BRENNAN
People first – secure always

EMPOWER YOUR PEOPLE
WITH BRENNAN
TEAMS CALLING

Increase Productivity With A Unified Communication Tool.

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Today, the way in which **organisations communicate and collaborate** both internally and externally has fundamentally changed. Which is why it is important to have the **right unified communications tools**, that enables your people to continue to deliver the best outcomes for your business.
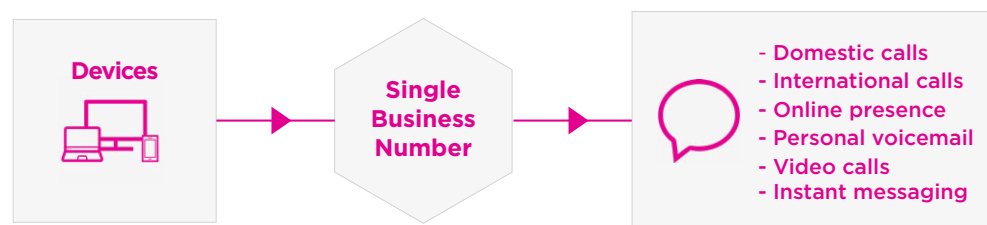
WHAT IS BRENNAN TEAMS CALLING?

Brennan Teams Calling allows your people to make and receive calls to landlines and mobiles within the Microsoft Teams platform from any device. Physical desk phones are 100% optional!

Our solution offers your business standard calling features of your day to day requirements with our own added unique features to ensure your workforce stays connected both internally and externally.

With location-based reporting and dashboards, we can guarantee call quality and availability service-level agreements ensuring your people always have the best quality calls. If any of your office locations has a 5% drop in voice call quality for more than 24 hours our team will proactively fix these issues, so your team doesn't need to call us.

HOW DOES IT WORK?

When you move to Brennan Teams Calling, you're moving away from the traditional landline phone set up and utilising the Microsoft teams application as your single communication tool all while keeping the same business numbers you have been using for years.

Devices → **Single Business Number** →
- Domestic calls
- International calls
- Online presence
- Personal voicemail
- Video calls
- Instant messaging

FEATURES AND BENEFITS OF BRENNAN TEAMS CALLING

Supports Multiple Devices
Make and receive calls from any device with Microsoft Teams installed.

Calls in the Office, Home, or Travelling
Make and receive calls from anywhere with an internet connection.

Real-Time Presence
Ability to see who is online, in meetings or offline through their presence status on Teams.

Call Quality Monitoring
We provide call quality SLA and rebates at each location if you are on a Brennan Managed Network and have implemented our Best Practice Recommendations for voice and video.

Call Reporting
Quickly identify issues with call quality and user experience. Reporting features include:
- Quality of Service (QoS) Reporting / MOS
- Call Analytics (Calls, made duration & quality)
- Call Quality Dashboard
Reporting can also be extended with Power Bi and Automate.

Employee Self-Service
You can record voicemail message, set call diversions and schedule out of office messages.

Personal Voicemail
Personalise your voice mail with recorded messages, text to speech, call forwarding and transfers, and out of office support.

Customisable Inbound IVR
Configure up to 10 departments with a limited single auto attendant IVR.

OUR UNIQUE FEATURES:

- Location-based reporting and dashboards allowing you to see call quality in near real time across your multiple locations.

- We offer an availability SLA which means if any of your locations have a 5% voice call quality issues for more than 24 hours, our team will proactively fix the issue before your users report it.

- Our solution is fully self-service and automated through our Self-Service portal, meaning the changes you make are completed in minutes not days.

- Our end to end Managed Service solutions allows us to support you with everything you need from user support and device management to simply setting up your video conferencing meeting rooms.

BRENNAN TEAMS CALLING OPTIONS:

Hosted and Managed
All infrastructure is provided and managed by Brennan.

Hosted and Self-Managed
All infrastructure is provided by Brennan and administration is performed by the customer.

Meeting Rooms
Hardware for small/ huddle rooms, including a service pack (no MRR support).

CALL PLAN OPTIONS:

Brennan Teams Calling including calls within Australia, International calls are billed separately.

Both call plans are priced at a per user cost.

Standard Call Plan

Brennan Teams Calling with individual calls billed separately.

Premium Call Plan

Brennan Teams Calling including calls within Australia, International calls are billed separately.

Why Are **We Different?**

We are uniquely positioned to design, manage, and optimise your complete IT environment, or just the parts you need help with, so your people can have a truly seamless technology experience, wherever they are working.

Our teams are crazy about delivering exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving world record NPS ratings of 80+.

Unlike nearly every other Managed Services Provider, Brennan offers a complete range of services across infrastructure, networking, end-user support, UC & telephony, IT security, hardware & software procurement, pre-paid support & project services, as well as bespoke business application development, such as CRM, intranets, and automation.

If you would like to know more about Brennan Teams Calling, **please get in touch.**

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