



## New Era Microsoft Teams Voice

New Era Microsoft Teams Voice, an end-to-end voice and collaboration solution that connects you anywhere, anytime!

Global customers trust New Era for its seamless integration of solutions and services, empowering them to operate with enhanced efficiency, intelligence, and security, while simultaneously boosting productivity and cultivating superior work environments and enriching learning experiences.

With 80+ offices and 20,000+ customers around the globe, we have the capabilities and expertise to deliver resources around the world to achieve your technology goals.

Connecting You, Anywhere, Any time!  
Speak with our friendly team today.

Call us at (03) 8379 2000.

### Our Vision

Be the premier global technology service provider to enterprise and midmarket customers, coupling unmatched global reach and high-touch localised service delivery and customer support.

### Our Mission

To deliver and support technology solutions that securely connect people, places, and information. From concept to completion, we partner with our clients to meet their goals.





## New Era Microsoft Teams Voice

New Era Microsoft Teams Voice is an end-to-end voice and collaboration solution as a service. Maximising your investment in Office 365, New Era can enable and adopt Microsoft Teams and New Era's IP Telephony Cloud within one eco-system to seamlessly provide the complete features and functionality required for your voice, contact centre and collaboration requirements. New Era, as an accredited Microsoft Gold partner, are ideally positioned to deliver scalable, secure, technology enterprise voice solutions as a single provider anywhere in the world.

New Era Microsoft Teams Voice not only offers a rich array of features, but more importantly, it comprehensively addresses all your voice needs beyond what Teams alone can provide, including contact center functionality, voice recording, receptionist consoles, advanced IVR, support for analog devices, and integration to legacy environments. Furthermore, New Era offers a hassle-free and transparent environment, along with pricing that caters to all current and future needs, including software licensing, hardware, upcoming software upgrades, logistics, reporting, capacity planning, monitoring, training, as well as additions, moves, changes, and new feature releases.



## Let's get started!

### STEP 1

#### MS Teams Cloud and PBX Solutions

Communicate more effectively with group chat, online meetings, calling, and web conferencing.

### STEP 2

#### Communications Accessories

Select your desired New Era voice and video devices from headsets to Microsoft Teams enabled handsets and use Teams as your phone solution.

### STEP 3

#### Adoption

We will deliver our agreed solution, deployed quickly and effectively. Our team works with your IT Team for onboarding & co-ordinating your Teams Direct Routing implementation.

## Team Features

- Instant Messaging
- Fully integrated with Office 365 Applications
- Audio and Video Conferencing Enterprise
- Access Teams across all your devices
- Collaborate in real time, from anywhere in the world
- Collaborate internally and externally securely

## A Voice Solution Enabled by Microsoft Delivered by New Era



## Benefits of New Era Microsoft Teams Voice

**Microsoft Teams Cloud PBX Solutions** – communicate more effectively with group chat, online meetings, calling, and web conferencing.

**Flexibility & Scalability** – our solution adapts to your unique business situation and provide the scalability needed for ongoing growth.

**Save Money** – we operate an OPEX model as opposed to a CAPEX model, which means there's minimal upfront capital investment on your behalf.

**24x7 Support** – enjoy round-the-clock monitoring and support via our operations centre, regardless of where your business is located in the world.

**Greater Efficiency** – by removing multiple local IP PBX solutions and making it easier for your IT team to manage.

**Microsoft Teams Softphone** – offers cost savings on mobile roaming and international call charges for staff when travelling.

**Maximising Existing Investment** – in Office 365 and Microsoft Teams with minimum upfront investment.

**Microsoft Solutions Partner** – New Era holds Gold accreditation across multiple areas in Microsoft including O365, Azure and O365 Communication.

# New Era Microsoft Teams Voice Key Benefits

## Make Your Employees More Productive

Streamline business processes and reduce time spent initiating and conducting phone calls.

**15 mins**

per day saved by using Microsoft Teams

**\$110k**

Predicted savings over three years for SMBs



## Replace Less Flexible, More Costly Voice Solutions

Reduce the number of solutions used and help reduce overall international calling.

**\$82k**

Predicted savings over three years for SMBs



## Simplify Support

Our IT Specialists are already familiar with the Microsoft Teams environment resulting in less effort spent managing infrastructure and users.

**\$112k**

Predicted savings over three years for SMBs



Start using the New Era Microsoft Teams Today!

# Client Case Studies

## Centuria

### Microsoft Teams Voice Driving Modern Workplace Transformation

Centuria Capital, a long term client of New Era and ASX-listed specialist investment manager engaged New Era Technology to drive modern workplace transformation within their business utilising Microsoft Teams Voice. Our experienced Teams and Office 365 implementation specialists lead the strategy that resulted in improved productivity, collaboration and improved work practices throughout the business.

From design to build and migration to staff onboarding, adoption and engagement, New Era were key to the project success and workplace transformation of Centuria Capital. Simon Holt (CFO) stated "New Era were instrumental to our success in the adoption of Microsoft Teams for our business. They are skilled Teams implementation specialists and their meticulous approach to Project Management helped Centuria Capital maximise the Microsoft Teams environment. Their staff onboarding and adoption process built expertise within our internal team and lead to Centuria having an internal champion of Microsoft Teams.

New Era Implementation methodology is one of a kind, and I would highly recommend their experienced team to other businesses looking to make the most of their Microsoft suite of applications."



Scone Grammar School

### Teams Engaging Every Student, Supporting Every Teacher

After a comprehensive audit of the existing IT environment, Scone Grammar School rolled out Microsoft Class Teams and Live Events, which have transformed the teaching and learning within the school and provided parents and guardians a window into their children's education.

Paul Smart, Principal, Scone Grammar commented "It's accessible and it's providing students with a way of connecting that is easy and more aligned with the environment they're likely to be a part of beyond their school life. This approach to utilise technology and innovative learning helps us to engage, inspire and stretch our students to be the best learners they can be."



## Microsoft Solutions Partner

Microsoft  
Partner



Gold Communications

Gold Messaging

Gold Data Centre

Gold Collaboration

Gold Content

Microsoft in  
Education Global  
Training Partner

