Kyocera Direct Connect

Microsoft Teams with enterprise-grade telephony controls.



Kyocera Direct Connect enables your team and customers to communicate and collaborate, wherever they need to be.

Our fully managed services make it easy for you to deliver great experiences in the simplest way, combining the ease of use of Microsoft Teams with enterprise-grade telephony controls.

By integrating your traditional telephony and unified communications systems with Microsoft Teams, we optimise your costs, help you stay compliant and create a unified collaboration platform.

For those businesses already using Microsoft 365, switching to Microsoft Teams during lockdown made perfect sense. For anyone not already using Microsoft Teams, it was quick and easy to roll out and is fast becoming the business communication platform of choice.

The challenge now is how do you provide a consistent user and customer experience (UX and CX) at home and in the office, keeping the business running and kick-starting new growth? Also manage costs, reduce management complexity and remain compliant?

Although Microsoft Teams offers flexible functionality, it doesn't provide the granular controls and user functions most businesses are used to through their traditional PBX telephony or UC systems. Neither is the ability to seamlessly transfer customers' calls to a different department or record calls for compliance. For many businesses, this also means customers are struggling to contact them through their normal contact numbers.

Staff are unable to make or receive external calls in Microsoft Teams without additional solutions, many opting to use their own mobile phones. This add to the reliability and customer experience issues while also making it hard to get a true sense of the costs.

For regulated sectors, like finance and utilities, this approach can also increase risk of non-compliance as calls can't be recorded.

Kyocera Direct Connect is a fully managed service to make sure your team and customers can connect, whenever and however they need to, using traditional PBX, UC, and Microsoft Teams. And in doing so, opening up greater opportunities for a fully inclusive collaboration experience.

- Through our heritage in unified communications and our significant Microsoft skill sets, we put our knowledge to work to integrate traditional telephony functionality, like call forwarding and call recording, with Microsoft Teams.
- We are perfectly placed to support the fast-changing needs of our customers, extending our managed services beyond just voice, to helps manage your entire Microsoft 365 environment and beyond, including Microsoft 365 licensing, services and support.
- Kyocera Direct Connect is just one offering, as part of our UC — Connected Teams Managed Service (alongside Connected ICT — Digital Infrastructure, Content Services — Process Transformation and Print Solutions).

"In May 2020, the number of daily active users of Teams jumped by 70% to 75 million from 44 million in April 2020." UC Today, June 2020

Kyocera Direct Connect makes sure you never miss a customer call when using Microsoft Teams.

Organisations need an easy, reliable way for customers to contact them or else risk leaving queries unresolved or worse still, missing out on sales as customers get frustrated and go elsewhere.

By enabling Microsoft Teams collaboration and voice with traditional PBX controls, your users can continue to do their job, no matter where they are, increasing productivity and collaboration. Providing a seamless experience for customers, increasing loyalty, revenue, and business growth.

We provide the same call controls your team will be used to, for example setting up options to re-route calls if they are in a meeting or on holiday or enabling autoresponders. This also means you get complete peace of mind that should Microsoft Teams go down, as was experienced in the UK during lockdown in March 2020, you have a reliable disaster recovery (DR) and business continuity strategy in place. One quick call to our 24/7/365 helpdesk and we can get all your Teams numbers forwarded to a mobile or autoresponder should the service be disrupted.

As a managed service, we take away all the complexity, enabling a single UX fully supported by our experts 24/7/365.

- Your users can dial externally from Microsoft Teams, make and receive calls from the existing PBX using the Microsoft Teams app. In an office environment, their desk phone or meeting room phone can use embedded call recording in both scenarios.
- Your business can even retain all its existing numbers, ensuring customers can reach you as they always have done.
- We can also provide a range of call control enhancements such as re-routing, voicemail, hunt groups, call queueing. Call reporting can be accessed through a SIP Trunk Call Manager self-service client portal for improved visibility on call behaviour and trends.

Benefits:

- Enhanced UX and CX
- Reduce risk and increase resilience to support DR strategies
- Future proofed; everything is set up to go without impacting experience again
- Accelerate digital transformation; increase adoption of new, more agile ways of working
- Increase visibility and control of costs (vs traditional PBX systems) without changing the UX
- Improve compliance, for example with our call recording capability



Be more productive.

Kyocera Direct Connect brings all your UC functionality into one solution managed by us, helping to optimise costs and reduce supplier management complexity. Whilst enabling business as usual calling and call recording without disruption.

Even before Covid-19, managing cost was a high priority for organisations; now for many, it is essential for survival. But cost management requires visibility into all spending, which is hard when staff are using personal mobile phones to make work calls and then claiming back costs via Expenses. This also means that managing multiple bills and vendors becomes more complex and time consuming, making it hard to optimise spend.

Our managed Kyocera Direct Connect service helps you manage, budget and forecast costs with single billing plus round-the-clock monitoring and support. You can easily set controls on country codes and thresholds on spend to limit bill shock or misuse by staff; simply call our helpdesk 24/7/365 and we can do this instantly for you.

- Using our in-house billing platform, we can provide itemised billing with call breakdown.
- We also provide cost efficient call bundles (2,000 minutes to UK landline and 2,000 minutes to mobile) to help budgeting and cost management.

Benefits:

- Simplicity - single platform and itemised billing for ease of management, cost visibility and control
- Switch from expensive Capex systems to a more cost effective Opex subscription model
- Keep all your existing numbers, routing, and call centre functionality
- Quick and easy to provision and deploy; all done remotely



Communicate and collaborate.

Kyocera Direct Connect makes it easy for you to maintain compliance and improve quality of service as new ways of working become a more permanent reality.

Monitoring staff who are using a combination of Microsoft Teams and their own mobile devices to speak with customers is a major challenge, both from a performance and compliance perspective.

We provide comprehensive call recording and analysis tools fully integrated into Microsoft Teams. You can easily ensure all calls are being recorded in line with compliance regulations (MiFIDII, Dodd-Frank, HIPPA, Data Protection Act), easily access recordings remotely for training purposes or dispute resolution and provide full audit trails for compliance.

Provided as part of our managed Kyocera Direct Connect service, we deliver comprehensive call recording on Microsoft Teams. This includes voice, chat, video, and 1-1 calls and recording on demand, something which is not possible with standard Microsoft Teams recording.

- Easily configure rules (recording, replay, access, right to delete, etc.) based on your organisational needs and regulatory requirements.
- Search, replay, export and share recordings quickly and easily.

Benefits:

- Reduce risk from non-compliance or customer disputes
- Captures the entire communication (voice, video, and chat)
- Easily monitor team performance remotely and spot training opportunities
- Single platform to reduce management complexity



Why Kyocera?

- We are more than just the sum of our technology; we believe in the power of human insight and intelligence, gathered through years of experience in UC, ICT and managed services. Plus the collective knowledge of our people.
- We are Microsoft experts — we are an MS Gold Partner and MS Cloud Service Provider, giving us a depth of experience to integrate services and manage Microsoft Teams.
- We have significantly invested in our UC service operations (own billing platform, proactive monitoring/notification system) so our customers don't have to.
- The breadth of our portfolio means we can provide end-to-end managed services right across IT infrastructure, connectivity, unified communications, document solutions and support services. Taking the management challenges away so customers can focus on what they do best.
- 24/7/365 UK-based service desk; unlike many other service providers, we only use fully trained, technical specialists to manage our 1st, 2nd, and 3rd line support, not call handlers.
- We are part of a £14b global organisation and regularly feature in the global 100 most innovative companies list; our customers can trust that we are here to stay and are constantly investing in supporting them now, and in the future.





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