



Insight-led IT services



Microsoft Voice services: Low-cost, flexible and scalable to support hybrid working.

A Microsoft Voice services solution is the most seamless way to empower employees company-wide – even worldwide, while safeguarding your business. When you add Microsoft Voice to an existing Microsoft 365 suite, it delivers a cloud-based phone system that sits neatly within your all-in-one communications platform.

Enhance your employee experience without compromising security or control

With a Microsoft Voice unified communications and collaboration solution (UCC) through LIMA, users can make and receive internal and external calls to their mobiles, tablets, computers and/or desk phones, in whichever configuration best suits the business.

If users prefer the convenience of using just one device, they may opt for the mobile app in Teams Voice. All their calls – business and personal – are then routed through their mobile. This doesn't require the employee to be on call 24/7, however. Apps can be set up to define work hours so that any work call notifications sent outside of those hours can be delayed until the following work day, or as specified.

Flexibility for all organisations

Already using Microsoft Teams or Microsoft 365?

Extend the Microsoft Teams client to integrate Voice across an environment already familiar to your employees.

In the process of switching to Microsoft 365?

LIMA can deploy Teams Voice into your environment whether you're retiring your legacy telephone system, keeping an old system, or migrating from another digital system, e.g., Skype for Business.

We understand the need to maintain and protect your investments with existing third-party suppliers. LIMA can integrate with your existing IP/PBX legacy solution without you needing to change telecom provider and without staff losing their existing contact list: direct dial numbers are easily ported.

Unparalleled security and support

- Comprehensive support, guaranteed service levels 24x7x365
- Service available to employees all over the globe
- Full legal and regulatory compliance in all regions
- Highest security standards with all data traffic between the end user client and LIMA servers secure and encrypted
- Proactive monitoring of service performance and voice quality management

The broad range of benefits.

Empowers your hybrid workforce

Microsoft Voice services through LIMA enable communication and collaboration between individuals and teams, whether employees are working flexibly, from home, or in a bring-your-own-device (BYOD) scenario.

Low cost

Unlike expensive legacy solutions, a cloud-based platform has no need for expensive hardware – including traditional desk phones. These devices are replaced by mobile apps or desktop dashboards that are easier to manage and access, particularly for remote working. You're also potentially saving on separate licensing costs, fixed line rentals, maintenance, SIP trunk rentals or cloud telephony user licensing.

Flexible and scalable

Microsoft Voice services can be set up in a variety of ways according to your needs. Working with LIMA you can be confident that your solution will scale to support new users.

Features teams are used to

If your people rely on traditional telephone system functionality like ring groups, auto attendants and voicemail, they can be incorporated into your new Teams Voice system. Your new system can also forward calls, transfer calls, access voicemail and transfer calls between devices.

Highly available and resilient for business continuity

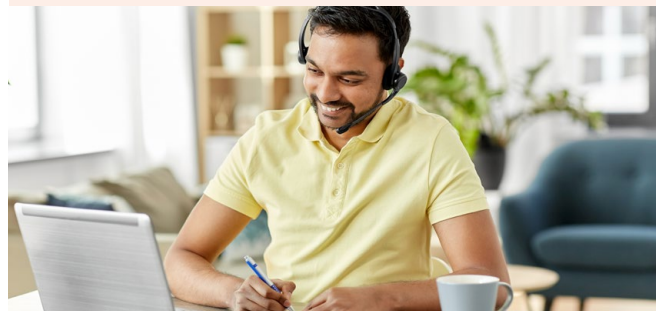
Forward focused

A Teams Voice system supports your longer-term digital transformation goals or cloud-first strategy.

The most cost-effective remote collaboration tools for a changing workforce

LIMA specialises in crafting digital workplaces for our clients. As a longstanding Microsoft Gold Partner we're also at the forefront of Microsoft Voice provisioning, following Microsoft best practice at every stage.


Through a unified communications platform, we give teams across sectors and geographies the freedom to create, connect and collaborate from anywhere, according to the demands of today's digital, global economy. We can also upskill your team in the use of Microsoft 365 via our integrated learning portal.



Need more information on Teams Voice implementation, features or pricing? [Get in touch with one of our experts.](#)

We deliver value through insight, expertise and technology as the strategic IT partner for the most ambitious organisations.



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