



APEX DIGITAL
SOLUTIONS

Microsoft
Solutions Partner
Modern Work

KEEP YOUR BUSINESS TALKING WITH MANAGED TEAMS PHONE



PUT YOUR PHONE SYSTEM ON AUTOPILOT

Your phone system is too critical to run without dedicated oversight. Managed Teams Phone from Apex Digital delivers ongoing administration, monitoring, and support for Microsoft Teams Phone, keeping business calling reliable and secure without adding to your IT team's plate.



- ✓ Reduce IT overhead with fully managed Teams Phone operations and support
- ✓ Improve call reliability with proactive monitoring and carrier escalation
- ✓ Accelerate customer connections through optimized routing and voicemail flows
- ✓ Keep communication services cost-efficient and aligned to actual business needs
- ✓ Ensure compliance and readiness with validated emergency calling (E911)
- ✓ Stay aligned through a Customer Success Team and quarterly technical reviews



Clear, Reliable Conversations

Your customers hear clear audio and experience fewer dropped or disrupted calls when they connect with your team.



Faster Help, Less Friction

Your customers reach the right person more quickly, without long menus, transfers, or confusion.



Consistent Experience Every Time

Whether it's a routine question or urgent need, your customers can rely on smooth, predictable phone interactions every time they call.



(248) 270-9670



apexdigital.com



hello@apexdigital.com

FIND THE RIGHT FIT FOR YOUR TEAMS PHONE NEEDS

Managed Teams Phone is available in three tiers, so you only pay for the level of service your organization needs. Every tier includes an assigned Customer Success Team with a Customer Success Manager and Voice Engineer.

Service Offering	Essential	Advanced	Premium
Teams Phone platform administration, license optimization, and moves/adds/changes	✓	✓	✓
Number management, porting coordination, and outbound caller ID (CNAM)	✓	✓	✓
Basic auto attendant and call queue management	✓	✓	✓
Voicemail, shared calling, delegate, and digital faxing (eFax) support	✓	✓	✓
Basic emergency calling (Static E911)	✓	✓	✓
Desk phone, common area phone, and softphone support	✓	✓	✓
Assigned Customer Success Team with quarterly technical reviews	✓	✓	✓
Advanced auto attendant and call queues (complex flows, optimization, analytics)		✓	✓
Advanced emergency calling (Dynamic E911)		✓	✓
Call quality dashboard management, analysis, and usage reporting		✓	✓
Teams Queues App, analog device, and multiple carrier support		✓	✓
Documentation for audits and compliance			✓
Third-party SMS/MMS messaging and attendant console management	Add-On	Add-On	✓
MONTHLY FEE (PER USER)	\$8	\$12	\$18

Third-party Contact Center (CCaaS), compliance recording, and hardware replacement available for an additional fee on all tiers.



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WHY PARTNER WITH APEX DIGITAL?

- ✓ **We're Microsoft-Focused:** We don't try to be a jack-of-all-trades. We specialize in tailored Microsoft solutions.
- ✓ **Clear Communication:** We keep things simple and avoid tech jargon.
- ✓ **No Fluff, Just the Facts:** We believe in candid, friendly conversation.
- ✓ **Understanding Your Needs:** We listen instead of making assumptions, crafting solutions that fit.
- ✓ **Proven Expertise:** Over 25 years of trust and success with organizations like yours.



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