

Phase	Outcome	Business Together Microsoft Solution
Envision	<ul style="list-style-type: none"> ▪ Define architecture and approach ▪ Persona analysis – end user needs ▪ UC / Skype to Teams journey assessment ▪ Assess network readiness – QOS, capacity, performance ▪ Create end-user adoption program ▪ Undertake remediation and preparation 	<p>Direct Routing for Microsoft Teams</p> <p>Microsoft Teams Tenant Management</p> <p>Skype for Business Server</p>
Onboard	<ul style="list-style-type: none"> ▪ Deliver high-quality Skype for Business/Teams services on a site-by-site basis while driving adoption ▪ Deliver Skype for Business hybrid infrastructure with Orange SIP trunking solutions to enable PSTN worldwide ▪ Deliver end users devices for high quality UC, voice and video ▪ Identify personas to target new features and capabilities as released ▪ Transformation Project – existing telephony ▪ Organizational Change Management – training and communication rollout 	<p>Direct Routing for Microsoft Teams</p> <p>Direct Routing for Microsoft Teams Proof of Concept</p> <p>Microsoft Teams Tenant Management</p> <p>Transitioning to Cloud Voice to fully realize the value of Microsoft Teams. Our expert knowledge allows you to get the most out of your investment.</p>
Drive Value	<ul style="list-style-type: none"> ▪ Maintain and enhance the delivery of a high-quality and reliable Microsoft Teams service to end users with a step-by-step approach ▪ Support the solution, proactively monitor deployment and report on usage and patterns ▪ Orange Service Desk – The first and single point of contact for your Phone System 	<p>Direct Routing for Microsoft Teams</p> <p>Microsoft Teams Tenant Management</p> <p>With the assurance of 24x7 service management and service availability and a single point of contact globally.</p>