



# Microsoft Teams: The AI-powered platform for work



# Smart. Simple. Secure.

The way we work is changing. Today's organisations are seeking AI-powered tools that enhance communication and collaboration while addressing the challenges of flexible work environments, communication overload, and repetitive tasks. **Microsoft Teams** is at the heart of this transformation, bringing together meetings, calls, chats, and collaboration in one intuitive platform.



**Smart:** AI-driven features automate routine tasks, deliver actionable insights, and streamline workflows so your team can focus on what matters most.



**Simple:** Teams puts users first, integrating seamlessly with Microsoft 365 for real-time teamwork. Everything you need – meetings, files, calling, chats - is just a click away.



**Secure:** Built on Zero Trust principles, Teams protects sensitive data with robust encryption and compliance controls, giving you peace of mind.

<sup>1</sup>Microsoft WTI, *The Year the Frontier Year is Born*, 2025.

53%

of leaders say productivity must increase. They want to see a higher return on their investment by using AI to achieve better customer outcomes, more efficient operations, and an overall improved cost structure<sup>1</sup>





# Collaboration without boundaries

Empower teams spread across continents, enabling them to share ideas and files in real time. With Teams, collaboration knows no boundaries.



Keep track of conversations with customised views.



Organise information your way with custom sections and favourites.



Surface insights from chats, emails, meetings, and calls with Copilot.

Teams brings together chat, channels, Loop Workspaces, calendar, notes, and third-party apps so your team can work the way that suits them best.

## Unleash team potential across the globe

[Chat and Channels](#)  
[Loop Workspaces](#)

[Calendar](#)  
[Notes in chat](#)

[Third party app integration](#)  
[Copilot and agents](#)



# Communications to connect everyone

Host global meetings where language barriers disappear, and every participant is engaged. Teams makes communication effortless and inclusive.



Run more effective meetings and calls with intelligent recap



Use Copilot to get real-time speech-to-speech interpretation and AI-powered translations



Enhance customer communications with Queues app and Copilot summaries

Whether it's a quick call or a large-scale event, we can empower our teams to ensure everyone's voice is heard.



## Bridging distances and breaking barriers

**Teams Meetings**

**Queues app\***

**Teams Phone**

**Advanced Events**

\*Requires a Teams Premium subscription



# Teams Phone: Your smart calling solution

Modern work demands seamless, secure, and flexible communication. Microsoft Teams Phone helps you experience smart communication and seamless collaboration with the only calling solution native to Teams, eliminating the need to juggle multiple apps.



## All-in-one simplicity

Make and receive calls with simplified management and a single admin console.



## AI-powered productivity

Copilot in Teams Phone\* provides real-time call summaries, action items, and insights, freeing users from manual note-taking.



## Enterprise-grade security

End-to-end encryption and compliance controls keep sensitive conversations protected.



## Flexible connectivity

Teams Calling Plans, Operator Connect, Direct Routing, and Teams Phone Mobile gives you the flexibility of choice



## Global inclusivity

Break down language barriers and make every conversation accessible with AI-powered transcription.

\*Requires a Teams Premium subscription

Empower every employee with Teams Phone and transform how your organisation experiences AI-powered communication and seamless collaboration using the only calling solution native to Teams. Syscom can show you how.





# The AI-powered, connected workplace

Unlock a flexible office where employees reimagine flexible work using AI, fostering employee connections and optimising space management. Plus, Teams supports hybrid work, making every workspace smarter.



Book shared spaces and manage resources with Microsoft Places.



Connect seamlessly with Teams Rooms and Devices.



Foster collaboration in shared spaces, both physical and virtual.

## Empowering people and optimising spaces

 Microsoft Places

 Microsoft 365 Copilot

 Teams Rooms and Devices

Syscom can guide you through adapting Teams to your workplace, helping you create environments where people thrive.



# Transforming your organisations one team at a time



Home Office

## Situation:

The UK Home Office is a critical government department responsible for national security, immigration, and public safety yet they were operating over a fragmented, legacy communication system (Skype for Business and disparate telephony services) while supporting nearly 1 billion audio/video minutes annually. Aging infrastructure and disjointed workflows hindered its ability to respond swiftly in high-stakes scenarios.

## Solution:

To modernise and secure communications, the Home Office partnered with Microsoft, Colt, and Netcompany to transition 63,000 users to Microsoft Teams Phone in just eight days, migrating to Microsoft 365 E5. This unified their voice, video, and collaboration tools while consolidating licensing and infrastructure plus enhancing security and resilience.

## Benefits:



**Enhanced productivity and collaboration:** Streamline workflows across the department.



**Rapid, large-scale deployment:** 63,000 user migration is completed in eight days.



**Stronger security compliance:** Take advantage of the Microsoft 365 E5 built-in safeguards.



**Improved service delivery:** More efficient coordination supports national security and public-facing services.

“We’re only just scratching the surface of what’s possible with Microsoft tools. The potential to revolutionise how we work and serve the public is incredibly exciting.”

— Robbie Warwick, Head of the Voice and Video Products, Home Office

[Read the story](#)



# Syscom unlocks the full power of Microsoft Teams

Teams is more than a platform - it's an ecosystem. We can guide you through extending the value of Teams with specialised apps and custom agents built using Copilot Studio or the Microsoft 365 Agents Software Development Kit.



## Integrate third-party apps for unique workflows

Connect Teams with the tools your business relies on. From project management to CRM, we'll help you integrate apps that streamline processes and keep your teams working in one unified space.



## Tailor Teams to your business needs

Customise Teams with solutions designed for your industry and goals. Whether it's automating routine tasks or creating bespoke workflows, we'll make Teams work the way you do.



## Drive innovation and efficiency with expert support

Our specialists will help you maximise the potential of Teams to deploy advanced features and build custom agents that keep your organisation ahead with AI-powered collaboration.



# Your AI-powered transformation starts here

- ✓ Start your journey with Syscom and Teams today.
- ✓ Connect with us now to customise your Teams solutions.

Contact us

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 [Benefits of Microsoft Teams](#)

