



# Microsoft Teams Calling Workshop

Plan your journey to a successful Teams Calling deployment

The implementation of calling solutions can often be complex and requires considered support through the transition. **We help guide you through the process, including use-case design and actionable recommendations to ensure smooth adoption of Microsoft Teams Calling.**

**Now more than ever, businesses need a modern voice solution and phone system capabilities that combines unified communication and teamwork. Calling in Teams provides the features organizations need to deliver seamless, collaborative experiences for employees, business partners and customers. Because implementation of calling solutions can be complex and involves network remediation, O365 service deployment, telephone number provisioning/porting and organizational change management, customers trust us to support them with the transition.**

We cover all aspects of your Microsoft Teams roll out to include critical considerations such as calling, meetings, collaboration, security and governance and change management. Our Microsoft Teams experts have the ability to tailor the virtual workshop to give your organization the guidance needed and as a Fast Track Ready Partner, we will provide access to our subject matter experts to ensure fast and reliable results for your deployment.

#### **Introducing the Teams Calling Workshop**

This complimentary engagement is funded by Microsoft\* and you will receive a modular engagement to experience the vision for Microsoft Teams with phone system capabilities and advanced communication scenarios.

This workshop is designed to guide you through the process of a simplified enterprise voice solution with reliable, high-quality, integrated calling. Through 'art of the possible' demonstrations, use-case design and deep-dive planning, you will obtain actionable recommendations to deploy and adopt Microsoft Teams Calling with phone system.

#### **How long are the workshops?**

We have developed the calling workshop to be delivered remotely or in person and they're typically delivered within 2 days. The workshops will be delivered by our professional service team, engaging with your business decision-makers, technical team and change managers within your organizations, to ensure we cover all aspects of your Teams deployment.

### Enjoy business benefits

- Receive an evaluation of your current telephony and PBX need.
- Environmental and workload analysis, including existing infrastructure and telephony state.
- Demonstration of the end-to-end Teams Calling experience to showcase Microsoft Teams Calling as your telephony solution.
- Direction on how to transition various user profiles into a modern collaboration and communication environment.
- Showcase the rich portfolio of third party applications and devices that can complement the Teams Calling experience.
- Customized, actionable recommendations you can follow to enable and adopt Teams for Calling.

## Teams Calling Workshop



### Assess

Gather information on current environment and practices for calling scenarios



### Evolution of voice

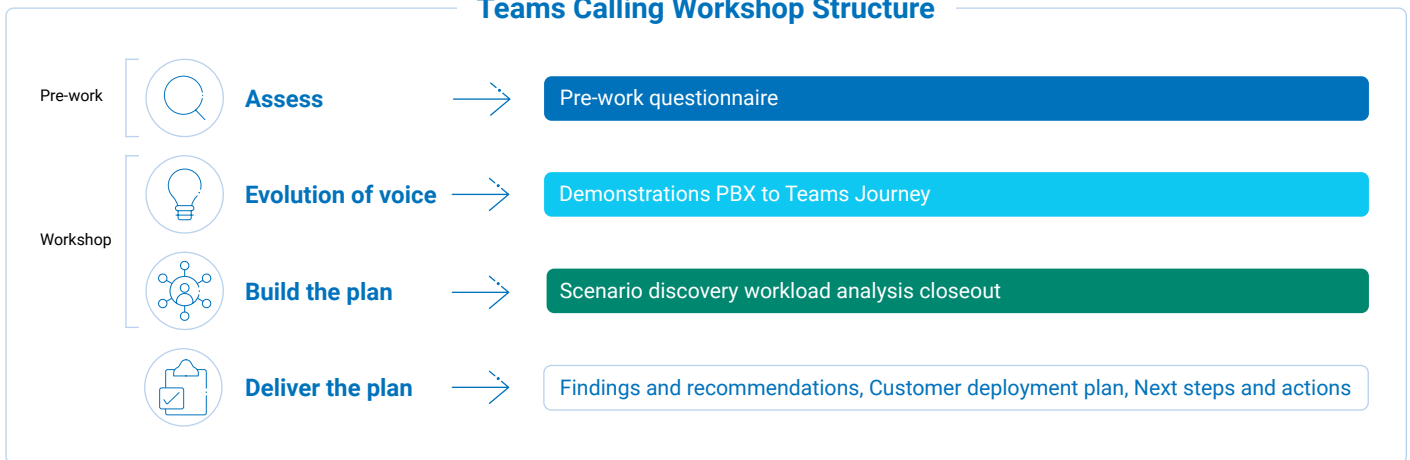
Showcase modern calling capabilities powered by Microsoft Teams



### Build the plan

Build the plan for how to deploy and adopt Microsoft Teams Calling and advanced communication

### Teams Calling Workshop Structure



### Who should attend a Teams Calling workshop

Identify and engage appropriate roles for each phase of the Calling workshop to understand customer business priorities, and focus on scenarios that drive modern meetings transformation



#### Evolution of Voice

- Target business groups (sales, call center, etc.)
- CTO, IT BDM
- Finance
- Procurement



#### Build the plan

- IT BDM
- CTO
- Architects
- Project manager



## Assess

Gather information on current environment and meeting practices

- Identify key business decision-maker stakeholders
- Gather information about customer environment
- Research customer challenges and opportunities
- Prepare for deep dive planning workshop module



## Art of the possible

Showcase modern meeting experiences powered by Microsoft Teams

- The “Art of the Possible” for Teams Meetings is an immersive experience that will educate and excite your organization on the Microsoft Teams meetings capabilities and uncover business use cases and priorities.
- Modern meetings vision
- Teams rooms and devices vision
- Hands-on immersive experience across:
  - Meeting at your desk (PC)
  - Meeting on the go (mobile)
  - Audio conferencing
  - Meeting in the conference room
  - Broadcast live events



## Build the plan

- Build the plan for how to deploy and adopt Microsoft Teams meetings and meeting rooms within your organization
- Discover meeting use cases
- Discuss devices and meeting room strategy
- Determine environment, site and network preparedness
- Develop deployment and adoption framework

### Recommended engagement model

Identify and engage appropriate roles for each phase of the Meetings workshop to understand customer business priorities, and focus on scenarios that drive modern meetings transformation:that drive modern meetings transformation



#### Roles



HR  
Finance  
Marketing  
CTO/IT BDM



IT BDM  
CTO  
Architects  
Project Manager



#### Priorities

Digital transformation  
Enhanced productivity and process optimization  
Cross-functional collaboration  
Diverse distributed workforce

Streamline operations  
Engaged and productive workforce  
Data security and privacy



#### Drivers, motivators

Reduce costs and enhance efficiency  
Increase agility for changing workforce  
Employee productivity, teamwork and collaboration

Globalization  
Fast changing business environment  
Improve corporate agility  
Cost optimization



### Get in touch

If you'd like to find out more about our services, speak to your client manager or [visit our website](#)



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