

**ANTENNA<sup>®</sup>**  
Powered by **FourNet**



**ANTENNA** + Teams

Secure, reliable,  
cost-effective  
communications  
& collaboration



# All the security and reliability of ANTENNA combined with Teams collaboration capabilities.

## Challenge

Many government departments want to use Microsoft Teams to drive increased collaboration within and between departments. Historically, departments have been concerned about using Microsoft Teams as their telephony solution due to the lack of advanced enterprise telephony features, contact centre capabilities, and global support and reliability.

## Solution

ANTENNA telephony services are now integrated into Microsoft Teams. This enables our central government customers to use Teams for all their employee collaboration requirements: presence, IM, document sharing and editing etc. with the added security and reliability of ANTENNA telephony.

Employees can make or receive calls on any of their devices with no change to the Teams user experience to people outside your Teams environment. Call costs are included as part of your ANTENNA bundle so no need to spend on costly Microsoft call bundles.

### Cost Savings:

Calls to non-Teams users can be made direct from Teams using your inclusive ANTENNA bundled minutes without the need to add costly Microsoft calling bundles to your Teams package.

### Simple user experience:

ANTENNA for Teams integrates directly with Microsoft Phone System via Direct Routing so employees can use Teams to make calls to people within a Teams environment or to external contacts via the PSTN – same simple interface of making and receiving calls. Whether they use the Teams app on their mobile or desktop or via their ANTENNA fixed line or mobile phone.

### Secure homeworking:

Employees can work from anywhere using either their mobile or soft phone on their laptop to make secure calls via Teams using the ANTENNA network.

### Contact centre integration:

ANTENNA for Teams takes Teams beyond internal employee collaboration by integrating Teams into the contact centre. Our multi-channel contact centre capabilities provide your customers access to your contact centre agents via their channel of choice; the Microsoft Teams shared workspace then enables your agent to effortlessly engage back-office experts to provide the best resolution available for each customer contact.

# Why ANTENNA?



## Secure

Hosted in Tier IV government data centres and manned by Security Checked (SC) and Developed Vetting (DV) level cleared engineers, ANTENNA adheres to all relevant government standards and provides the highest levels of security.



## Feature Rich

Our best of breed technology partners ensure ANTENNA offers a full suite of voice, mobile, contact centre, video, messaging and collaboration services. Our expertise at integrating complex systems means everything works together seamlessly.



## Flexible

ANTENNA offers the flexibility to quickly add or remove users and functionality. New users, moves and changes and additional functionality can be handled remotely either by our Service Desk, directly by your own team or via our IT Service Management tool (ITSM) using multi-factor authentication.



## Quick to Deploy

ANTENNA's cloud-based services are already deployed in government data centres and are on the Public Services Network (PSN). Services can be redeployed and fully operational in a matter of days.



## Easy to Buy

The ANTENNA service is available on the CCS RM3808 Network Services framework; for straightforward requirements public sector customers simply log on to the government's eMarketplace and place a direct order.



## Cost Saving

ANTENNA is a genuine shared service with the economies of scale that this provides; delivered on an opex subscriber model – most government departments are seeing between 25% to 40% savings compared to existing services.



## Business Continuity

ANTENNA is classified as Critical National Infrastructure. Our Teams Direct Routing solution offers guaranteed quality of voice calls, increased availability and full business continuity and disaster recovery capabilities.



## Fully Managed Service

ANTENNA offers a single-point-of-call, fully managed service with proactive monitoring, problem management, service desk, back up, disaster recovery and more. All delivered to standard SLAs and available 24:7.

# ANTENNA<sup>®</sup>

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# Thank you

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10 DOWNING STREET



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