Microsoft Teams

Microsoft Teams Phone

Boosting collaboration and lowering costs

A Forrester Total Economic Impact™ shows the benefits of using Microsoft Teams Phone to integrate voice into the Microsoft Teams collaboration platform.

Read the full study

Legacy telephony solutions create disconnects

Traditional private branch exchange (PBX) or legacy IP-based telephony solutions can hold enterprises back.

Legacy PBX or IP-based phone solutions:

- Lack modern functionality and integrations.
- Increase costs and require significant IT investment.
- Slow down communication and productivity.

Microsoft Teams Phone transforms voice calling

Microsoft Teams Phone is the only native calling solution for Microsoft Teams. This solution reduces cost and improves collaboration by centralizing all employee communication in a single, context-rich environment.

Three-year enterprise benefits of implementing Teams Phone:

ROI
143%

Benefits (Present value)
$19.7M

Net present value
$11.6M

TCO savings
45%

Companies that invest in Teams Phone:

- Reduce licensing and usage costs.
- Minimize management burden on IT.
- Save time and collaborate more effectively.

Cost savings from retiring legacy phone solutions

Teams Phone reduces or eliminates long-distance call charges, international call charges, and mobile phone reimbursement.

Three-year savings for enterprise:
$10.8M

Decrease in effort for enterprise telephony support: **from three to two full-time employees**

Reduced need for telephony support

Teams Phone can be managed using the same admin center as Microsoft 365, reducing complexity and the need for specialized skills.

Three-year benefit for enterprise:
$8M

More efficient communication

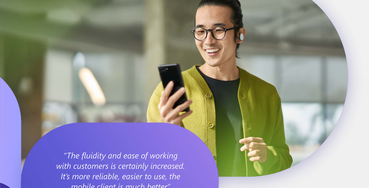
Teams Phone saves employees time by streamlining business processes and eliminating cumbersome switches between platforms and devices.

"[Teams telephony is] rock-solid reliable…the management configurability is pretty easy because it's all in that single pane of glass in the Microsoft 365 world."

— Director of Technology Operations, healthcare nonprofit

Better security and business continuity

Teams Phone works with Microsoft 365 and is protected by enterprise-grade security. Teams Phone also simplifies voice calling for employees working from anywhere.



"The fluidity and ease of working with customers is certainly increased. It's more reliable, easier to use, the mobile client is much better."

— Infrastructure Services Manager, energy company

Happier employees and customers

Teams Phone provides a simple-to-use interface that streamlines communication for employees and customers.

Microsoft Teams Phone enables digital transformation for voice calling, so enterprise teams can **move forward together.**

Explore the benefits of Microsoft Teams Phone

The business impact of Microsoft Teams Phone was analyzed in The Total Economic Impact™ of Microsoft Teams Phone (December 2022), a study commissioned by Microsoft and delivered by Forrester Consulting. Results shown in this infographic are for an enterprise composite organization based on interviewed customers.

Read the full study ›