

Smart Meetings

Microsoft Business Unit



In today's world, with teams dispersed at different geographical locations, borderless collaboration is a key to business success. A secure digital workplace on cloud that provides an enhanced user experience through a feature-rich, single-user interface can help organizations establish an effective communication channel, manage network costs and performance of legacy systems, and provide a unified, global meeting solutions strategy.

Smart Meetings is a unified communication strategy solution that helps automate the full cycle of meetings by enabling Microsoft Teams as the primary collaboration platform with modern capabilities such as group collaboration, messaging, voice/video meetings and phone calls. This end-to-end solution suite provides comprehensive services along with complete life-cycle support and global coverage, ensuring a single point of accountability and reliability, and facilitating seamless collaboration through various stages of assessments, enablement, integration and adoption.

Overview

Organizations across the world are looking to unify their communication strategy to address the growing need to transform meetings and day-to-day collaborations, and ensure business continuity. However, legacy PBX (private branch exchange) telephony solutions are not suited for today's work-from-home requirements, adding extra investment to manage network costs and performance of legacy systems. Further, problems with multiple vendors, interoperability issues, remote location, and the high cost of migrating from legacy systems are adding more disadvantages to their communication platforms. There are also major concerns on regulations, complex bandwidth provisioning and use of different technologies in different locations.

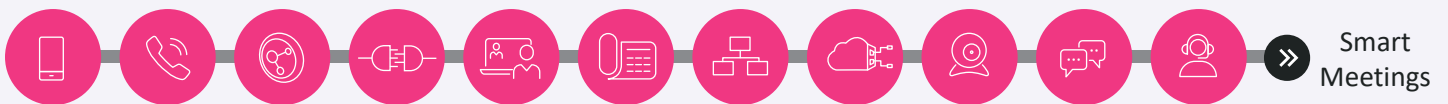
Smart Meetings solution uses Microsoft Teams to keep employees connected via a single platform and help increase productivity. It allows integrated business apps and integrated telephony solution within MS Teams to connect to any phone number and meeting room devices for easy 'joining' into Teams meetings. In addition, it proactively monitors all customer incidents and allows enterprises to experience up to 30% of typical savings over conventional PRIs. Post-migration, the solution also imparts comprehensive training, adoption and enablement support to ensure that end-users can use Microsoft Teams to their full potential, increase their productivity and maximize return on investments.

Our Solution

The solution provides the following core offerings:

- **Consulting and assessment:** Create a holistic proposition through advisory and consulting services with automated assessment and unified enterprise collaboration roadmap.
- **Meeting room experiences:** Set up and configure an end-to-end meeting room solution using advanced cloud technology along with strong partnerships with leading Teams room device providers.
- **Adoption-led rollout:** Use digital tools such as structured change management, gamification, and self-service to help employees realize their full potential.
- **Enterprise voice enablement:** Leverage Microsoft Teams' productivity with connected audio and additional native capabilities to consolidate all your calling and conferencing solutions on a single platform.
- **Apps and integration:** Build a unified ecosystem with appropriate line of business/IT applications and their smooth integrations by a unified provider.
- **Managed support:** Leverage fully automated self-serve provisioning portal for proactive monitoring and round-the-clock support.

What enterprises need is the right partner



<p>Consulting and assessment</p> <p>Create holistic proposition enabling collaboration roadmap</p> <ul style="list-style-type: none"> • Assessment • Workshop, POC, pilot • Roadmap 	<p>Adoption-led rollout</p> <p>Teams platform</p> <ul style="list-style-type: none"> • Structured change management • Gamified • Self service • Behaviour change • Measurable 	<p>Meeting room experiences</p> <p>Anywhere, anytime, any device extends meeting room</p> <ul style="list-style-type: none"> • End point devices • Room systems • Cloud video interop
<p>Enterprise voice enablement</p> <p>Global (cloud-based voice)</p> <ul style="list-style-type: none"> • PSTN consolidation • Eliminate need for desk phones 	<p>Apps and integrations</p> <p>Make Teams a hub of modern workplace</p> <ul style="list-style-type: none"> • LOB apps • MDM, Security, VDI • Ongoing enablement of Microsoft workloads 	<p>Managed support</p> <p>Fully integrated and managed global services</p> <ul style="list-style-type: none"> • Monitoring • 24*7 support

Figure 1: Smart Meetings solution for enhanced collaboration

Benefits

Smart Meetings provides a range of benefits to enterprises:

- **Secure workspace on cloud:** Transition to Microsoft Teams with minimal risk and reduce costs and additional network requirements. Access voice and video calls at any place and on any device.
- **End-to-end managed services:** Manage and control your usage and costs via our comprehensive services, full lifecycle support, and global coverage solution.
- **Employee productivity:** Leverage intelligent communication and unified worklists to ensure a seamless adoption of Teams and maintain employee productivity.
- **High-quality SIP services:** Deliver persona-based, zero-touch services using next-gen technologies in 110+ countries having relationship with over 1600 carriers. 26% of total internet routes are globally managed by us.
- **Cost-savings:** Save an average of 30% on overall costs and enhance existing investments.
- **Support:** Leverage 24x7x365 shared and dedicated support models.

Why TCS

A partnership with TCS helps enterprises take advantage of a range of key differentiators:

- **Global leader:** More than 2,500 certified SMEs with experience in successfully migrating over one million users to Microsoft 365. We globally manage almost 26% of total internet routes, which makes us the number one international voice carrier. Our solution gives our customers coverage in 99.7% of global GDP.
- **Decades of industry experience:** Committed to delivering business excellence, our customers can leverage our wide range of experience in successfully managing SDWAN networks across more than 50 enterprises, 3000 sites, and 4000 experts in five service contact centers worldwide.
- **Strategic partnership with Microsoft:** Being a Microsoft Premier Outsourcing and Microsoft Gold Certified SharePoint partner allows priority support from Microsoft.
- **Preferred membership:** TCS is a preferred member of the Microsoft 365 Content Services Partner Program and a launch partner for Project Cortex, including SharePoint Syntex.
- **Technical expertise:** Our expertise has allowed us to also impart comprehensive user training, adoption, and enablement support post-migration for complete lifecycle support and delivery of maximum benefits. TCS proactively monitors 95% of its customer incidents on average, ensuring a smooth adoption of services and additional support post-adoption.

Contact

Visit the [Microsoft Business Unit](#) page on www.tcs.com

Email: BusinessAndTechnologyServices.Marketing@TCS.COM

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 488,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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