COVID-19
Office365
E1 Trial
Immediate
Microsoft Teams
Voice
Enablement

Microsoft

SOFTEL

Immediate Microsoft Teams Voice Enablement

Immediate Microsoft Teams Voice Enablement for your Remote Workforce

In combination with the COVID-19 E1 Trial from Microsoft. SOFTEL are offering **Immediate** Microsoft Teams Enablement Packages which enable *at-home* workers to connect to and via your business using Microsoft Teams across existing telephony carrier lines (PSTN).

This service is offered on a pre-packaged basis, depending on the needs of your business – and your current remote workforce.

With packages to support basic, intermediate and complex needs, SOFTEL's **Immediate** Microsoft Teams Enablement Packages are ready to deploy in response to the rapidly changing working environment.

Microsoft

SOFTEL

Please contact us at info@SOFTEL.com

COVID-19 Immediate
Microsoft Teams Voice Enablement Packages

Overview

- Direct Routing for Microsoft Teams is a capability that allows customers to use a carrier to connect their Office 365 environment to the Public Switched Telephone Network (PSTN)

- These Tables provide information about the 3 Direct Routing packages we have created and the features the customer can benefit from in each package

Components	Packages		
	SOFTEL - Microsoft Direct Routing Bronze	SOFTEL - Microsoft Direct Routing Silver	SOFTEL - Microsoft Direct Routing Gold
MS Teams Direct Routing Implementation	✓	✓	✓
User Licensing and Enablement	✓	✓	✓
SBC management and Monitoring	✓	✓	✓
Advanced network assessment	-	✓	✓
IR for end-to-end call quality and network monitoring	-	✓	✓
User Adoption	-	-	✓
Device Management	-	-	✓
E911 (North America)	-	-	✓

Microsoft SOFTEL

Please contact us at info@SOFTEL.com

COVID-19 Immediate Microsoft Teams Voice Enablement Packages

Customer Benefits

Reduced Investments

Reduces the need to invest in new hardware in order to unify their communication and collaboration capabilities

Scalability

Utilizes Microsoft Teams as a platform to scale and add additional software services..

Single Solution

Provides access to all communication and collaboration tools through a single pane of glass

Quality Monitoring

Advanced quality monitoring, so end users get the most out of Teams.

Provider Benefits

- Provides the customer a complete solution from one provider

- Provides partner with greater visibility of the organizations cloud strategy

- Integrated access to IP PBX, TDM PBX, using partner SIP Trunking for Microsoft Teams

- Holistic solution couples the power of Microsoft Office 365 with the global reach and network reliability

- Provides a source of recurring revenue with the potential to extend to other Provider adjacent services

- Management of your Microsoft Teams environment, including network and systems.

Microsoft   SOFTEL

Please contact us at info@SOFTEL.com

COVID-19 Immediate

Microsoft Teams Voice Enablement Packages

Bronze Package

- Allows customers to leverage their existing (or new) Provider PSTN/SIP contracts while leveraging the power of Microsoft Teams based Unified Communications including telephony. The package provides managed SBC for direct routing, user enablement for enterprise voice.

- **Buyer characteristics**

- New to MS Teams telephony to start with a scalable Pilot or Proof of Concept.

- Organizations with one or two locations and less than 2000 users

Service components	Descriptor	What's included
MS Teams Direct Routing Implementation	• Discovery & Network assessments • Implementation & validation • Documentation • Knowledge transfer	• Implementation of User Personas, • QoS strategy, Policies, Dial Plans, Direct Routing, • Failover call routing (if direct routing is configured with more than one Provider SBC), • Microsoft Teams Phone System, • Test accounts enabling.
User Migration	• User transitions • SfB or Teams enablement • O365 enablement • Activation of voicemail for O365 account	• Transition of users in batches of 150 (max 4 batches/week), • Skype for Business/Teams enablement • O365 licenses enablement, • Activation of Voicemail to O365 account
Management & Support	• Monitoring license • Service desk setup & onboarding • System tagging & MIB setup • MACD Support • Critical updates • Remote monitoring • Troubleshooting & Root Cause Analysis • Service reports • CAB meetings	• SBC monitoring via SNMP traps, • Notifications to customer support team when issues are detected, • SBC Day 2 support

Microsoft   SOFTEL

Please contact us at info@SOFTEL.com

COVID-19
Immediate
Microsoft Teams
Voice
Enablement
Packages

Silver
Package

- Provides enhanced end to end visibility (per hop within the enterprise network), metrics on user voice experience. Proactive network performance monitoring with alerts ensuring all critical telephony workflows provide optimal call quality experience.

- **Buyer characteristics**

- Large enterprise with complex network

- Large campus or multiple locations and above 2000 users

- Needs data backed metrics and reports to identify weak spots within the network that can degrade user voice experience

Service components	Descriptor	What's included
Bronze package plus...		⊕
Advanced Network Assessment	• Advanced Network Assessment	• Analysis of n/w connectivity including 2 probes (wireless + wired), • QoS, Audio session logs, • IR UC, • Resource utilization and traffic simulation
IR for end-to-end call quality & network monitoring	• Project planning and deployment design for IR • Implementation & Configuration • Solution Optimization • Support	• Project and design planning, • installation and configuration of IR prognosis • On-premise and Prognosis for Unified Communications • Configuration of Prognosis Dashboard Snapshot, Scheduler and Mailer, • On-site training and optimization

Microsoft   SOFTEL

Please contact us at info@SOFTEL.com

COVID-19 Immediate Microsoft Teams Voice Enablement Packages

Gold Package

- Increased user adoption allowing organizations to maximize their return on investment (ROI) by identifying low utilized licenses/features and creating custom campaigns to target users with training, knowledge base articles or on-site instructor led training. Includes adoption reports for executive decision makers.

- **Buyer characteristics**

- Organizations looking to drive user adoption for MS Teams.

- Has lot of users that need white glove assistance or training

- Has large number of desk phones and meeting rooms. Needs managed service for these devices

Service components	Descriptor	What's included
Silver package plus...		➕
User Adoption	• User adoption campaigns for MS Teams • MS Teams utilization trend reports • On-Site instructor Led training	• Mapping existing workflows & user personas, device planning • 3-day on-site training, • 6 months adoption campaign (max 6 campaigns) • Dashboard- call, conference, message stats/usage • 24-h post-enablement support.
Device Management	• Support for Microsoft certified phones and room systems • Central management of MS Teams devices	• Profile management using the vendor's device management solution • Firmware planning, rollout and monitoring using central device management solution • Service monitoring for any on-premises device management solution
E911 (North America only)	• Enhanced 911 calling for MS Teams softphones and clients • Automatic location detection and location sharing with the PSAP	• Design of E911 solution • Mapping current location and building use cases based on current telephony workflows • Configuration of E911 service integration with the Direct Routing solution

Microsoft **SOFTEL**

Please contact us at info@SOFTEL.com

USA
877.4.SOFTEL (877.476.3835)

303 Perimeter Center North
Suite 300
Atlanta, GA 30346

1500 District Ave
Burlington, MA 01803

CANADA
877.4.SOFTEL (877.476.3835)

70 East Beaver Creek Road
Suite 30
Richmond Hill
L4B 3B2

1200 Ave. McGill College
Suite 1100
Montréal
H3B 4G7

EUROPE

UNITED KINGDOM
+44 20 3880 0220

Rourke House
Waterman's Business Park
The Causeway
Staines Upon Thames
Middlesex
TW18 3BA, United Kingdom

FRANCE
+33 1 85 64 25 08

La Defense,
Esplanade de Courbevoie
Tour CB21
16 Place de l'Iris
Courbevoie
92400, France

Microsoft

SOFTEL