

Empower your staff with social collaboration



Access Telstra's leading end-to-end consulting, support and services to maximise the value of Microsoft Teams. We offer proven consulting, support and services aligned with your strategic aspirations and operational needs. Whether you're starting your cloud journey, or looking to optimise return on existing Microsoft investments, our experts work with you to find ways to drive better outcomes for you business.

Introducing Microsoft Teams

Maximise collaboration and teamwork with Microsoft Teams – the chat-based workspace in Office 365. As a hub for teamwork – it brings together people, conversations and content along with the modern tools your teams need.

Built on Office 365, Microsoft Teams is easy to integrate with familiar apps like SharePoint, PowerBI, One Note and Planner, as well as cloud solutions like JIRA, Twitter, Trello, Salesforce and more. Delivering enterprise-grade security and compliance, Microsoft Teams can be scaled and customised to fit the needs of every team.

Get the most from Microsoft Teams

We follow best practice Microsoft methodologies and cover the entire business lifecycle. This includes technical and legal evaluation, preparation/planning, IT/business pilots, rollout, and future enhancements.

Our consultants are not only experts in Office 365, but also enterprise voice, the underlying network, and security and compliance across different industries.

Telstra's multi-faceted approach can provide a reliable, cost-effective strategy to successfully adopt Microsoft Teams.

Whether you're starting your cloud journey, or have already invested in the Microsoft cloud, we'll help you go to the next step.

Key benefits

With Telstra's social collaboration consulting service, you can benefit from:

- A single, unified strategy for future online collaboration.
- A full readiness assessment for organisational and technical change.
- A practical deployment approach to suit your business needs.
- Tailored on-boarding programs to drive adoption and investment return.
- Integration across enterprise voice, social collaboration, video meetings and other Microsoft 365 services.

Start your social collaboration journey with confidence

Our consultants adhere to the Microsoft best practice model of Plan, Deliver and Operate:

- **Plan:** We work with you to understand your business goals, cloud journey and readiness for Microsoft Teams.
- **Deliver:** We help ensure a smooth transition with our tailored adoption programs.
- **Operate:** We continuously improve your service through monitoring and reporting on the quality of user experience, along with a roadmap for future enhancements.

Your Journey to Social Collaboration

Leveraging Microsoft 365

What we do

Plan

- Capture business requirements.
- Define use cases and personas.
- Define roles and permissions.
- Assess current licensing, network and architecture.
- Define architecture and approach.
- Define management framework and responsibilities.
- Plan security and compliance implementation.
- Map voice/video integration and co-existence strategy.
- Remediate and prepare for deployment.
- Create a roadmap for future programs of work.

Deliver

- Configuration and on-boarding outlined in the 'plan' phase.
- End-user training and adoption activities.
- System and user acceptance testing.

Operate

- Monitor social collaboration usage and quality.
- Provide user, configuration, incident and problem management.
- Troubleshoot and remediate issues.
- Measure usage, security and success.
- Roadmap future programs of work.

Better business outcomes

- Improve teamwork with advanced collaboration tools matched to your business needs.
- Minimise disruption and risk to your users, communications and operations.
- Drive employee inclusion to maximise return on investment.
- Help ensure an enhanced user experience to improve staff engagement.
- Optimise the value of your existing Microsoft investments.
- Align collaboration capabilities with your technology/business roadmap and budget.

Telstra delivers end-to-end value

As a leading service provider, we're ideally positioned to meet your end-to-end ICT requirements – through access to skilled professionals, cutting-edge capabilities and proven methodologies. No wonder we provide our cross-domain experience and ICT solutions to 200 of the top 500 global companies.



Experience



Specialised



Best practice



End-to-end

Telstra is a Microsoft Gold Certified Partner

Our strategic partnership and leadership across Office 365 solutions is backed by our recent industry awards:

- 2017 Velocity Partner of the Year awarded at Microsoft Inspire – in recognition as the leading Surface Hub service provider
- 2016 'Best Offer in Market' awarded at Microsoft Cloud Service Providers Summit – for Office 365 licenses available via Telstra My Business Mobile Plans
- 2016 Frost & Sullivan Australia Enterprise Collaboration Service Provider of the Year

If located globally

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