

INTERVIEW | TEAMS

## The future is calling: Mike Plumer reveals how to make the most of Microsoft Teams Phone



Vice president of sales explains how Altigen Technologies helps businesses to improve customer interactions

By Alex Smith | 26 January 2026

**Many enterprises – particularly in financial services – are exploring how they can streamline operations and strengthen security by moving to Teams Phone. To ensure success, they can partner with a company such as Altigen Technologies, which specializes in Microsoft-based communications solutions, says Mike Plumer, vice president of sales.**

**What are Altigen Technologies' core offerings?**

Altigen helps organizations leverage Microsoft 365 and Teams Phone to replace outdated phone systems and contact centers. Over the years, we've also supported OCS, Link and Skype. With

our extensive experience, we're uniquely qualified to provide everything a company needs to migrate to Teams Phone.

**How would you characterize the current market for Teams Phone, particularly among organizations already using Microsoft 365?**

We see 2026 as an inflection point. While Microsoft 365 has seen mass adoption, thousands of those same companies are still using legacy phone systems. For example, we work extensively with banks and credit unions, and while nearly all of them use Microsoft 365, only about seven per cent have implemented Teams Phone.



**How is Altigen working with financial services organizations to help them better utilize Teams Phone?**

We serve all types of organizations, but we have a significant presence in financial services through our partnership with Fiserv, the largest technology provider to banks and credit unions. Today, 1,500 of its customers use our Microsoft-based 'bank by phone' solution, which has just been enhanced with Microsoft Azure AI, and they've begun offering our Teams Phone and Native Teams Omni-Channel Contact Centre services.

Surprisingly, many banks and credit unions don't know that Teams Phone can exceed their requirements. We demonstrate how it will meet their objectives cost-effectively while reducing

the number of vendors they rely on. We focus on security, business resiliency, compliance, AI and contact center capabilities.

### How does Altigen enhance customer interactions within the Microsoft ecosystem?

Our CoreEngage contact center runs natively within Teams and is a certified Microsoft 365 application. It fully leverages Azure AI and supports customer interactions over voice, web chat, SMS, email and social media. Keeping everything within the Microsoft ecosystem makes it easier to maintain security and quality. Altigen is more than a technology provider – we are your partner for everything Teams Phone.

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Organisations are embedding AI into their operations to work smarter and faster

**AI**

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- Jonathan McCarmick on Intermedia's unified communications and contact centre services

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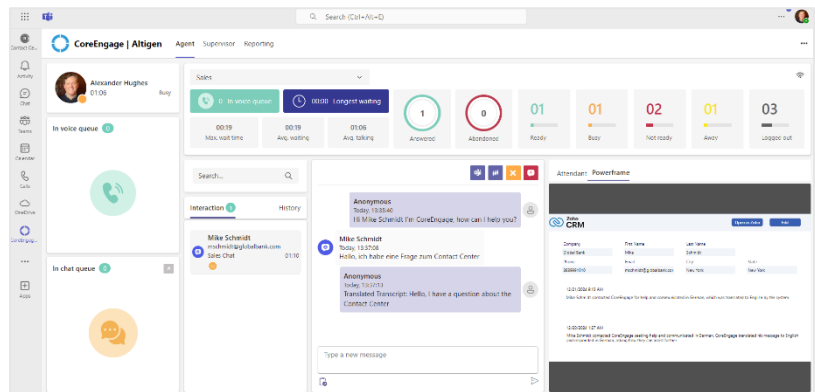
FEATURE

# Partner perspectives

Multiple Microsoft partners explain how they are extending the value of Microsoft Teams with new solutions or hardware to enhance collaboration and connectivity

“We see a significant gap between organizations using Microsoft 365 and those that have adopted Teams Phone. Many companies hesitate to migrate because they’re unsure how to maintain their current communication requirements while ensuring the platform meets future needs.

With decades of voice experience, we guide customers through every detail – from number porting to whether physical phones are still necessary. The addition of AI introduces powerful capabilities, but also many new questions. Our role is to cut through the noise and refocus the conversation on maximizing the existing investment in Microsoft 365.”



FEATURE

# Partner perspectives

Selected Microsoft partners share how they are supporting financial services organizations to modernize their workplace and boost productivity

“Altigen has been helping banks and credit unions enhance communications and customer interactions for more than 20 years. Today, we work with over 1,500 institutions through our partnership with Fiserv. Our focus is on helping financial organizations retire outdated systems and consolidate everything within Microsoft 365.

Since fewer than 10 per cent of Microsoft partners have voice expertise, we bridge that gap by providing the voice and contact center capabilities needed for a successful Teams Phone deployment. In addition, we leverage Azure AI to deliver secure, practical contact center solutions that empower managers and agents with meaningful insights and improved customer experiences.”

