the Microsoft Office 365 platform the ideal tool to help our customers be successful with their digital transformation, from small businesses to large corporations."

For more information: https://www.telindus.lu/en/products/microsoft-teams