



POLY + MICROSOFT

BUILDING BLOCKS FOR A GOOD PLAN

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THE CHALLENGES OF HYBRID WORK REQUIRE MODERN COMMUNICATIONS



Remote employees

Employees need to communicate from any worksite, on any device.



Evolving calling scenarios

Organizations require flexible phone capabilities—while keeping classic calling features.



Pressure on IT budget and resources

Modern solutions must be cost-effective and easy to manage.

TYPICAL CONCERNS WHEN ASKED - ARE YOU READY TO DEPLOY TEAMS PHONES?

- “I don’t know what would be involved, **blind spots** or **how long**.”
- “I don’t have a good understanding of the **risk to my operations**.”
- “I have **limited expertise** and internal staff.”
- “**It’s too big of a project to tackle right now**.”
- “I don’t have enough in-depth understanding and experience with Teams calling.”

WHERE DO I START?



PLANNING FOR DEPLOYMENT SUCCESS



Envision Assessment

- Enlist IT staff & key stakeholders
- Modernize Communications Workshop
- Adoption and Change Management
- Explore Teams Device Options



Environmental Readiness

- Network Readiness & Security
- Emergency Services (i.e., E911)
- Calling Plans vs Direct Routing
 - Build the Plan (Users, PBX)
 - PBX Assessment (if needed)



Enablement Services

- Setup Direct Routing/Calling Plans/Policies
- Provision/Onboard/Manage Teams Phones
 - Execute & Support Migration
 - Adoption and Change Management

ENVISION ASSESSMENT



ENVISION ASSESSMENT

Enlist IT staff & key stakeholders

Complete a Modernize Communications Workshop

Adoption and Change Management Planning



ENLIST IT STAFF & KEY STAKEHOLDERS

Who should be involved

Sponsorship coalitions

- **Executive Sponsor** – Drives overall messaging and accountability
- **Business Sponsor** – Facilitates new technology requests for their business unit
- **Department Managers** – Represents the teams most affected by this change
- **Project Managers/ Lead** – Oversees the transition project, ensures completion of all tasks

Project Team

- **Collaboration Lead/Architect/SMEs** – Creates and implements the solution architecture and knowledge of Teams, Phone System and Teams devices
- **Network Lead** – Provides insights into network design and execution
- **Telephony Lead** – Provides insights into telephony design and implementation
- **Security Lead** – Provides insights into security design, process and implementation
- **Training Leads** – Designs and implements training plans
- **Marketing Leads** – Designs and implements communication campaigns

MODERNIZE COMMUNICATIONS WORKSHOP

Partner-led engagement to help customers experience the vision for Microsoft Teams Phone and calling capabilities to meet customer needs and business priorities



Assess

Gather information on current environment and practices for calling scenarios.



Art of the Possible

Showcase modern calling capabilities powered by Microsoft Teams Phone.



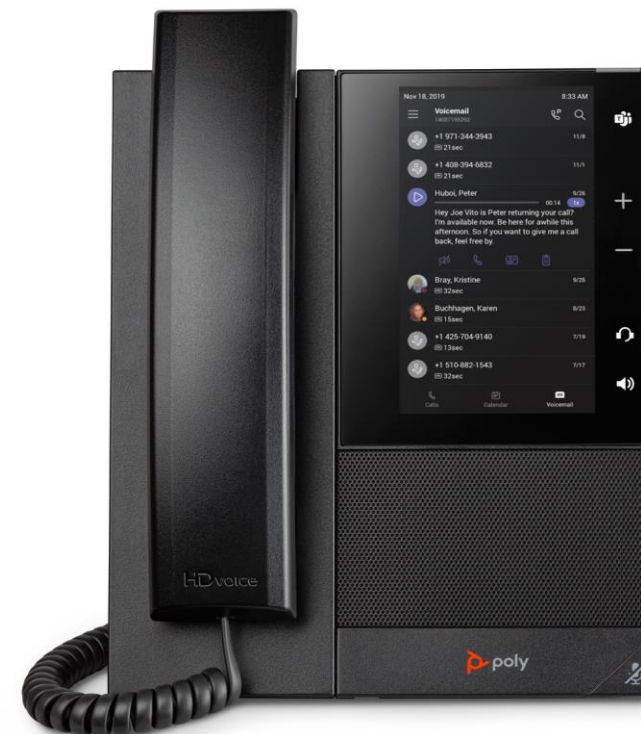
Build the Plan

Build the plan for how to deploy and adopt Microsoft Teams Phone.

OPTIONAL MODULES FOR THE ART OF THE POSSIBLE

Following the workshop, you can select optional modules that you would like to learn more about.

Combine the optional modules with the core modules to create your personalized Art of the Possible experience.



Optional



PSTN Connectivity

Optional Modules include:

- ☐ Microsoft Teams Calling Plans
- ☐ Microsoft Direct Routing
- ☐ Operator Connect
- ☐ Audio Conferencing



Management

Optional Modules include:

- ☐ Teams Phone Administration and Management
- ☐ Managing Call Quality and Reporting



Advanced

Optional Modules include:

- ☐ Call Queues and Auto Attendants
- ☐ Contact Center
- ☐ Call Recording
- ☐ Session Border Controllers
- ☐ Survivable Branch Appliance



Foundations

Optional Modules include:

- ☐ What is Microsoft Teams
- ☐ Security and Compliance
- ☐ Governance and Lifecycle
- ☐ Upgrade to Microsoft Teams from Skype for Business

TRAINING & ADOPTION PLANNING

Conduct an **Adoption and Change Management Workshop** with your business decision makers and key stakeholders.

The workshop will guide participants through the process of understanding the **steps needed to plan and successfully enable the people side** of the change.

Discussion topics include:

- Business outcomes
- Key roles for successful adoption (Champion Network)
- Communication and **awareness** (sparking excitement)
- Training strategy
- Success criteria
- [Leverage Microsoft Teams Customer Success Kit](#)



ENVIRONMENTAL READINESS



ENVIRONMENTAL READINESS

Network Readiness & Security Compliance

Calling Plans vs Direct Routing vs OC

Emergency Services (i.e., E911)

Build the Plan (Users, PBX, etc.)

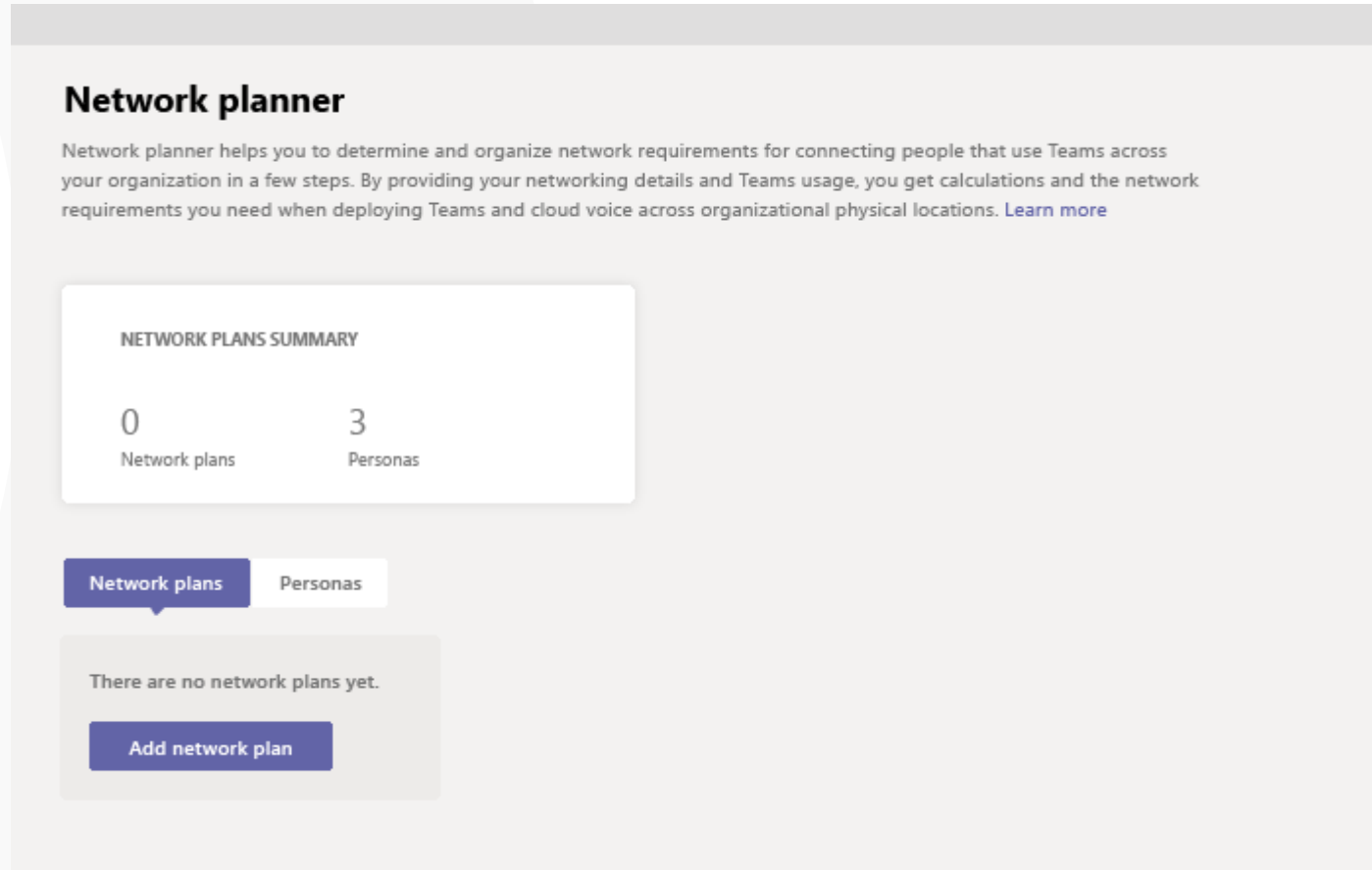
PBX Assessment (as needed)



NETWORK READINESS

Prepare your organization's network

- Your quality of experience with Teams phones is contingent on how well your network is optimized for Teams
- Use of Network Planner tool in Teams Admin Center
 - Help to determine, calculate, and organize your network requirements for deploying Teams and Cloud Voice
 - Create representations of your organization using sites and Microsoft recommended personas (office workers, remote workers, etc.)
- Generate reports and calculate bandwidth requirements for Teams usage.



SECURITY & COMPLIANCE

How best to ensure security and compliance

- Teams enforces team-wide and organization-wide two-factor authentication, single sign-on through Active Directory, and encryption of data in transit and at rest.
- Further info:
 - [Microsoft Teams Essentials for IT: Security and Compliance](#) (12:42 min)
 - [Microsoft Teams Controls for Security and Compliance](#) (10:54 min)
 - [Microsoft Cloud Accelerator Workshops – Security and Transition to Cloud Workshops](#)



CUSTOMER CHOICE AT THE CENTER OF TEAMS PHONE ENABLEMENT

Microsoft meets your customers' diverse needs with flexible and simple options to bring calling to Teams. There are now three options for enabling Teams Phone.



Direct Routing

Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.

Available globally through partners.

Operator Connect

A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of Direct Routing.

Public Preview available today through 11 partners covering over 50 markets.

GA in FY22 Q1

Microsoft Calling Plans

A fast and simple way to setup calling without additional technical configurations. It does not require a session border controller (SBC) or 'voice trunk'.

Available in 28 markets.

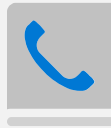


EMERGENCY SERVICES (I.E., E911)

Route emergency calls based on the known location of the Microsoft Teams client



Call routing service included for Microsoft Calling Plan users



Direct Routing users must obtain additional service [emergency routing service providers]



Direct Routing can also leverage Emergency Location Identification Number [ELIN] gateways



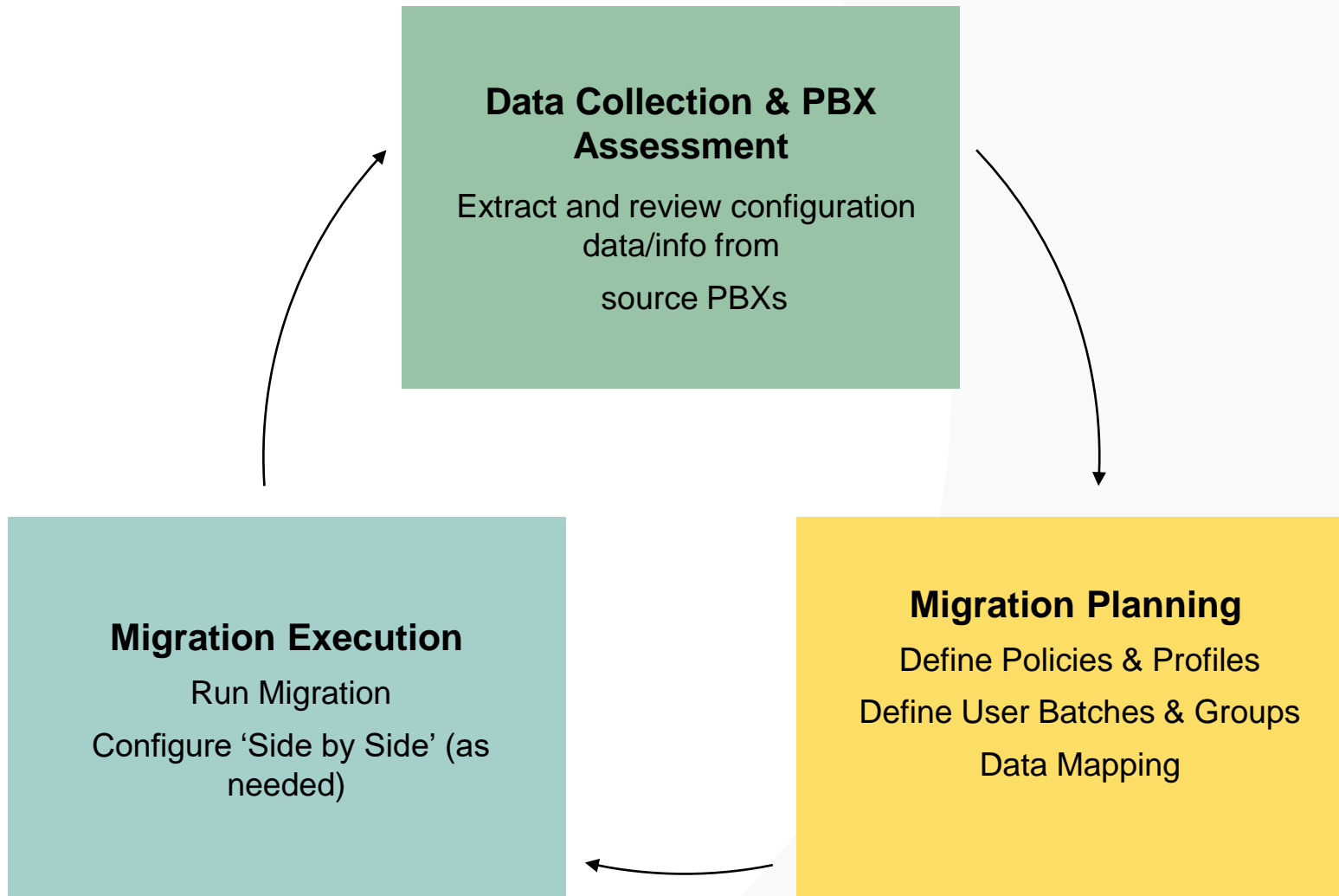
Optional:
Configure security desk notifications

BUILD THE PLAN

- Sample Microsoft Teams Phone migration plan for moving to Microsoft Phone.
- In addition, incorporate in the plan your Teams Phone devices rollout

Existing telephony equipment							
			Teams calling devices and peripherals				
			Dial-in conference telephony service				
Legacy conferencing service		Audio conferencing for Teams meetings					
			PSTN services				
Legacy carrier service			Legacy carrier and Teams Calling Plans			Teams Calling Plans	
			Teams licensing				
	Non-calling Teams licenses		Teams Phone and Teams Calling Plans				
Integrated solutions including: contact centers, paging systems, call out dialers, and analog services							
Legacy integrations			Legacy integrations and Teams Phone solutions			Teams Phone certified solutions	
			Teams Phone certified integrations				
			Teams Calling Plans				
PBX only	Teams without calling		PBX and Teams Phone side-by-side		Teams Phone and Direct Routing		Teams Phone
SEP	OCT	NOV	DEC	Q1'22	Q2'22	Q3'22	Q4'22

PBX ASSESSMENT & KEY MILESTONES FOR SUCCESS



3 Legacy PBX Review

Following are key high-level numbers extracted from the analysis of the CUCM configuration data:

Category	Count	Comment
Extensions	23,449	Lines that are associated with an end user or a standalone device
Cisco End Users	17,746	
Orphan Cisco End Users	7,021	Cisco End User not associated with any device or associated with a device that has no lines; Subtotal of the Cisco End Users
Cisco Devices	30,880	A detailed breakdown is presented in section 6
Devices with Lines	30,026	Out of the total number of Cisco Devices
Devices without Lines	854	Out of the total number of Cisco Devices
Standalone Devices	14,228	Device that is not associated with an end user out of the total number of devices
Devices enabled for extension mobility	8,500	Out of the total number of Cisco Devices
Hunt Groups	360	Number of hunt pilots
Pickup Groups	421	

Table 1 - Overview

3.1 Statistics

Description	Count
Total number of Cisco End Users	17,746
Cisco End Users associated with a single physical device	69
Cisco End Users associated with multiple physical devices	4
Cisco End Users associated with a PC softphone	10,600
Cisco End Users associated with a mobile application	2,246
Cisco End Users that have extension mobility	10,843
Orphan Cisco End Users	7,021

Table 2 - End User Statistics

Description	Count
Total number of extensions	23,449
Extensions shared between multiple Cisco End Users and/or standalone devices	132
Cisco End Users associated with a single extension	10,205
Cisco End Users associated with multiple extensions	520
Standalone devices associated with a single extension	13,513
Standalone devices associated with multiple extensions	1

Table 3 - Extension Statistics

ENABLEMENT SERVICES



ENABLEMENT SERVICES

Execute & Support Migration

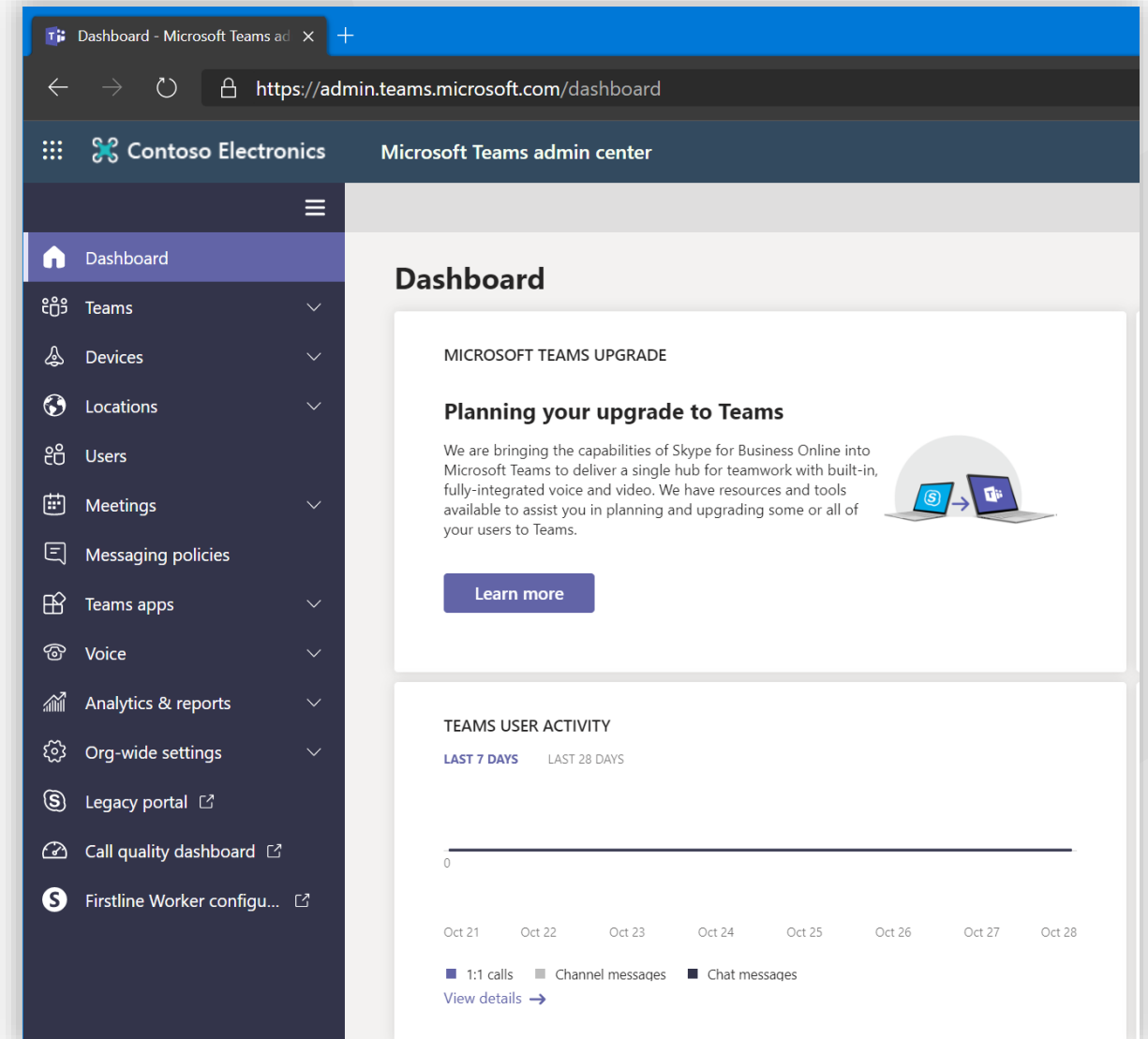
Provision & Onboard Teams Phones

Adoption and Change Management



EXECUTE & SUPPORT MIGRATION

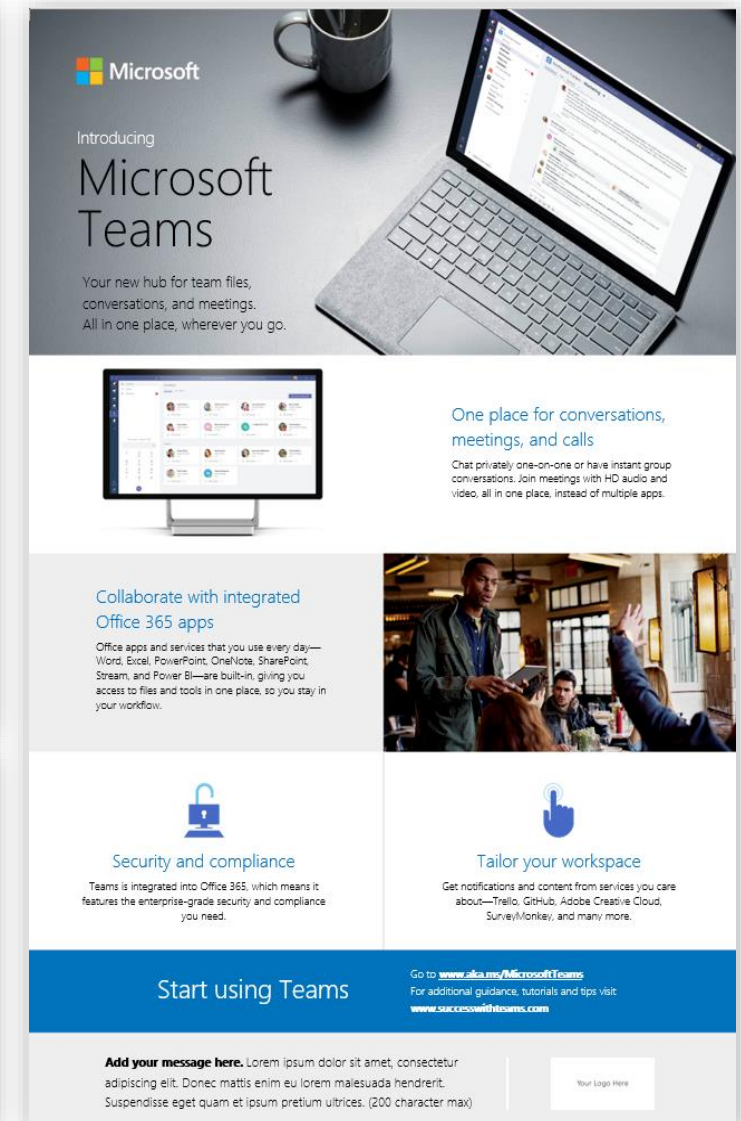
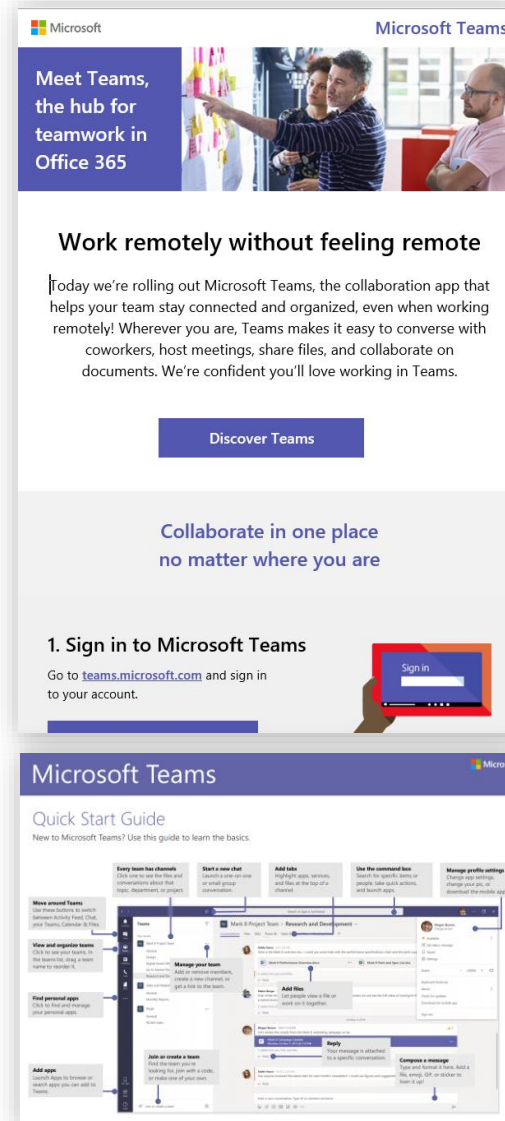
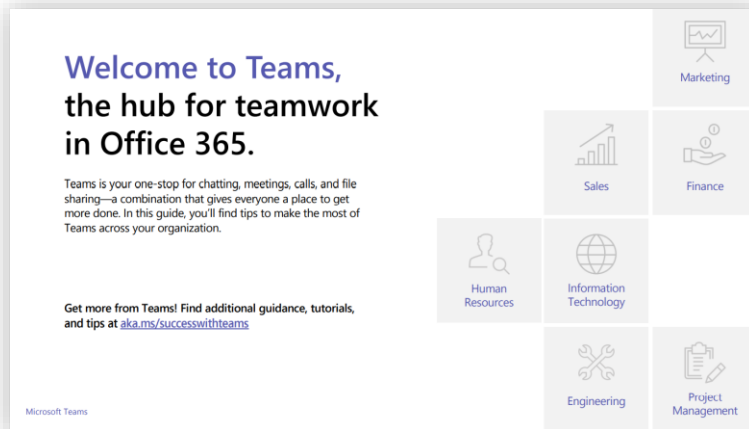
- Migrate Users to Teams (Pilot/Production) in batches and enable licensing
- Enable Telephony (Calling Plans/Direct Routing/Operator Connect Service)
- Provision & Onboard Teams Phones
- Execute your Adoption and Change Management Plan



MICROSOFT TEAMS CUSTOMER SUCCESS KIT

The Teams Customer Success Kit includes

- End user communication
- End user guidance
- IT admin guidance



TEAMS DEVICES OPTIONS FOR VOICE

POLY HEADSETS (VOYAGER, SYNC, BLACKWIRE, SAVI)



POLY CCX PHONES, CCX PHONES WITH HEADSETS

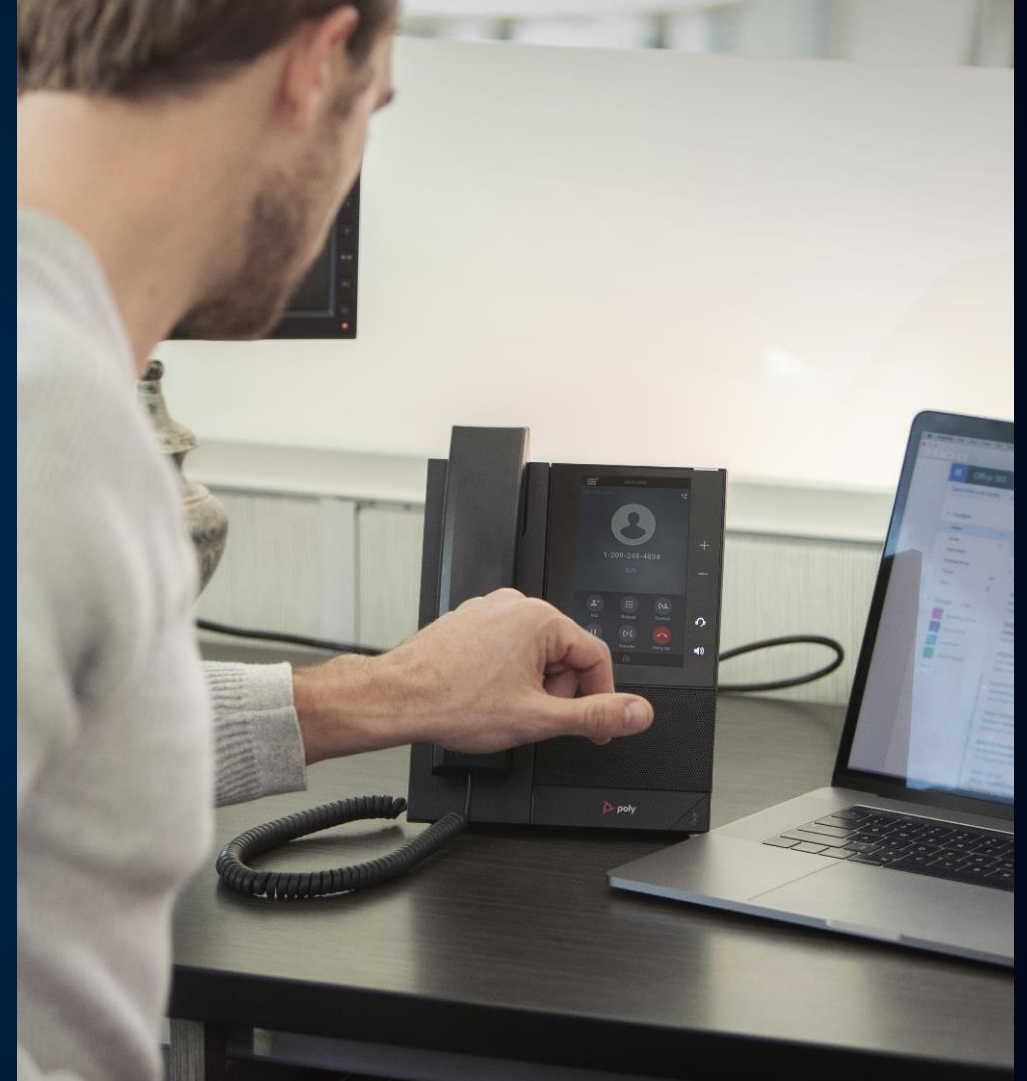


CALL TO ACTION

WORK WITH **POLY** AND **MICROSOFT** TO HELP
YOUR COMPANY DEPLOY VOICE

CONNECT WITH POLY TO DETERMINE YOUR
DEVICE STRATEGY

MAKE USE OF THE **PROGRAMS** TO **REDUCE**
COSTS



THANK YOU

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