

**Kick**

SERVICE DEFINITION DOCUMENT

Microsoft Teams Phone

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. *We're here to help.*

1. Service Description

Microsoft Teams Phone is an advanced, comprehensive communication solution that integrates seamlessly with Microsoft's robust Teams platform, enriched by Gamma's superior voice solutions. This service is meticulously designed to facilitate flawless real-time communication across your organisation, ensuring connectivity across various devices including computers, mobiles, and desk phones. It is particularly suited for businesses seeking to consolidate their communication tools into a streamlined, efficient framework.

Features

All-encompassing Communication Suite

Combines voice calls, video calls, chat, and meeting functionalities in a single application.

Instantaneous call initiation directly from Microsoft Teams, Outlook, or any mobile device.

In-call collaboration with live document editing and sharing, supported by integration with Microsoft Office apps.

Customisable meeting invitations with added dial-in options to enhance accessibility for all participants.

Advanced Telephony Capabilities

Consistent phone number visibility across computer, mobile, and physical desk phones.

Smooth transition capabilities allowing for calls to evolve into group meetings without the need for redialling or new links.

Comprehensive set of cloud telephony features including consultative transfer, personalised music on hold, interactive cloud voicemail, and sophisticated call handling.

Reliability and Enhanced Security

Superior uptime supported by state-of-the-art redundancy and effective load balancing.

Secure, encrypted communications channels backed by Microsoft's and Gamma's trusted security frameworks.

Streamlined Administrative Control

Simplified management experience through the familiar interface of the Teams Admin Centre.

Detailed call analytics and a quality performance dashboard enable proactive management and troubleshooting of communication issues.

Unified management of contacts and schedules across Teams and Outlook to facilitate smoother workflows.

Gamma's Voice Solutions Integration

Integrated voice capabilities allowing direct inbound and outbound calling through the Microsoft Teams interface.

Extensive range of calling bundles, offering cost-effective solutions for UK, international, and mobile calls, including connectivity with non-Teams contacts. Comprehensive phone system features enhancing user experience with voicemail, speed dial, automated presence indicators, advanced call forwarding, and more.

Enhanced Benefits

Streamlined Operations: By integrating multiple communication tools into a single platform, Microsoft Teams Phone reduces operational complexity and promotes efficiency.

Cost Efficiency: Offers a unified communication solution that minimises the total cost of ownership and operational expenses.

Boosted Productivity: Empowers employees with tools for better, faster, and more flexible communication and collaboration, significantly enhancing overall productivity.

Scalability and Flexibility: Designed to grow with your business, providing scalable solutions that can be adapted as your organisational needs evolve.

Robust Security and Compliance: Adheres to stringent security standards and regulatory compliance requirements to ensure safe and secure communications.

Requirements

A suitable Microsoft 365 subscription that supports full integration with Microsoft Teams.

Subscription to Gamma's voice solutions for access to enhanced telephony features.

Compatible hardware and devices capable of supporting rich media communication and Microsoft Teams functionalities.

Microsoft Teams Phone offers not just a technological solution but a transformational strategy to empower your communications infrastructure. It ensures that your organisation is equipped to handle the dynamic demands of modern business environments with agility and resilience.

Further Information

For additional details or to arrange a consultation:

Contact Information: 01698 844 60

Email: ask@kickict.co.uk

Website: kickict.co.uk

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2024/2025 Financials



Why Kick for Communications?

>100 years

Combined
experience

100s

Unified Communications
projects delivered

24/7

Support

Expertise

We are experts. With over 100 years of combined experience across our team.

Solutions

We work with the best. Partnered with leading telecom industry names including Avaya, NEC and Gamma to ensure our customers access the right solutions at the right price.

Innovation

We provide next-generation services. Harnessing Microsoft Teams Phone and Gamma to provide leading cloud-ready telephony solutions to offer anywhere, any device connectivity.

Accreditations

We have the badges. We're accredited partners of Gamma, Horizon, UC Solution, and 3CX - ensuring our customers benefit from trusted, industry-recognised communications expertise.

Strategy

We are here to help. With an appointed account manager and highly-skilled engineers who will work with you to seamlessly align your communications, connectivity and cloud requirements.

Find out more by searching
'Kick Communications'

