

BT SmartNumbers Mini Case Study Microsoft

Microsoft is the worldwide leader in the development, manufacture, license and support of software. It employs over 76,000 people in 102 countries.



Microsoft®

The Business Challenge

Microsoft had implemented a policy of desk-sharing to provide flexible office working and to control/reduce office costs at its new Reading campus. This created new communications challenges between colleagues which needed to be addressed.

Microsoft also wanted to increase productivity, improve work-life balance and reduce travel costs, as well as “to create a great environment where people can do their best work.”

Solution

Microsoft signed up to SmartNumbers for Flexible Working. The service offers:

- real-time presence which shows location and availability of other colleagues.
- virtual-team working (contact entire teams with a single click)
- visual voice-mail with missed calls or left messages sent via email and/or SMS
- up to four inbound calls to be handled on a single telephone line
- call-whispered introductions to distinguish between business and personal calls

Results

Staff can set their own times and locations to work. Most staff stay at home, often working non-standard hours, and saving on travel costs. With around 500 flexible employees ‘hot desking’, office space is freed up saving on office costs. Calls are made at corporate telephone rates creating additional savings, and calls are easily connected to employees based overseas.

Communication and efficiency have improved overall and the flexible hours act as a motivating factor for employees. As a result of the enhanced service and cost savings, both parties have gained considerably, financially and personally.

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SmartNumbers is mostly used by Microsoft consultants, who spend a lot of their time on the road, and working at client sites. Our engineers working at client sites may be there for a week or more testing programmes, integrating systems and so forth. So their phones are simply directed through to them, wherever they are.

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Nick Wills, Head of Property and Facilities, Microsoft UK