

Product & Service Offerings

IDEAL CLIENT PROFILE

Company Profile:

Companies with office based, hybrid, or remote workers. Applies to all industries where companies are using Microsoft 365 or need to collaborate within and outside their organization on a single, unified platform.

Buying Scenarios

- They use Microsoft 365 and have standalone phone service for their workforce.
- They have calling services from another provider for Teams but need enhanced features.
- They use a competing product (Zoom, Webex, etc.) and want to consolidate to a single platform.
- Looking to reduce costs for traditional phone services (services, phones, etc.).
- Have international calling requirements and looking for more reliable and cost conscious solutions.

Key Decision Makers

- Project Owners: Network, compliance and security Managers/Directors
- Influencers: Telecom Managers and Directors
- Budget Owners: CTO, CIO, CFO, COO and CEO

Current Technology

- Microsoft 365 with Teams but no calling service, or inferior calling services from another provider.
- UC platform other than Microsoft.

Sales Engineer Take On Best Fit

Fusion Connect is a managed services provider (MSP) specializing in connectivity, SD-WAN, SIP trunking, basic contact center and MSFT Teams voice + CoPilot and other MSFT Licensing. They have customers spanning SMB thru large enterprise and across several different verticals like Healthcare & Retail. If your customer is looking for one provider to handle several aspects of their business communications and connectivity then Fusion connect is a great option.

Brent Wilford - Senior Director of CX & Unified Communications

Key Features & Differentiators

Business Continuity: Fusion Connect's design
and implementation of Operator Connect
delivers uninterrupted voice service even if

Microsoft Teams service is not available, allowing clients to maintain full business operations.

Global Coverage: Phone numbers are available in the US, Canada, Mexico and more than a dozen European countries, with a broader international expansion throughout 2023 into additional countries in Europe, Latin America, and Asia Pacific.

Professional Implementation Support: Peace of mind with managed implementation support to handle system configuration, technical staff training, and service activation, all leveraging an automated set of tools to ensure a quick start for all clients.

Simplified Administration: Enhanced management portal simplifies the native Microsoft administration console, allowing administrators to obtain new phone numbers and deploy new Microsoft Teams seats, in real time and on demand.

Microsoft Cloud Solution Provider: As a Microsoft CSP, Fusion Connect provides more flexible licensing and billing options, and real time Tier 1 support for Microsoft 365.

Service Guarantees: Backed by Fusion Connect's comprehensive service guarantee that includes

on time installation and 100% availability for
next generation services.

Qualifying & Technical Questions

DISCOVERY QUESTIONS

- Are you currently using Microsoft 365 and Microsoft Teams? If yes, what type of license do you have?
- Do you think you are taking full advantage of the collaboration features in Microsoft 365, and why?
- How are you enabling your workers to access their company supplied phone numbers in the office? How about when they are remote or traveling?
- What percentage of your workers have a company supplied phone number?
- How do you manage provisioning of those numbers?
- Are you managing your own PBX or other onsite/hosted phone platform?
- Do you have a call center? If yes, what software platform are you using to enable your representatives?
- In this age of digital and hybrid workplaces, how do you ensure that your employees are not burning out or need coaching?
- How could your company benefit from having access to a self service intuitive portal to manage all your calling needs for Microsoft Teams?