

South East Employers



South East Employers can now take advantage of remote working flexibility with the Microsoft Teams Phone System app.

Location: Winchester | Number of users: 6

The project

South East Employers is a team of specialists that offer independent employment and organisational development advice, support and consultancy services.

However, during lockdown, they decided that they would look to permanently close their office location and continue to work from home. However, the existing system would only divert to a single mobile, which is not ideal for a team of people all working from separate locations!

With an existing system unfit to fulfil the business' needs, we stepped in with a solution that would match their work-from-home operations.

The solution

South East Employers had already been using Microsoft Teams as a way of keeping in touch with one another. And so, our team of experts recommended they expand upon their existing experience with it to utilise the Microsoft Teams Phone app.

By integrating the Phone System app into their existing Teams set-up, the team could make and receive phone calls from any location, via any PC, laptop or mobile phone. On top of that, teams would also have access to additional features, such as call forwarding, call routing options and colour indicators on the Teams app to show whether a member of staff is online, away or on a call.

The result

By integrating our Microsoft Teams Phone System services into their operations, South East Employers' staff can now communicate effectively with one another despite working from multiple locations.

“From the initial contact to the training and implementation of the system, they have been impressive. They listened to our needs as a business and for individuals working remotely, and tailored a solution that is right for us.”

Sarah Cope, Business Development Manager

