Empowering Telecommunications

Microsoft

Productivity, Communications, & Collaboration

Today's telcos must work to increase agility and innovation throughout the organization.

Stagnant revenues, increased competition from nontraditional service providers, tougher regulations, and the need for innovative new services are forcing telcos to look for new ways to be more efficient and reduce overhead costs. Microsoft solutions for productivity, communication and collaboration enable telcos to reimagine the workplace to help drive innovating, be more responsive to customers, and deliver better business results.

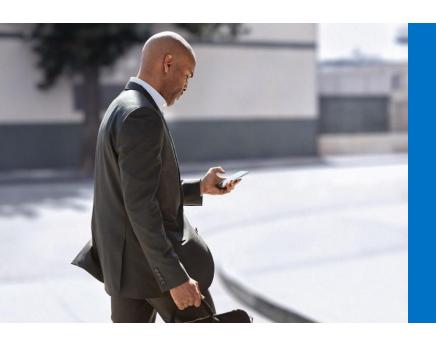**Modern workplace experiences transform the way your people work together.**
By using powerful cloud-based communication, collaboration and advanced analytics platforms, telcos can empower their workers to work from anywhere more collaboratively, efficiently and securely.

Breakdown department silos and enable staff to collaborate more easily

Drive innovation with modern productivity tools that deliver more collaborative experiences. Reach consensus faster and reduce Empower your services reps, sales associates and field technicians to share knowledge, work together, learn from each other and find subject matter experts quickly with social networks. By providing intuitive collaboration channels, you will engage employees across the organization, leading to improved service delivery and increased agility.

Enable employees to work from anywhere

Enable your employees to be productive from virtually anywhere on any device with secure access to all documents, content, and colleagues. Provide field technicians access to vital customer information and self-service training materials, equipping them to deliver better service. Mobile devices can connect your field workers with scheduling, empowering them to manage appointments and provide updates to customers.

Productivity, Communications and Collaboration solutions deliver modern workplace experiences that transform productivity to help you innovate, be responsive to customers, and drive business results. The Microsoft integrated cloud-based platform for communications and collaboration lets you connect dispersed people and resources to enhance productivity, facilitate collaboration, and enable innovation.
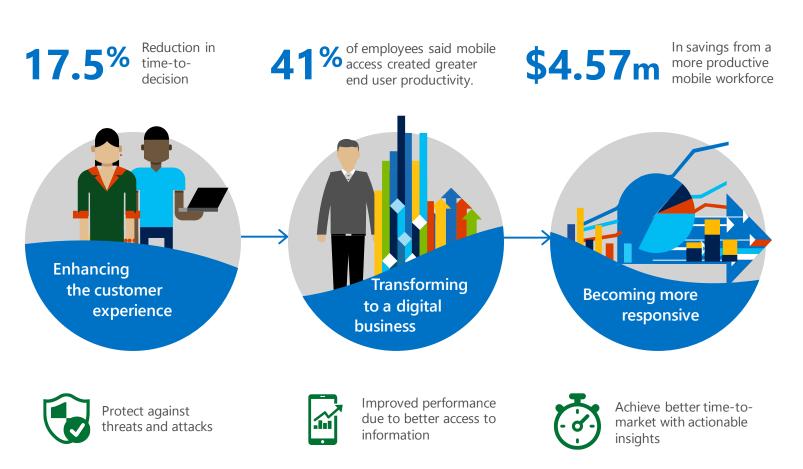
Transform from personal productivity to organizational productivity

Break down silos and better connect people through the power of machine learning. Office Delve helps telcos work more efficiently together and reduce duplicate work streams by surfacing content and data relevant to employees based on what they're working on and who they're working with. With Office Delve, your employees can better leverage existing talent and resources.

Protect subscriber data and ensure regulatory compliance

Protect against threats and attacks that are constantly directed at telco employees by cyber criminals seeking access to subscriber data and systems. Our highly secure cloud solution includes state-of-the-art encryption, multi-factor authentication, access management, device management, as well as embedded tools to manage compliance and requirements.

Solution overview
Productivity, Communications and Collaboration

17.5% Reduction in time-to-decision

41% of employees said mobile access created greater end user productivity.

$4.57m In savings from a more productive mobile workforce

Enhancing the customer experience

Transforming to a digital business

Becoming more responsive

Protect against threats and attacks

Improved performance due to better access to information

Achieve better time-to-market with actionable insights

Solution benefits:

→ Provide greater insights into business performance

→ Empower employees with collaborative tools that help improve customer satisfaction

→ Improve agility, reduce costs and provide the tools to work efficiently

→ Enable employees to work from almost anywhere on any device

Why Microsoft

Microsoft is empowering media and cable companies to deliver new audience experiences with the intelligent cloud, creating the essential technology to help you build something amazing—whether you need actionable insights to connect with your audience, on-demand scalability to deliver media everywhere, or an inspired workforce to create and collaborate securely from anywhere.

End-to-end. Microsoft productivity and collaboration solutions are an integrated, enterprise-grade platform in which all applications work together based on the same entitlements, across all form factors—PC, mobile, and tablet. Users move seamlessly between applications in a familiar and intuitive way.

Integrated. We build openness and extensibility into the core of all of our platforms, productivity solutions and business apps to drive deep integration and seamless experiences. Our solutions easily integrate with most existing investments, enabling your organization to leverage existing IT skills and resources and minimize implementation costs.

Compliance at its core. Microsoft takes a holistic approach by encompassing four categories that affect trust in the cloud: cybersecurity, data privacy, compliance, and transparency. Microsoft is unique among major cloud services providers in offering cloud service–specific privacy statements and making strong contractual commitments to safeguard customer data and protect privacy.

"With better social and collaborative tools, we can improve the organization's culture and build a stronger sense of community."

Ruggero Crameri
Project leader, Collaboration

swisscom

Swisscom moved to Office 365 ProPlus, enabling employees to use Office across multiple devices and strengthening team collaboration with new social tools.

Telefónica

Telefónica provides digital, twenty-first century telecommunications using Yammer to connect employees across 21 countries in productive, nonhierarchical exchanges.

"The more employees use Yammer to engage in meaningful conversation, the stronger our digital culture becomes—and the more agile and competitive we are."

Luz Rodrigo
Enterprise Social Strategist

Learn more

microsoft.com/telco

Microsoft