


# CustomerName

## EasyMigrate & Teams/Collab Solutions

### For Telstra Calling for Office 365



- 
- Introductions
  - Digital Armour – Overview
  - Telstra Calling for office 365 – Overview
  - Microsoft PABX - Overview
  - Licencing requirements
  - Telephony equipment
  - Pricing
  - Questions

# Digital Armour Overview



# Digital Armour: An Overview

## Overview

- ICT Services
  - Technology Consultation and ICT Strategy Development
  - Help Desk and Managed Services support (24x7 NOC)
  - Application Development, ERP Implementations and Support
- Specialist projects for large enterprise customers such as QBE, NSW Office of State Revenue & Councils.
- High customer retention and exceptional case studies (CSAT of 95%+)
- Hand-picked by Microsoft to be an incubator partner for Office 365
- Hand-picked as one of only 2 partners in NSW to be part of the Telstra Calling for Office 365 launch last year (2018)

## Highlights

- Microsoft Gold in 5 competencies; Silver in 4 competencies
- Specialisation in the medium to large sector
- IT Services Provider supporting over 5000+ end users
- Australia wide support; vendor-agnostic Service Offering

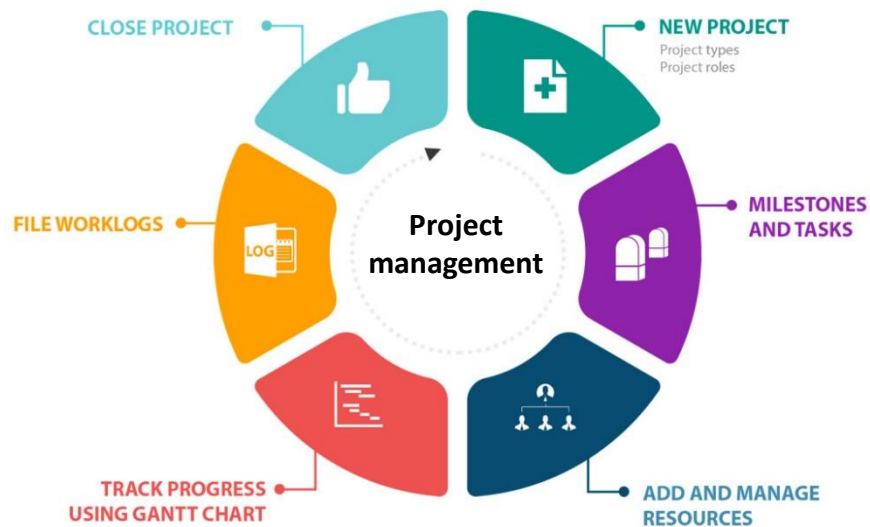


## Key Partnerships



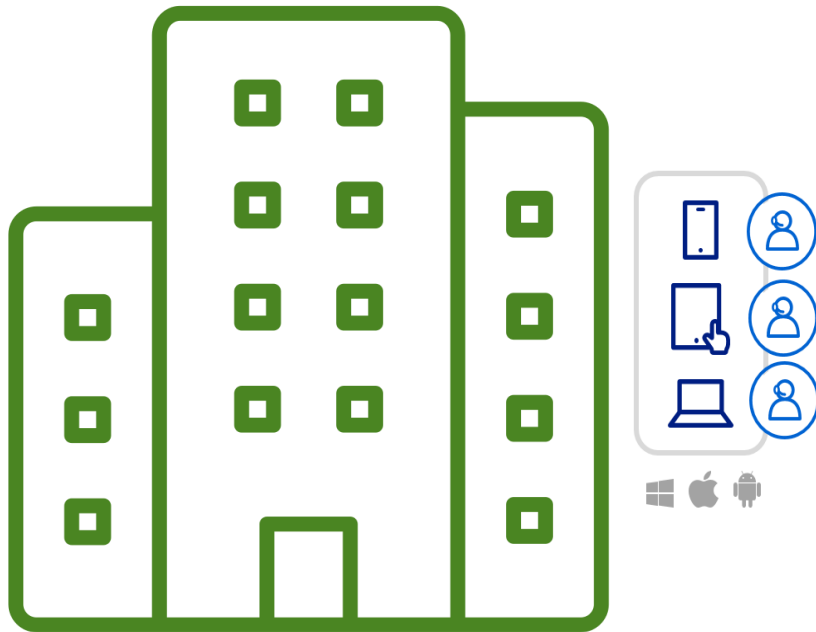
- **Microsoft Gold** Cloud Productivity
- **Microsoft Gold** Collaboration and Content
- **Microsoft Gold** Messaging
- **Microsoft Gold** Cloud Platform
- **Microsoft Gold** Data Centre
- **Microsoft Silver** Data Analytics
- **Microsoft Silver** Cloud Platform
- **Microsoft Silver** Small and Midmarket Cloud Solutions
- **Microsoft Silver** Windows and Devices

Note: All registered trademarks or trademarks are property of their respective owners.



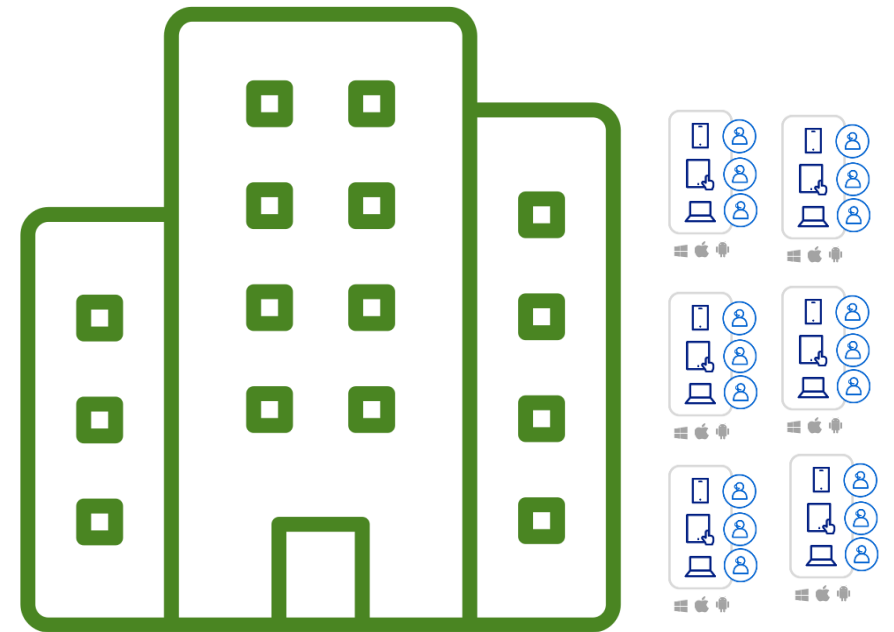
- ✓ Seamless migration strategy and framework
- ✓ History of implantation
- ✓ Trusted by Telstra and Microsoft to be an incubation partner
- ✓ TCO 365 Project Management team
- ✓ One of only two NSW launch partners

## Simple networks



Four locations

## Complex networks



163 locations



# Solution Overview



## EasyMigrate & Teams/Collab Solutions For Telstra Calling for Office 365

Being one of the first organisations in Australia to implement Telstra Calling Solutions in conjunction with Microsoft Teams Digital Armour have created the following packages:

**EasyMigrate:** Through the use of best practice assessments, planning, migration tools and frameworks, Digital Armour will help migrate your organisation seamlessly to the Telstra Calling platform. Our team of Senior Consultants and Project Managers who have expertise across various UC platforms will assess your current environment (s) and map out a clear path for your transition to the new solution.

**Collab Solutions:** We will conduct an initial assessment of the use of tools for collaboration in your organisation and make recommendations to ensure you get the most out of your investment in Telstra Calling and Office 365. This could include future integration with other business systems to ensure information is accessible via one channel.

**Managed Services:** We will provide managed services via our helpdesk for the end to end solution along 24x7 monitoring of critical components.



# Telstra Calling for office 365 (TCO 365)



# Telstra & Microsoft

**3+** Million O365  
Seats Deployed



Governance  
and thought  
leadership



**60k+**

O365 users supported



Security compliance:

- Account management
- MFA
- Patching compliance
- EXO SPAM policy configuration

**8** Microsoft Gold Competencies:

- Application Development
- Application Integration
- Cloud Platform
- Cloud Productivity
- Collaboration and Content
- Communications
- Enterprise Mobility Management
- Messaging

**24x7**

Proactive  
support



**>60%**

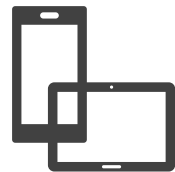
Of ASX 200 have used  
Telstra for O365



Critical  
Operational  
service metrics

**100,000+**

Monthly Blog Views



**13000+**  
MDM  
Devices  
under mgmt



**150+**

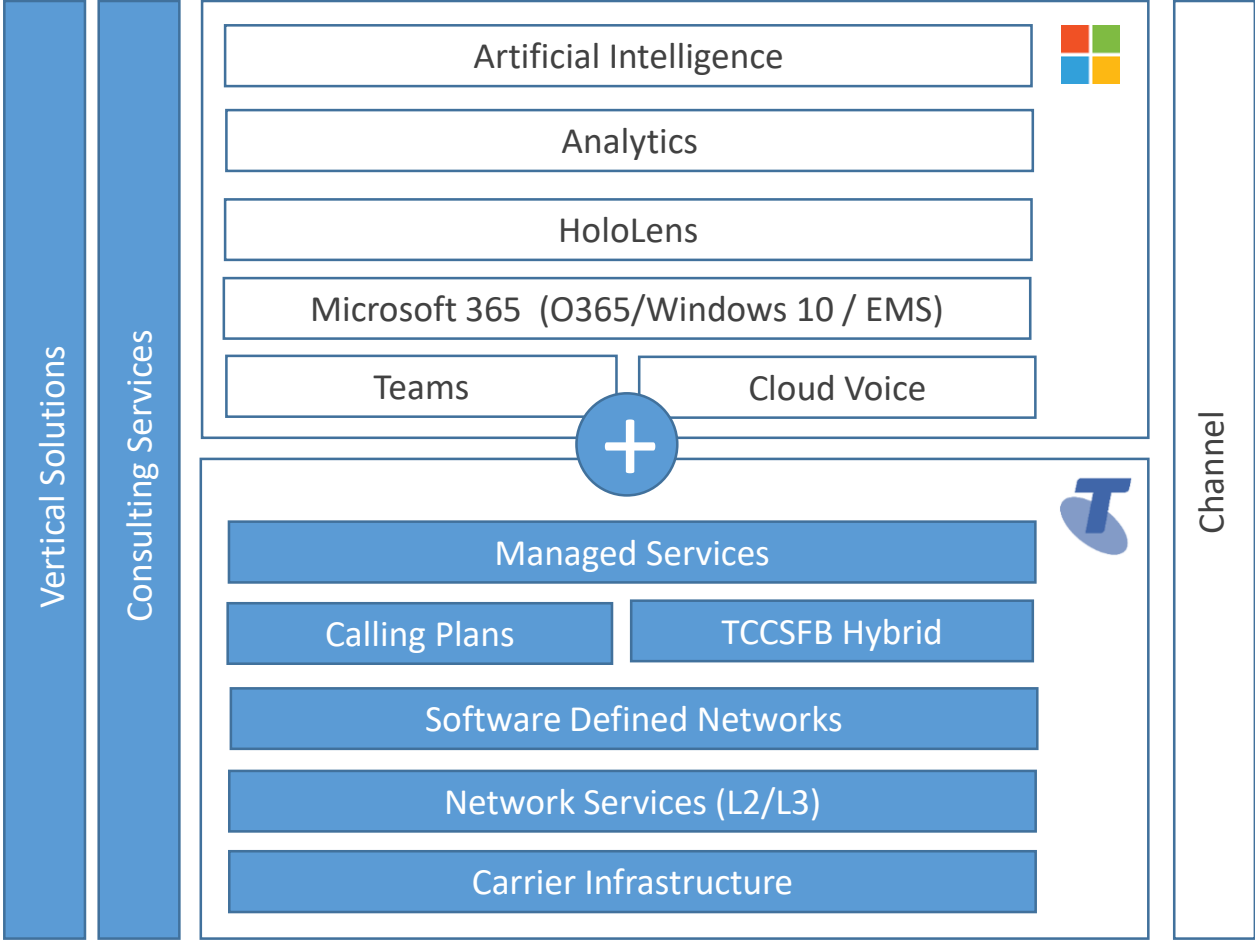
Telstra Calling for Office  
365 customers  
onboarded



Audited Service  
Delivery Manual &  
Operational  
processes

Microsoft Accredited Azure Expert  
Managed Services Provider (MSP)

# Partnership Value



# Teams & TCO365 Transforming the Modern Workplace

Teams  
March 2017 Launch



Teams **Now**  
The single hub for  
communications &  
collaboration



# Telstra Calling for Office 365 - Overview

A complete, cloud-based solution with hybrid flexibility



### Best of both worlds

Co-created by Telstra and Microsoft – market leaders in innovation

### A unified collaboration experience

Bring together all your technology and tools in one place

### Simplicity for peace of mind

Deploy, manage and scale with ease



## Applications

Do more within Office 365 on tools you know and trust – apps that your people can access on any device connected to the cloud while on the go

## Meeting Experiences

Make the cloud your meeting room and bring your teams together – whether they're in the office or on the road, whether on phone or video

## Consulting & Professional Services

Our specially designed services for Telstra Calling for Office 365 can help you migrate your telephony to the cloud and ensure a smooth transition to your new modern workplace.

## Modern Collaboration

Calling and productivity tools are all in one place, so your people can enjoy a brilliant end-to-end collaboration experience. But if your needs are complex, we can still deliver the experiences you want with a migration path tailored to your business. This could even involve a mixture of on premise, hybrid and cloud deployment solutions.



Start chats and make calls – 1:35 minutes



Collaboration in channels – 1:45 minutes

# Savings not calculated in pricing



Teams



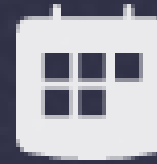
Calls



Chat



Video



Meetings



Files

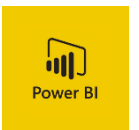


Apps

Efficiencies through **one pane of glass**

Potential savings

Integrated native and third party applications





# Microsoft PABX



# A modern easy to use interface



Admin

Business admin center

phone numbers voice users on premises PSTN

Active users Enabled

Display name	Number	Number Status	PSTN Connectivity
<input type="checkbox"/> Digital Armour Boardroom	+61 2 9437 0501	Activated	Online
<input type="checkbox"/> Graeme Campbell	+61 2 9437 0468	Activated	Online
<input type="checkbox"/> Demo User	+61 2 9437 0487	Activated	Online

save discard

### Assign Number

Select number to assign

We found 4 telephone numbers

- Beta location (APAC-AU-ALL-NSW\_AV)
- +61 2 9437 0446
- +61 2 9437 0456
- +61 2 9437 0459
- +61 2 9437 0469

### Assign a number

Edit auto attendant

general info

hours of operation

business hours call handling

after hours call handling

holidays

dial scope

**Business hours call handling**

Company greeting: None

What happens to the calls after the greeting?

- Disconnect
- Redirect call
- Play menu options prompt

Menu prompt

Upload an audio file

DigitalArmourWelcome.wav

Audio file format in MP3, WAV, WMA. File less than 5 MB.

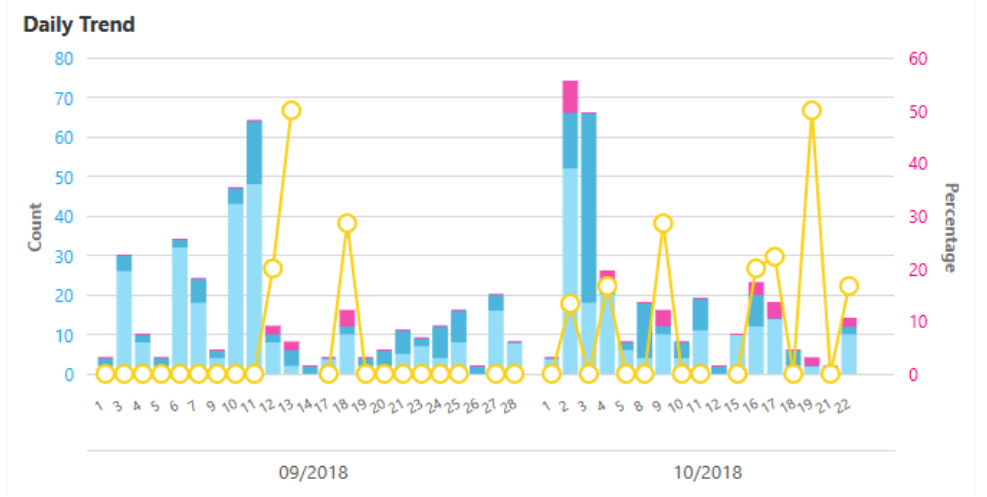
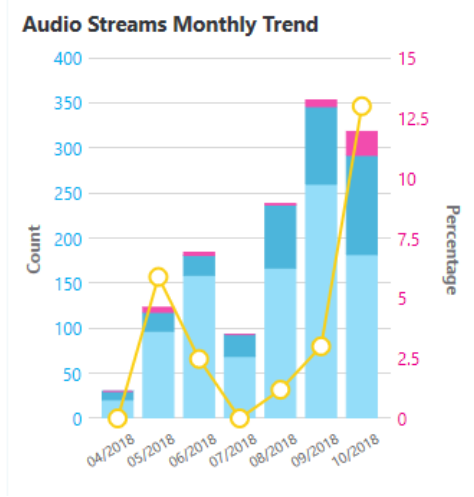
Dial by name

Edit menu options

Select 0 for: [0] [1] [2] [3] [4] [5] [6] [7] [8] [9] [ ]

Transfer to: Call Queue DA-SUPPORT-Q1

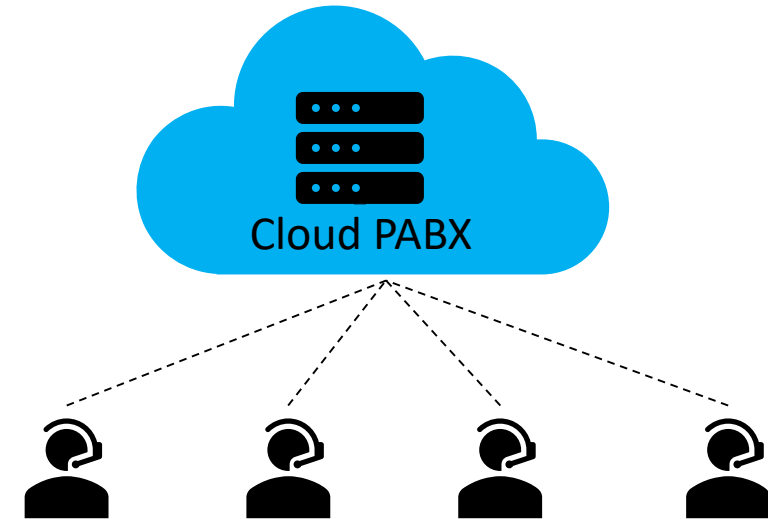
### Auto Attendance



### Call Quality Dashboard

## Standard features

Enterprise Voice	Yes
Auto Attendant	Yes
Interactive Voice Response (IVR)	Yes
Call Forwarding	Yes
Call Transfer (Transfer to Extension, Transfer for Voice Mail)	Yes
Conference Call	Yes
Speed Dialling	Yes
Do Not Disturb	Yes
Music On Hold	Yes
Basic Call Monitoring & Analytics	Yes
Speech Analytics (works with Agent)	Yes
Call Transfer and 3-Way Calling	Yes
Automatic Call Distribution (ACD)/Auto Attendance	Yes
<b>Instant messaging</b>	<b>Yes</b>
<b>Multi-party video</b>	<b>Yes</b>
<b>Mobility</b>	<b>Yes</b>
<b>Desktop sharing</b>	<b>Yes</b>
<b>Exchange and SharePoint interoperability</b>	<b>Yes</b>



## Advanced call centre functions (currently) not available

Predictive Dialler	No
Advanced call Centre Monitoring and Analytics	No
Call Recording*	No
Live call coaching / Call barging	No
Busy Lamp Field	No
Group pickup	No

# Licencing Requirements



Telstra calling  
For office 365

\$7.52	\$10.89	\$27.23	\$47.61
TCO 365 compatible +	TCO 365 compatible +	TCO 365 compatible +	TCO 365 compatible +
Skype for Business #2	E1	E3	E5

- Have one of the above Microsoft accounts
- Be willing to transfer your MS licences to Telstra
- Exchange server is online
- Have a Telstra Flexcab account
- Have dedicated 100-120kbs per call

# Office 365 Business Premium Vs E3

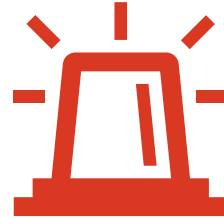




## In-place archive

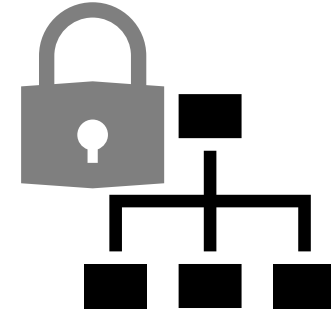
### Exchange Online

- Unlimited storage email archive
- Double the size of storage per mailbox



## Data Loss Prevention & Compliance

- Rights management
- Encryption for emails
- Data loss prevention for emails
- In-Place Hold and Litigation Hold
- RMS Policies that help with:
  - Personal Identification Numbers
  - Credit Card number



## Group Policies and access control

- Security options
- User preferences
- Template folders



## Business intelligence

- Unified eDiscovery Center
- Self-service Business Intelligence



## Excel

- Spreadsheet Compare
- Spreadsheet Inquire
- Power Query
- Power Pivot
- Power View
- Decoupled PivotTables & Pivot Charts



## Support

- 24 hours a day
- 7 Days a week



# 365 licencing feature comparison

## Office 365 (E1)

- Microsoft One Drive with 1TB file storage accessible from any device
- Microsoft Exchange for business-class email hosting with 50GB email mailbox

## Office 365 (E3)

- Office 2016 desktop and mobile apps to download on up to five devices
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft OneNote
- Microsoft Access for database management
- File storage and sharing with unlimited OneDrive storage (limited to 1TB per user when less than 5 licenses are active)
- Advanced email: Unlimited storage for in-place archive email
- Rights management, encryption and data loss prevention for emails
- Unified eDiscovery Center
- Hosted voicemail to access voice messages from Outlook or mobile phones
- Self-service business intelligence to discover, analyse and visualise data in Excel

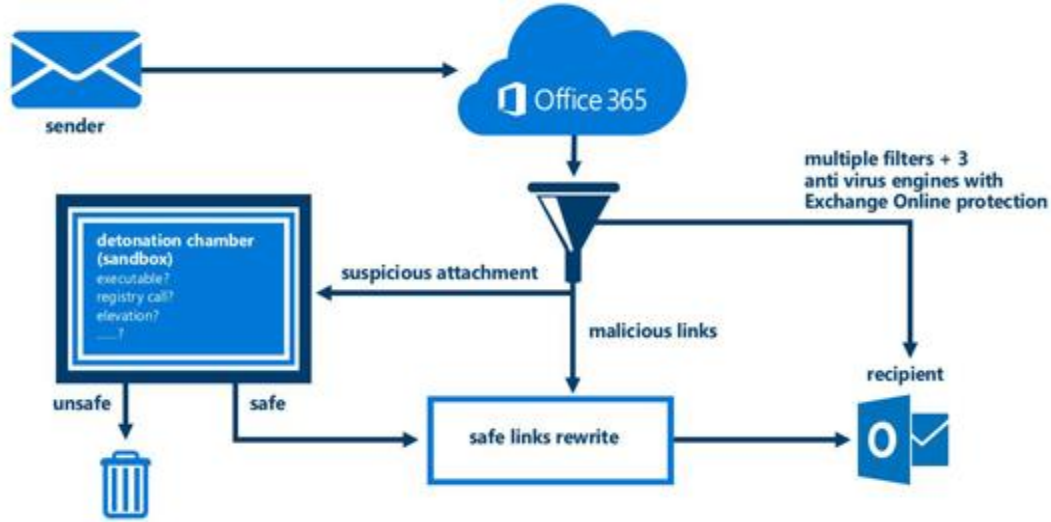
## Office 365 (E5)

- Office 2016 desktop and mobile apps to download on up to five devices
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft OneNote
- Microsoft Access for database management
- File storage and sharing with unlimited OneDrive storage (limited to 1TB per user when less than 5 licenses are active)
- Advanced email: Unlimited storage for in-place archive email
- Rights management, encryption and data loss prevention for emails
- Unified eDiscovery Center
- Hosted voicemail to access voice messages from Outlook or mobile phones
- Self-service business intelligence to discover, analyse and visualise data in Excel
- Power BI for powerful cloud-based business analytics
- MyAnalytics providing insights to time spent finding information, responding to email and attending meetings
- Advanced eDiscovery with predictive coding and text analytics
- Advanced Threat Protection to defend against malware and viruses
- Advanced Security Management for enhanced visibility and control of your Office 365
- Cloud PBX to make and receive calls in the office, at home or on the road using connected smartphone, tablet or laptop.
- Audio Conferencing (Skype for Business PSTN Conferencing)

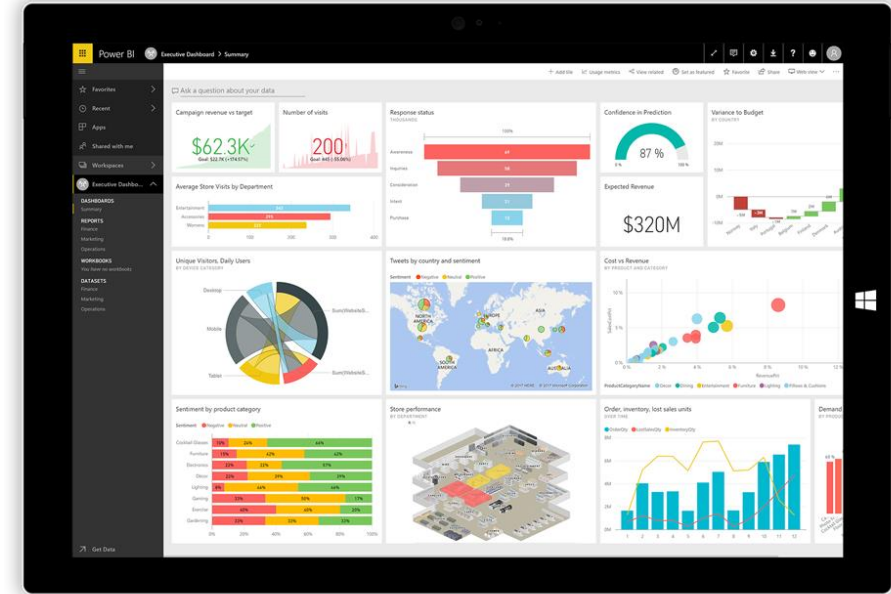


- Advanced email: Unlimited storage for in-place archive email
- Rights management, encryption and data loss prevention for emails
- Unified eDiscovery Center

- Hosted voicemail to access voice messages from Outlook or mobile phones
- Self-service business intelligence to discover, analyse and visualise data in Excel



**Advanced Threat Protection** to defend against malware and viruses



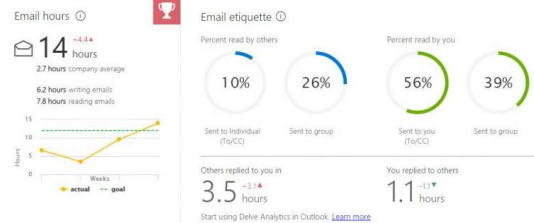
**Power BI** for powerful cloud-based business analytics



**Cloud PBX**



**Audio Conferencing**



**MyAnalytics**



**Advanced eDiscovery**

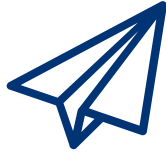


**Advanced Security Management**

# Pricing



## Option 1



**Audio conferencing Licence**  
\$5.44

### User books meeting

- Auto attaches conference #
- Randomly generated meeting ID
- Up to 250 parties

### Meeting

- Third parties dial in

## Option 2



**Common Area phone licence**  
\$10.89

### User books meeting

- Auto attaches conference #
- Fixed number
- Up to 3 parties (dial out)

### Meeting

- One third party – Dial in, or
- Two third parties – Dial out

## Option 3



**Hybrid**  
Audio conferencing Licence \$5.44  
Common Area phone licence \$10.89

### User books meeting

- For meetings < 3 parties, as per option #2
- For meetings 3 > parties, option #1, but must be booked via reception who has the Audio conferencing licence

### Meeting

- Meetings < 3 parties, same as option #2
- Meetings 3 > parties, same as option #1

# Service Inclusions and Exclusions

## Rapid Network Readiness Assessment

- It is imperative that the customer environment, particularly network, is in good working health as per good practice before deploying Telstra Calling for Office 365 in a production environment.
- A Rapid Network Readiness Assessment includes the following
- Review of Network Diagram (Provided by Customer)
- Up to 60 min call with Customer IT Team to get overview of Customer Environment
- Provide Network Readiness Checklist (Customer to Complete)
- Review of Network Readiness Checklist and Feedback from Engineer
- Remotely run Assessment Tool on Network with 60 mins of data collection and review output
- Provide a report of network issues identified and recommendations



## Full Network Readiness Assessment

- It is imperative that the customer environment, particularly network, is in good working health as per good practice before deploying Telstra Calling for Office 365 in a production environment. It is highly recommended that a Full Readiness Assessment be undertaken prior to deploying Telstra Calling for Office 365.
- A Full Network Readiness Assessment includes the following
- Onsite meeting with IT Team to get overview of Customer Environment, gather any network or existing documentation
- Review of Firewall configuration.
- Review of Switch configuration.
- Review of QoS
- Wifi Network Audit (Requires Floorplan from Customer with scale)
- Deploy Assessment Tool on Network and run for 48 hours to collect data.
- Complete Network Readiness Checklist
- Provide a report of network issues identified and recommendations.



## Standard Exclusions

- The following are the standard exclusions, unless otherwise specified
- Any cabling work or other physical work
- Supply of any hardware other than that specified
- Any network redesign
- Any network configuration
- Any

Change  
numbers

## Network Readiness Assessment

Options	
Rapid Network Readiness Assessment	\$3,340
Full Network Readiness Assessment	\$11,400

# Professional services - Deployment

**EasyMigrate:** Through the use of best practice assessment, planning, migration tools and frameworks, Digital Armour will help migrate your organisation seamlessly to the Telstra Calling platform. Our team of Senior Consultants and Project Managers who have expertise across various UC platforms will assess your current environment (s) and map out a clear path for your transition to the new solution.

**Collab Solutions:** We will conduct an initial assessment of the use of tools for collaboration in your environment and provide recommendations to ensure you get the most out of your investment in Telstra Calling and Office 365. This could include future integration of applications to ensure information is accessible via one channel.

**Managed Services:** We will provide managed services via our helpdesk for the end to end solution for all Telstra Calling and Office 365 components.



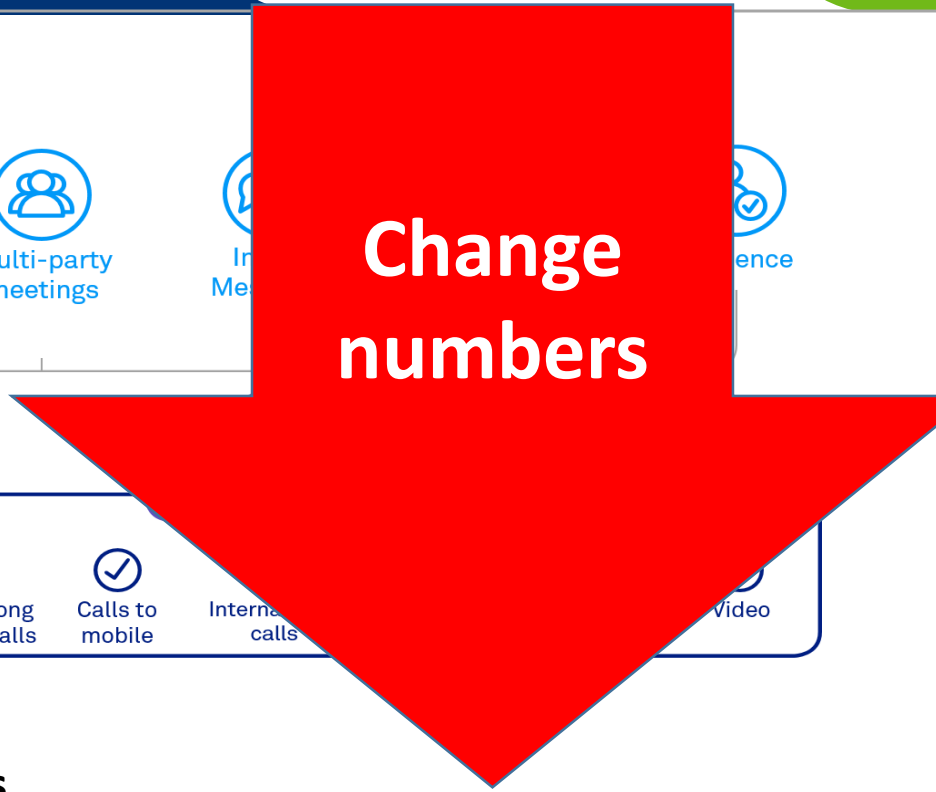
**Change  
number**

Description	
Project Management including Train the Trainer	
Telstra Calling for Office 365 Application and Ordering	
Assignment of Licenses for Telstra Calling and Number Assignment	
Setup any Calling Groups and IVR	
Network readiness assessment	
TCO365 Deployment Professional Services (Once off)	\$7,066.67

# Cost comparison

## Cost per seat

TCO 365 cost options	E1	E3	E5
Licensing	\$10.89	\$27.23	\$47.61
Existing licencing costs			\$0.00
			\$0.00
			\$0.00
Current call costs			\$2.83
Proposed licencing			\$0.00
			\$0.00
			\$0.00
Phone system (PA)			\$0.00
Call Plan			\$8.00
Call costs \$8 plan			\$0.00
Call costs \$14 plan			\$0.00
Call costs \$18 plan		\$1.17	\$1.17
<b>Monthly cost per seat CURRENT</b>	<b>\$55.52</b>	<b>\$55.52</b>	<b>\$55.52</b>
<b>Monthly cost per seat with TCO</b>	<b>\$30.06</b>	<b>\$52.74</b>	<b>\$19.17</b>



## One off costs

Professional services	\$7,066.67
Network readiness assessment	\$xxxxxx
Handsets & conference phones	\$xxxxxx
<b>Total</b>	<b>\$xxxxxxx</b>



Telstra calling  
For office 365

**Telstra Calling plans:**

- ⊕
- \$8 pay as you go
- \$14 unlimited land lines
- \$18 unlimited land lines and mobiles

\$23.32	\$27.22	\$43.56	\$47.61
Combination = TCO 365 compatible	Combination = TCO 365 compatible	Combination = TCO 365 compatible	Combination = TCO 365 compatible
Audio Conferencing Optional \$5.44	Audio Conferencing Optional \$5.44	Audio Conferencing Optional \$5.44	Included
Phone System (PABX) ⊕ \$10.18	Phone System (PABX) ⊕ \$10.89	Phone System (PABX) ⊕ \$10.89	Included
S4B.2 \$7.70	E1 \$10.89	E3 \$27.23	E5 \$47.61

# Projected Savings

Current monthly costs	
International & premium calls	\$20.00
ISDN	\$500.00
Mobile calls	\$600.00
Line Rental	\$100.00
PABX	\$700.00
Total - Telephony costs	\$1,920.00
Total - MS licence costs	\$1,361.25
<b>Total current - Combined</b>	<b>\$3,281.25</b>
<b>Total TCO for E3</b>	<b>\$3,164.65</b>

Paste table from excel

## Projected difference based on licence type\*

	E1	E3	E5
Monthly difference	\$1,477.85	\$116.60	\$2,131.25
Annual difference	\$17,734.20	\$1,399.20	\$25,575.00

Paste table from excel

\*Projected costs are an estimate only and have been calculated on the information provided and may be subject to change dependant on decisions made. NOTE: Savings on time saved from an administration prospective have not been calculated, and increased efficiency by driving staff towards Microsoft support.

# Summary





### Do more in less time

Boost productivity by combining voice and productivity apps in one workspace.



### End-to-end experience

Deliver a unified experience whether you're working in the office, at home or on the road.



### Offload IT management

Avoid the headaches of managing and supporting disparate on-site PBXs and a dedicated voice network.



### Easy to use

There's no need to learn a new tool or have different ones for calling – simply switch on voice.



### Streamline administration

Quickly manage and scale users, add new phone numbers and top up calling plans via a portal.



### Get started fast

Avoid long waiting times for equipment to get set up, integrated and tested.



### Assurance of the best

Your cloud journey is supported by the proven expertise of Microsoft and Telstra combined.

A better way of working