

NODE4

G-Cloud 15 Service Description

Teams Calling



CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

ABOUT THE SERVICE

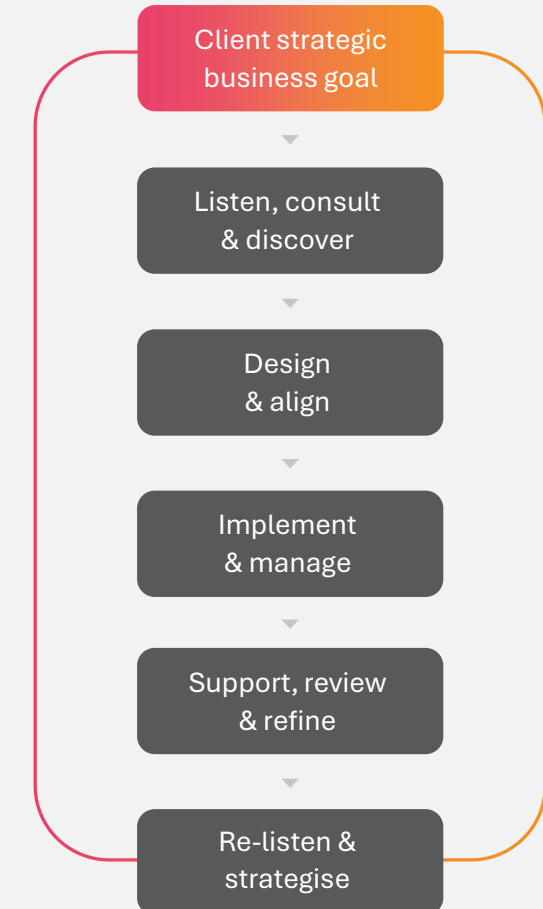
Microsoft Teams Calling is a comprehensive communication hub that integrates telephony services for seamless internal and external calls. It offers direct routing to integrate existing telephony systems with Teams, global calling capabilities, advanced call management features like call forwarding, holding, and transferring, and voicemail transcription and forwarding to email for efficient message management.

The service also provides call queues and auto attendant for professional call handling, comprehensive call analytics for insights into communication patterns and performance, and secure and reliable communication with Microsoft's enterprise-grade security measures. It's easy to manage user settings and permissions within the Teams interface, and it integrates with Microsoft 365 for a cohesive productivity suite. The service supports a wide range of devices and headsets.

Teams Calling unifies communication tools, reducing complexity and streamlining internal/external conversations. It enhances productivity by integrating calling features into the familiar Teams environment and facilitates remote and flexible working with comprehensive telephony capabilities online. The service reduces telephony costs by leveraging VoIP technology and existing infrastructure and improves customer service with advanced call handling and distribution features.

It offers scalable communication solutions to meet growing organisational needs and provides detailed call analytics to inform business decisions and strategies. Teams Calling ensures secure communications, adhering to compliance and privacy standards, and simplifies administration with easy-to-use management tools and settings. It supports a seamless transition to cloud communications with minimal disruption.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &
Advisory

S

Strategy
& Business Case

P

Design & Planning

I

Implementation,
Testing & Go Live

R

Handover
to Run

E

Service Evolution
& CI/CD

One Transformation Journey – Many Pathways to Discover

MODERN WORK

Analysis and Strategy

Employee Experience
Architectural Design
Session

Modern
Communication
Architectural Design
Session

Identity and Access
Management Review
and Recommendations

Modern Desktop
Architectural Design
Session

Information
Architecture
Architectural Design
Session

Modern Work (Microsoft
365) Assessment and
Deployment Strategy

Mergers & Acquisitions
Architectural Design
Session

Modern Work Security
Review and
Recommendations

Plan and Implement

Application Packaging

Microsoft Teams
Telephony Planning
and Implementation

Modern Work-as-a-
Service

Microsoft Endpoint
Manager Mobile Device
Management
Accelerator

Modern Work
Planning and
Implementation

Modernise
Communication

Identity and Access
Management Planning
and Implementation

Modern Work
Security Planning
and Implementation

Mergers & Acquisitions

Information
Architecture

Modern Desktop

Windows 10/11 Pilot
and Managed
Deployment

Microsoft 365 Platform
Services

Employee
Experience

Windows Autopilot
Accelerator

Microsoft 365 Adoption

Cisco Webex Contact
Centre

Run and Evolve

Employee Experience
Health Check

Information
Architecture Health
Check

Modern Desktop Health
Check

Microsoft 365 License
Optimisation

Microsoft 365 Support

CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

 Foreign, Commonwealth & Development Office	 Ministry of Defence	 Ministry of Justice	 Department for Environment Food & Rural Affairs	 UK Export Finance
 Department for Levelling Up, Housing & Communities	 Homes England	 SSRO Single Source Regulations Office	 NHS Digital	 UKSBS Shared Business Services
	 Leicestershire Police Protecting our communities	 Cheshire East Council	 West Midlands Combined Authority	 CareQuality Commission
 Locala Health & Wellbeing	 Ofsted raising standards improving lives	 HS2	 HM Land Registry	 acas working for everyone

CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

CLIENT SUCCESS

A CUSTOMER RELATIONSHIP SPANNING ALMOST 20 YEARS, DELIVERING CENTRALISED IT PROCUREMENT, A SELF-SERVICE IT HELPDESK, MICROSOFT365 ROLL-OUT AND A HOSTED CLOUD ENVIRONMENT.

Node4 began its relationship with Places Leisure by signing an agreement to provide IT hardware and equipment to each leisure centre. This included tills, PCs, laptops, wireless network components and firewalls. Node4 also provided network connectivity services to link each facility and connect them with the organisation's HQ. This part of the contract also covered standardised configuration of all hardware ahead of site delivery. In addition, Node4 established and continues to run a ticket-based helpdesk to support staff across the business.

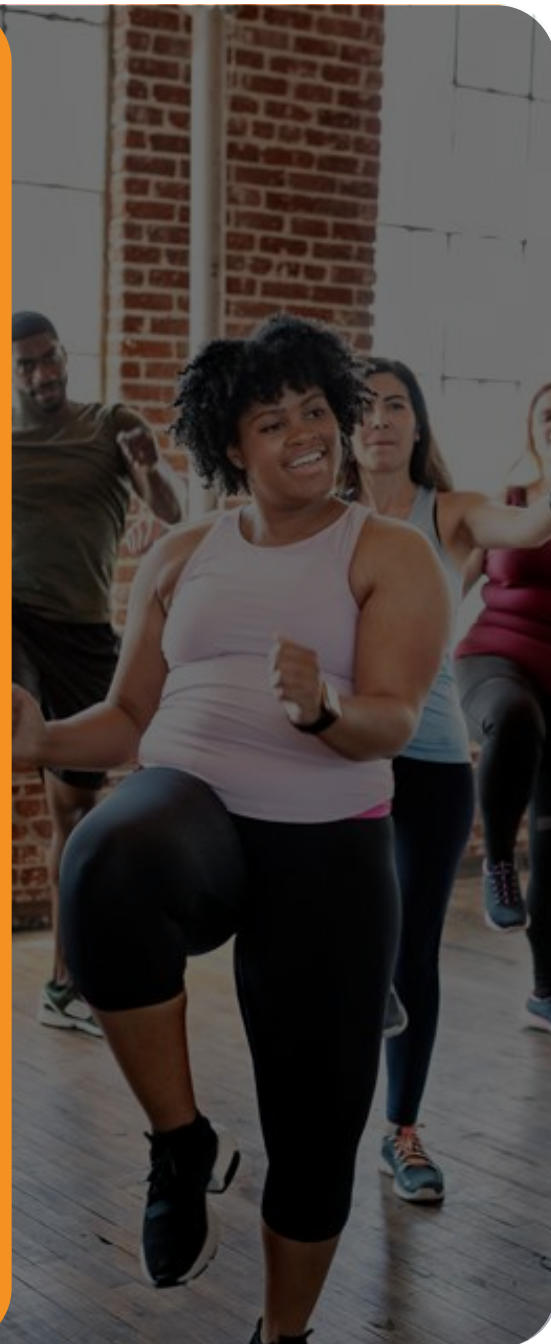
In the project's second phase, Node4 worked with Places Leisure to set up a collaborative platform using Microsoft365 and Microsoft Teams. Finally, Node4 provided Places Leisure with a hosted cloud environment and played a key role in assisting with the migration. The service also provides Places Leisure with managed backup, disaster recovery and failover for improved resilience, responsiveness, and scalability.

“

Node4's team proved themselves time and again to be extremely knowledgeable, responsive and dependable. as such, they rapidly became an extension of our team.

PHIL WHITE
HEAD OF TECHNOLOGY
SERVICES AND SUPPORT

”



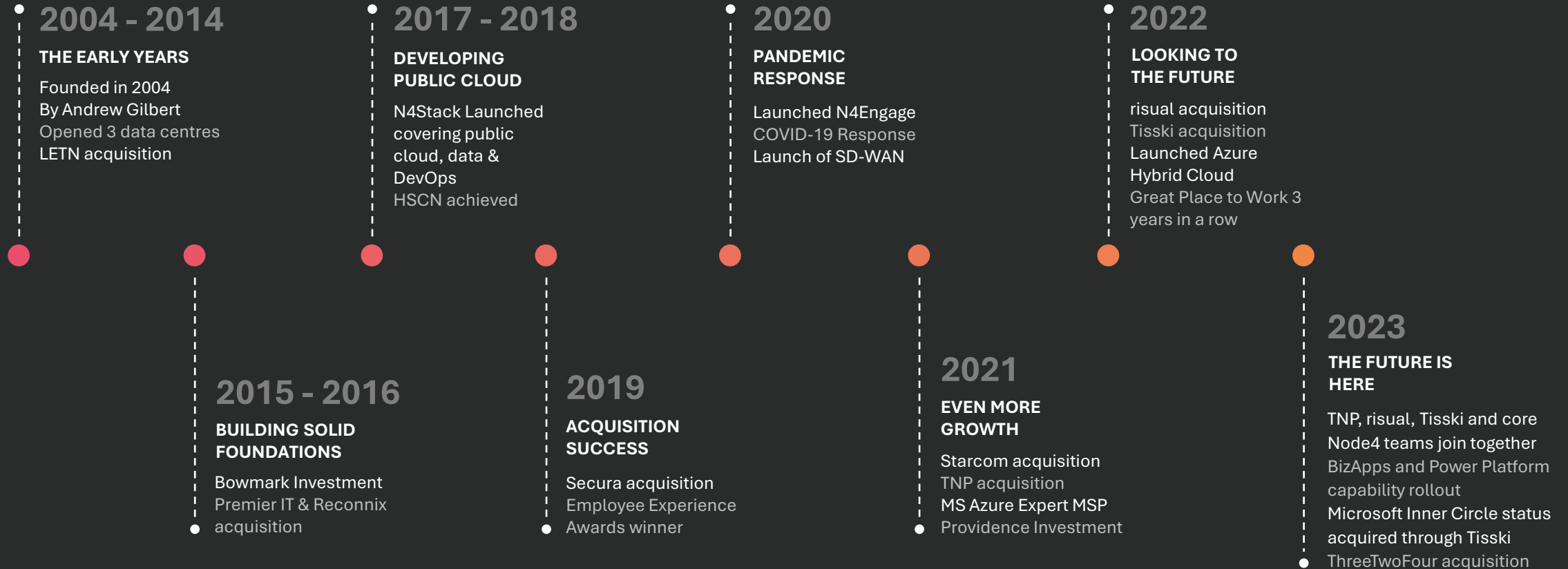
CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

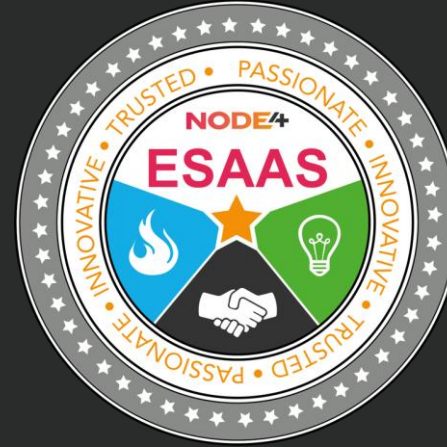
Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

THE JOURNEY SO FAR...



IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU



When it comes to ESG, our actions speak for themselves.

NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

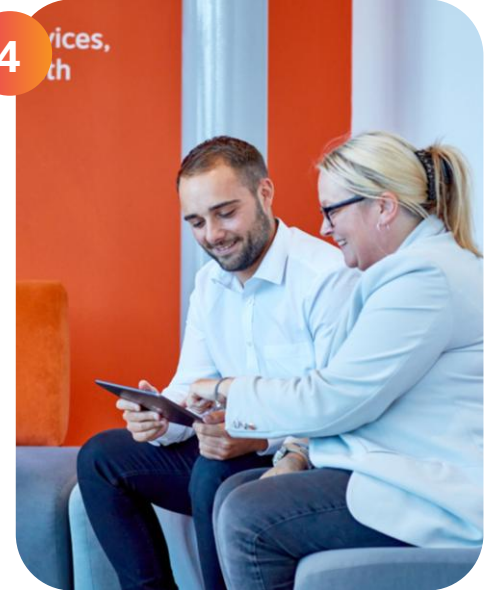
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

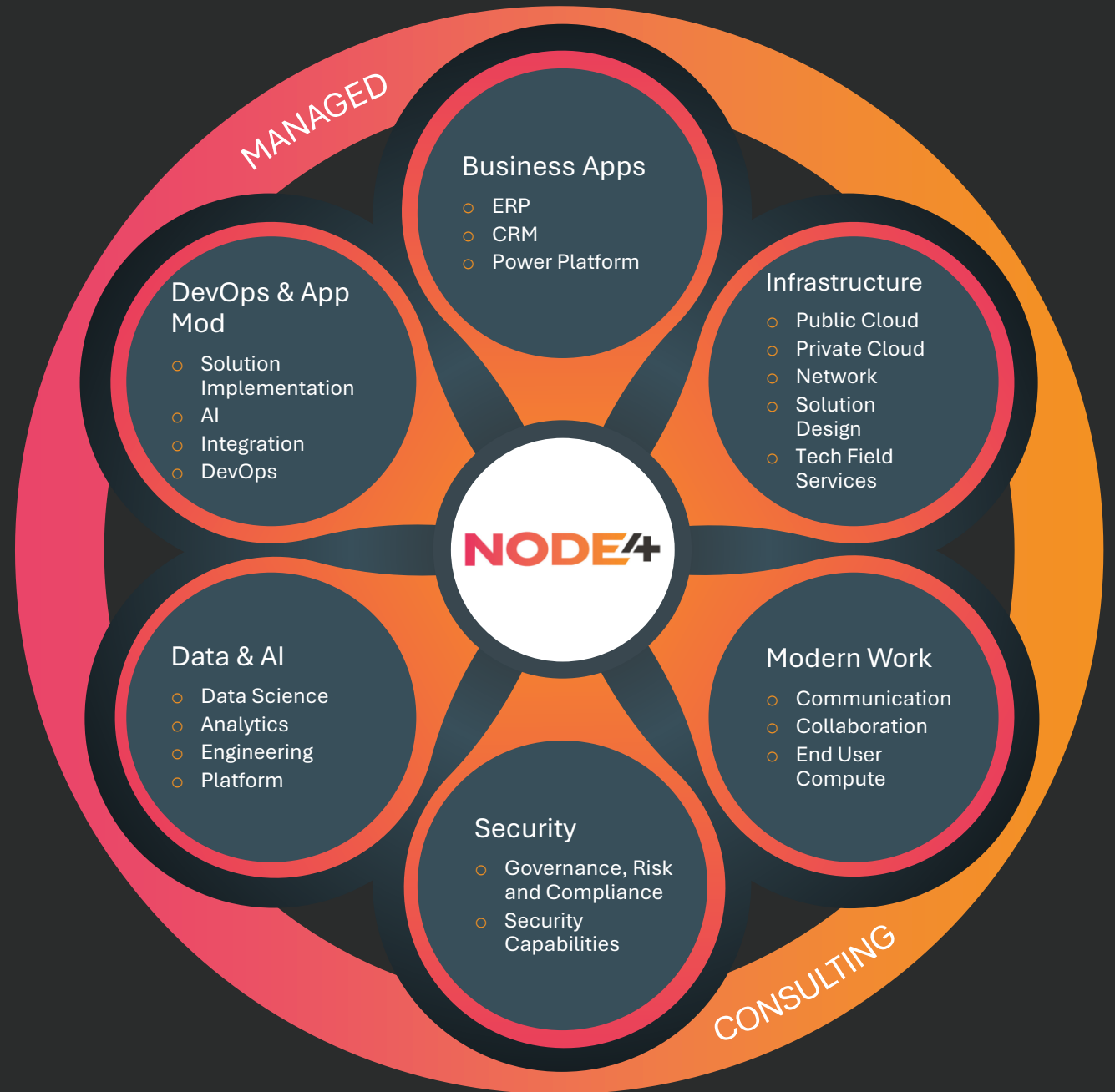
4



WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

NODE4 CAPABILITIES



NODE4+