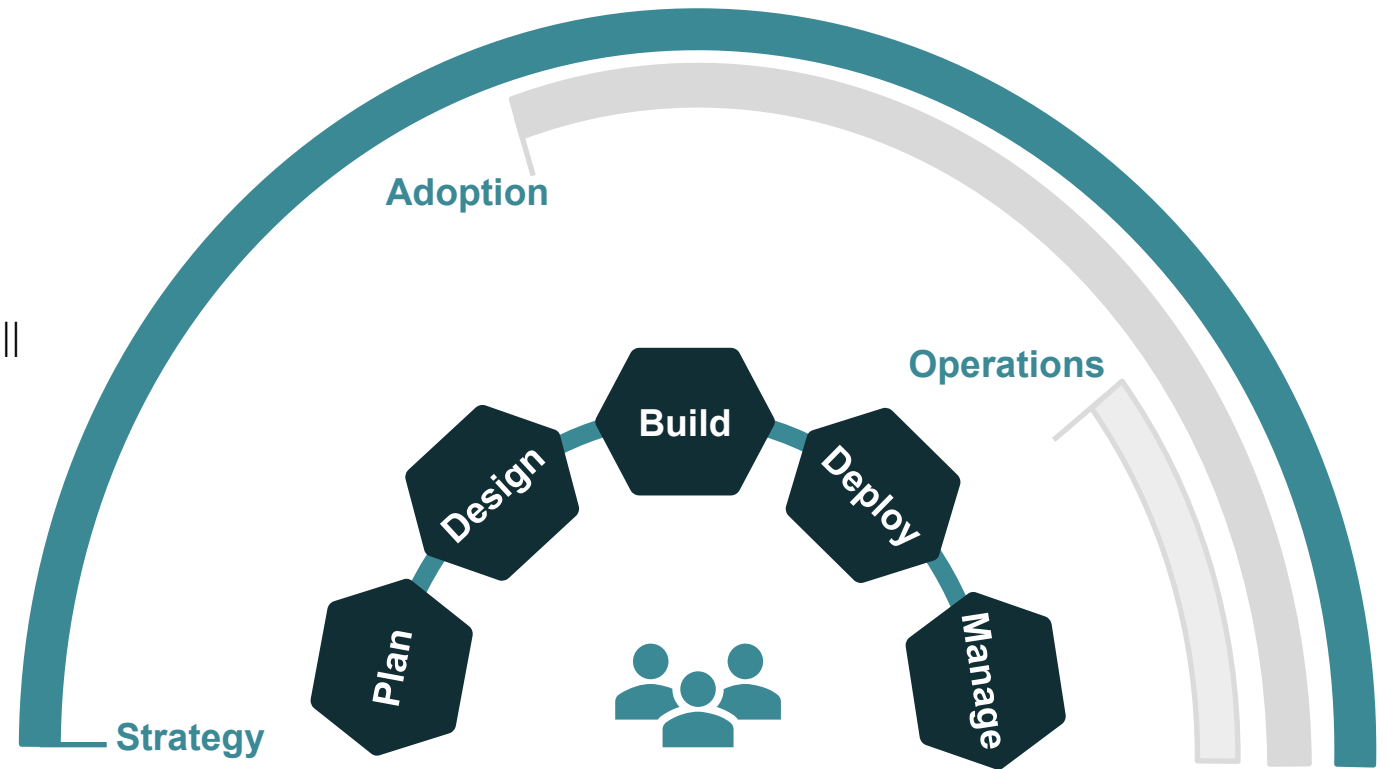Microsoft Teams

Teams Voice Rapid Deploy
Microsoft Teams Voice Service delivered by Maureen Data Systems (MDS)

MDS Methodology
A Full-Lifecycle Engagement Model

Our engagement model provides clients with a readiness for their journey to the cloud and a full lifecycle methodology to guide them through their **Digital Transformation**.

MDS – We are Certified and Specialized

ADVANCED SPECIALIZATION
Identity & Access Management

ADVANCED SPECIALIZATION
Teamwork Deployment

ADVANCED SPECIALIZATION
Threat Protection

ADVANCED SPECIALIZATION
Microsoft Azure Virtual Desktop

ADVANCED SPECIALIZATION
Windows Server and SQL Server Migration

ADVANCED SPECIALIZATION
Information Protection and Governance

ADVANCED SPECIALIZATION
Calling for Microsoft Teams

Microsoft Advanced Specialization program is only for Partners with an active gold competency who demonstrate a deep knowledge and meet stringent requirements in a specific technology areas. Advanced specialization increases visibility by prioritized ranking in expert partner searches and assures our customers that MDS meets the highest standards for service delivery and support.

Microsoft CERTIFIED

Aligned to your Sales Plays – FY22

Modern Work

Sales Play	Technical Capability
Hybrid Meetings	Teams Meeting Rooms
	Teams Meetings
	Virtual Events
Modernize Communications	Teams Phone - Services Partners
	Teams Phone - Telcos
Transition to Cloud	Teamwork Deployment
	Adoption & Change Management
Employee Experience	Teams Store Apps
	Power Platform for Teams
	Custom Solutions for Teams
	Viva Connections
	Viva Learning
	Viva Topics
	Viva Insights
Enable Frontline	Frontline Worker Solutions
Modernize Endpoints	Windows and Productivity
	Endpoint Management
	Cloud PC
Refresh your devices	Refresh your devices

Security

Sales Play	Technical Capability
Modernize security and defend against threats	Threat Protection and modern SOC
Secure Azure, hybrid and multi cloud	Azure Hybrid and Multi-Cloud Security
Protect and govern sensitive data	Information Protection & Governance
Manage and investigate risks	Insider Risk Management
Build Zero Trust foundations	Identity & Access Management

Business Applications

Sales Play	Technical Capability
Activate Digital Selling	Sales
	Microsoft Relationship Sales
	Customer Voice
	Sales Pro
Connected Commerce	Commerce
Enable Always-On Service	Customer Service
	Field Service
Build a Resilient Supply Chain	Supply Chain Management
Optimize Financial and Operating Models	Finance
	Project Operations
	Business Central
Personalize Customer Experience	Marketing
	Customer Insights
Rapidly Build Apps	Power Apps
Automate Business Processes	Power Automate
Discover Business Insights	Power BI

Infrastructure

Sales Play	Technical Capability
Migrate Windows and SQL Server	Windows & SQL Server Migration to Azure
Migrate Linux and OSS DBs	Linux & OSS DB Migration to Azure
Migrate SAP	SAP on Azure
Modernize VDI to Azure Virtual Desktop	WVD Native
	Citrix Cloud on Azure
	VMware Horizon Cloud Service for Azure
Win hybrid with Arc and Stack HCI	Azure Stack Hub
	Azure Stack HCI
	Azure Stack Edge
	Azure Arc
	Azure Arc Data Services
Migrate to Azure VMware Solution	Azure VMware Solutions
Well Architected	Well Architected
HPC	High Performance Compute
Advanced Networking	Advanced Networking
Storage & File Systems	*Storage & File Systems*
Mainframe Migration	*Mainframe Migration*
Cloud to Cloud Migration	*Cloud to Cloud Migration*
Business Continuity & Disaster Recovery	*Business Continuity & Disaster Recovery*
Cloud Adoption Framework	*Cloud Adoption Framework*

Digital and Application Innovation

Sales Play	Technical Capability
Modernize .NET and Java apps with PaaS, low code and managed databases	Modernize .NET and Java apps with PaaS, low code and managed databases
Build cloud native apps with Kubernetes, Serverless and managed databases	Build cloud native apps with Kubernetes, Serverless and managed databases
Drive DevOps adoption with GitHub and Visual Studio	Drive DevOps adoption with GitHub and Visual Studio
Well Architected	Well Architected
IoT	IoT
Mixed Reality	Mixed Reality
Gaming	Gaming
Blockchain	*Blockchain*

Data and AI

Sales Play	Technical Capability
Migrate Windows and SQL Server	SQL Server Migration to Azure SQL MI
Migrate Linux and OSS DBs	OSS DB Migration to Azure OSS DB
Win with analytics	Appliance Migration to Azure Synapse
	New Analytics with Synapse & PowerBI
	Cloud Scale Analytics
Innovate with AI	Azure AI and ML
Well Architected	Well Architected

Note:
- In *Italic*: legacy Sales Plays

L1: Solution Area (6)
L2: Sales Play (48)
L3: Technical Capability (75)

AGENDA

MICROSOFT TEAMS CALLING

- Microsoft Teams Voice Features & Overview
- Solution Methodology
- MDS Teams Voice Rapid Deploy
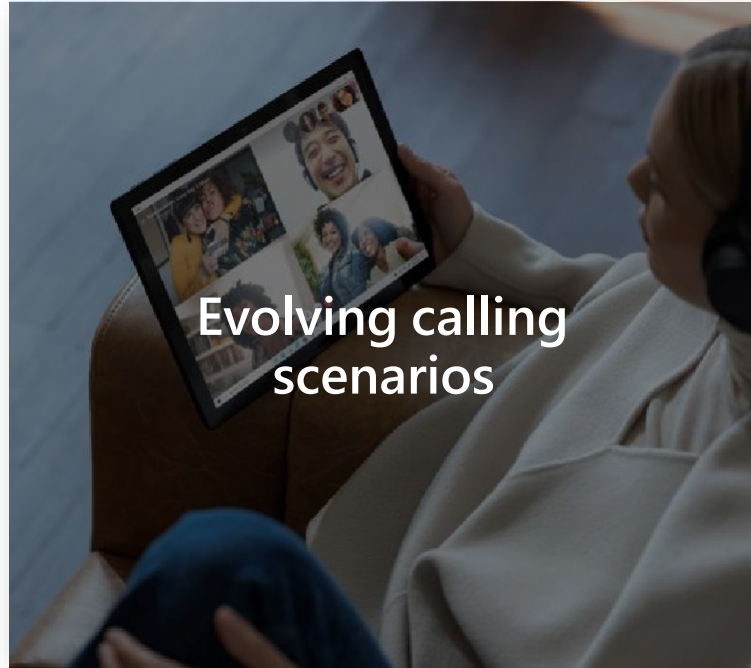- Estimated Cost & Schedule
- MDS Teams Voice Managed Service

A modern calling solution that meets today's business needs

Hybrid workspaces split between office & home

Evolving calling scenarios

Pressure on IT budget & resources

Users should be able to place & receive calls from any workplace, on any device

Solutions need to enable modern capabilities and devices, while providing legacy features

Modern calling solutions must be cost-effective and easy-to-manage
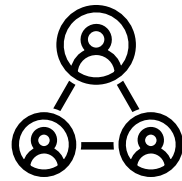
Teams Voice Use Cases

Security and Regulation

Financial Services

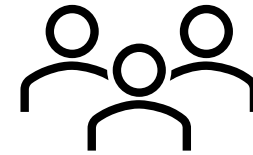Healthcare

Government

Retail and Commercial

Expand your Elastic Workforce

Mergers and acquisition

Short term employees

Contractor and partner access

Employee Experiences

BYOD and Mobile

Hybrid Work from Anywhere

Specialized Workloads
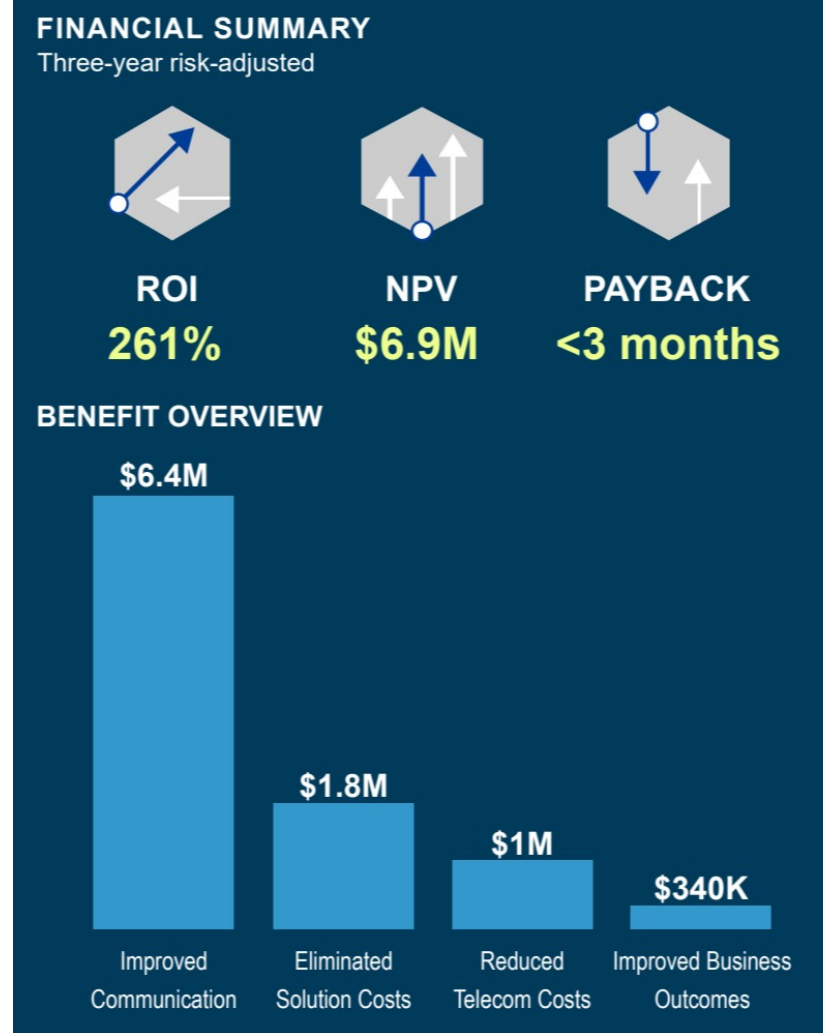
Call Centers

Branch workers

Retail

Total Economic Impact of Microsoft Cloud Voice

The composite organization is based in Europe and sells its solutions globally. Forrester holds the 5,000-user count constant for the life of the study for simplicity; users are a mix of information workers and first line workers.

There are three main: operations centers — one each in Europe, North America, and Asia — and small sales offices are regularly being added.

The prior telephony solutions were a mix of on-premises IP and traditional PBX telephony systems, which were nearing end of life and could not support growth. Some locations were migrating from Skype for Business Server to Cloud Voice in Teams.

The composite organization had previously adopted Office 365 and Microsoft Teams and added Cloud Voice. Components included Phone System, Audio Conferencing, Direct Routing, and Teams-certified devices.

FINANCIAL SUMMARY
Three-year risk-adjusted

ROI	NPV	PAYBACK
261%	$6.9M	<3 months

BENEFIT OVERVIEW

- $6.4M — Improved Communication
- $1.8M — Eliminated Solution Costs
- $1M — Reduced Telecom Costs
- $340K — Improved Business Outcomes

Reduced telecom costs: $1M

Weekly time savings for highly mobile workers: 1.5 Hrs

Weekly time savings for typical workers: 38 Min

Magic Quadrant for Unified Communications as a Service – Worldwide

Microsoft recognized as a 2020 Leader in Gartner UCaaS and Meeting Solutions Magic Quadrants
Microsoft Teams is the only calling and meeting solution to be positioned highest for Ability to Execute in both reports.

Learn more:
Gartner Magic Quadrant for UCaaS Worldwide

This is Microsoft's second consecutive year as a Leader for the Gartner UCaaS Magic Quadrant

Gartner

Microsoft Teams
is a trusted leader in Calling

Gartner 2020 UCaaS Magic Quadrant

Figure 1: Magic Quadrant for Unified Communications as a Service, Worldwide
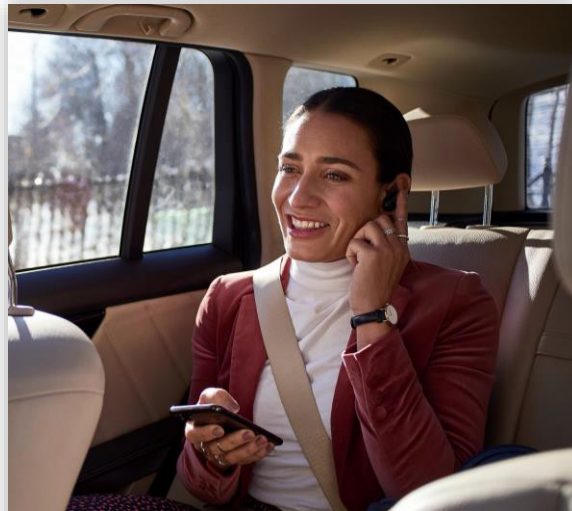

Source: Gartner (November 2020)

Microsoft Teams is a complete and modern voice platform

Integrate calls seamlessly into the flow of work

Deliver modern and legacy enterprise voice features

Provide users with reliable devices for any budget

Streamline setup and management

Telephony Features to Replace Legacy PBX

E3 Plan ──────────── **Phone System Add-on / E5 Plan** ────────────────────►

VoIP Calling

- P2P calling with full audio, video and sharing experience
- External Calling through Guest Access & Federation
- Mobility & Multi-Platforms (Desktop, Web, Mobile, Device)
- Voicemail for Everyone
- Escalate to a Meeting
- Groups, Contacts & Favorites
- Call Quality & Analytics

PBX Features

- Inbound/Outbound PSTN calling
- Reverse Number Lookup
- Music on Hold
- Busy on Busy
- Caller ID and Dial-out policies
- Dual ringing, Forward to Group, Group Call Pickup, Call Park
- Distinctive & Secondary Rings
- Device Management Portal
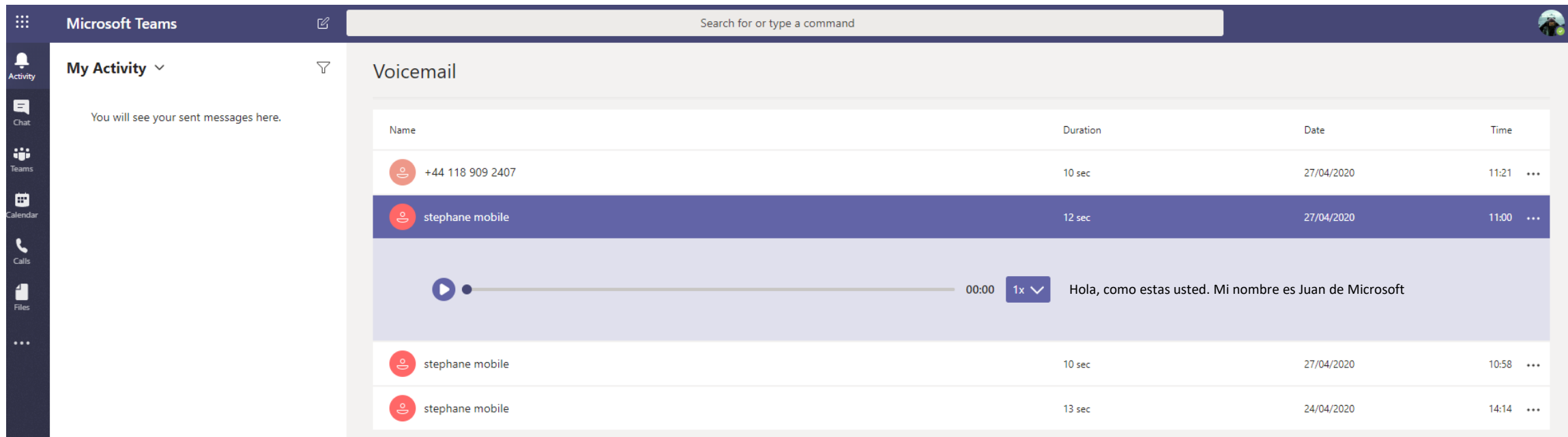- SIP, ISDN & Analog interop via Direct Routing

Advanced Telephony

- Manager / Assistant Delegation & Shared line Appearance
- Auto Attendants & Call Queues
- Location Based Routing
- Dynamic Emergency Calling
- Media Bypass & Optimization
- Partner voice apps: attendant consoles, Contact Centers, Compliance Recording, etc.
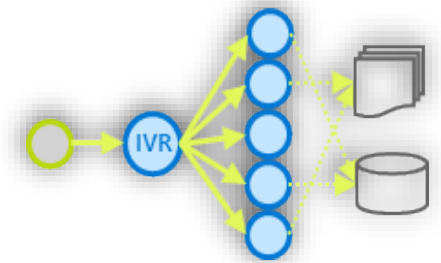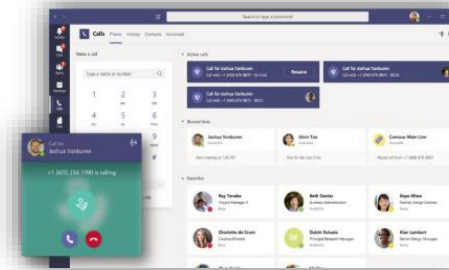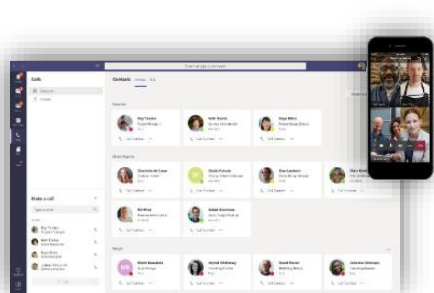
Voice Mail for all Phone System users

- Delivers Voice Mails to Exchange mailbox
- Automatic language detection and transcription service
- Transcript created for voicemail including optional profanity masking
- Voice mails can be played from Outlook or Teams

Teams Calling Mobility

## Transfer Calls between desktop and Mobile

Take a call anywhere and easily move it from your desktop to your mobile device

Easily switch between personal devices while on the same call

Quickly add another device to an existing call. Used for sharing and viewing content from the second device and audio on primary device

Handoff support for all types of calls: 1:1 calls, group calls, meetings
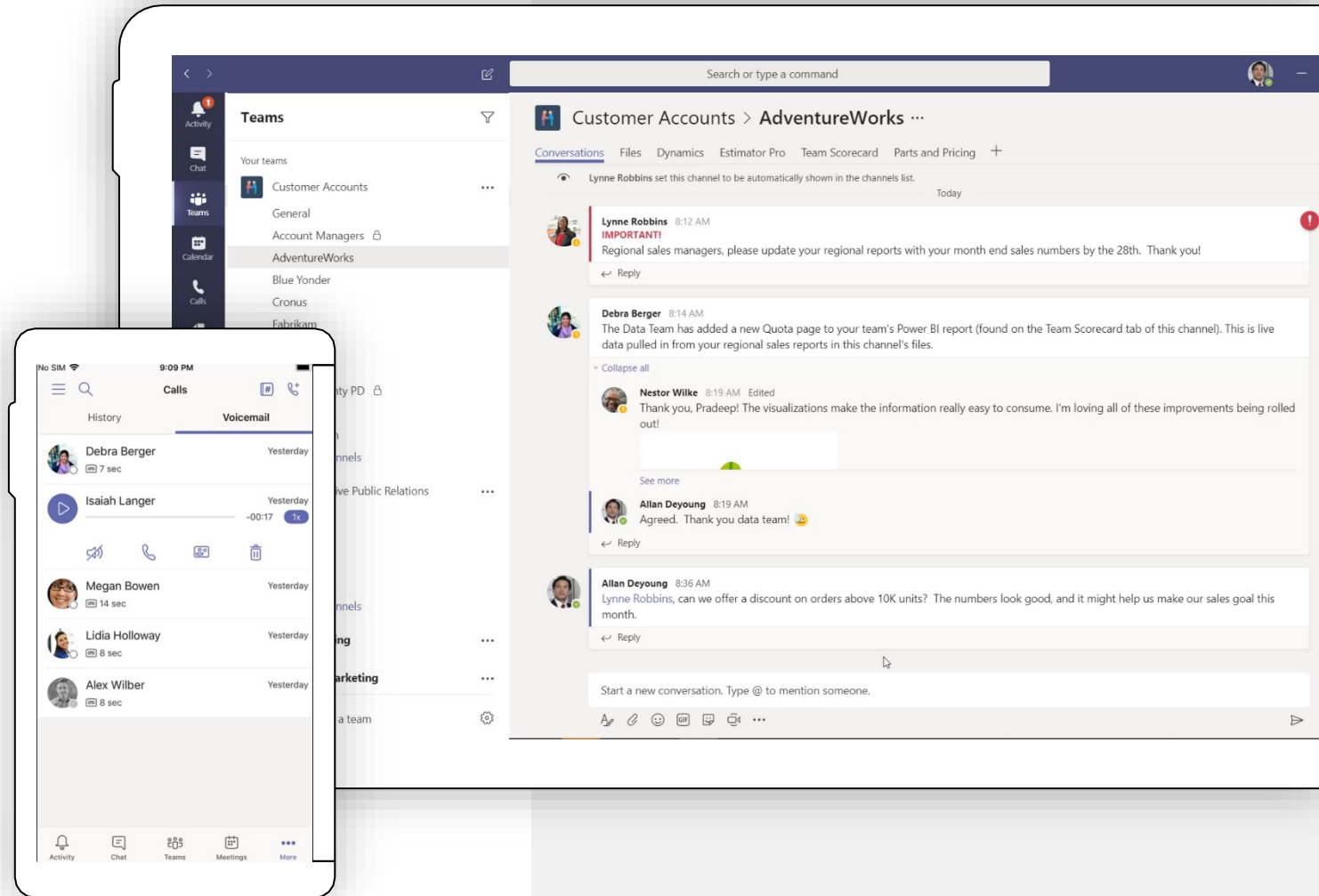
Call Queues & Auto Attendants

Auto Attendants

- Provide corporate or informational greetings

- Provide custom corporate menus. You can customize these menus to have more than one level

- Provides directory search that enables people who call in to search the organization's directory for a name

- Enables someone who calls in to reach or leave a message for a person in your organization

- Supports multiple languages for prompts, text-to-speech, and speech recognition

- Supports specifying holidays and business after hours routing

- Supports transferring call to an operator, other users, call queues, and auto attendants

Call Queues

- Customized organizational greeting

- Provide music while people are waiting on hold

- Supports redirecting of calls to call agents

- Provides settings for call queue maximum size, timeout, and call handling options
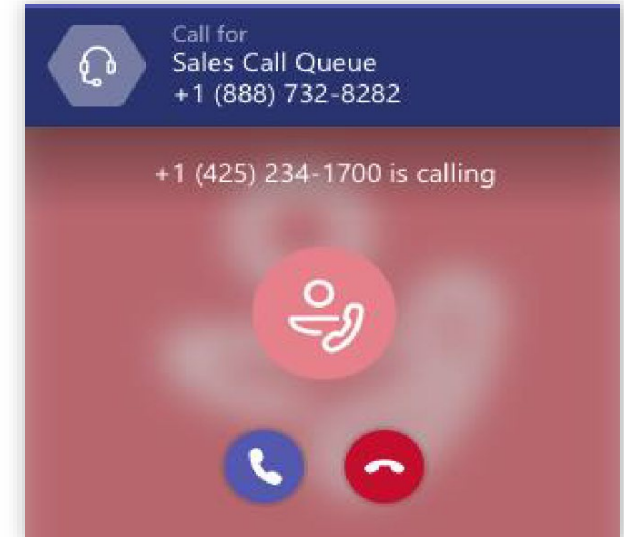
Captions, Recording, & Calling Transcriptions

Teams enables calling participants to view live captions and/or transcription during a Teams Call

Supported spoken languages in 1st release: English

After the meeting finished, a transcription is available for review – even if you missed the meeting.

Call Recording

Transcription

Live Captions

© 2021 Maureen Data Systems
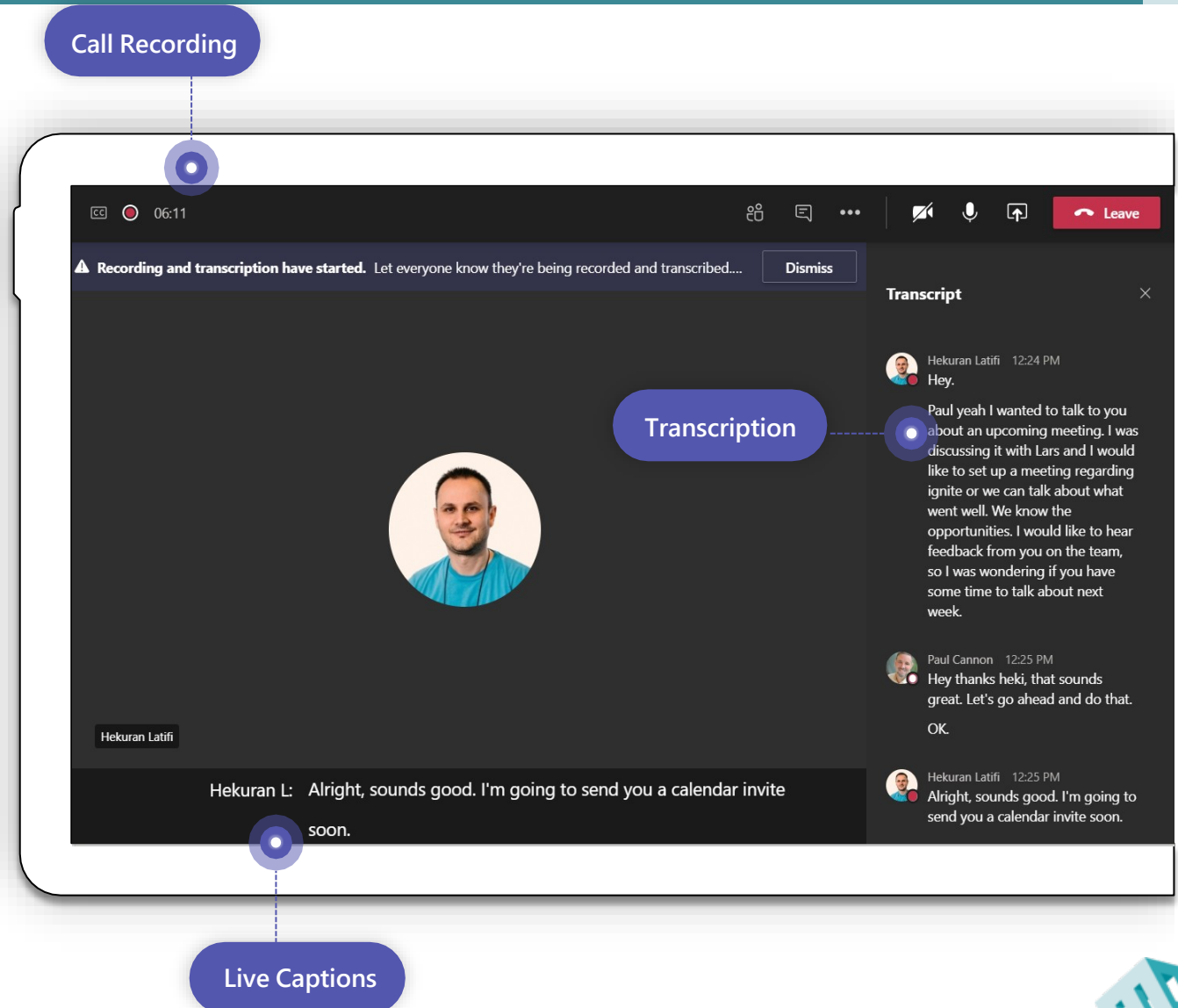
Shared Line Appearance

Teams will enable people to share their phone line with delegates

Full Invite Flow & Call Management

- Manager Initiated

- Delegate Managed or Initiated

- See line busy status and active call information

- Resume a call placed on hold by manager or admin

- Make/receive shared line calls
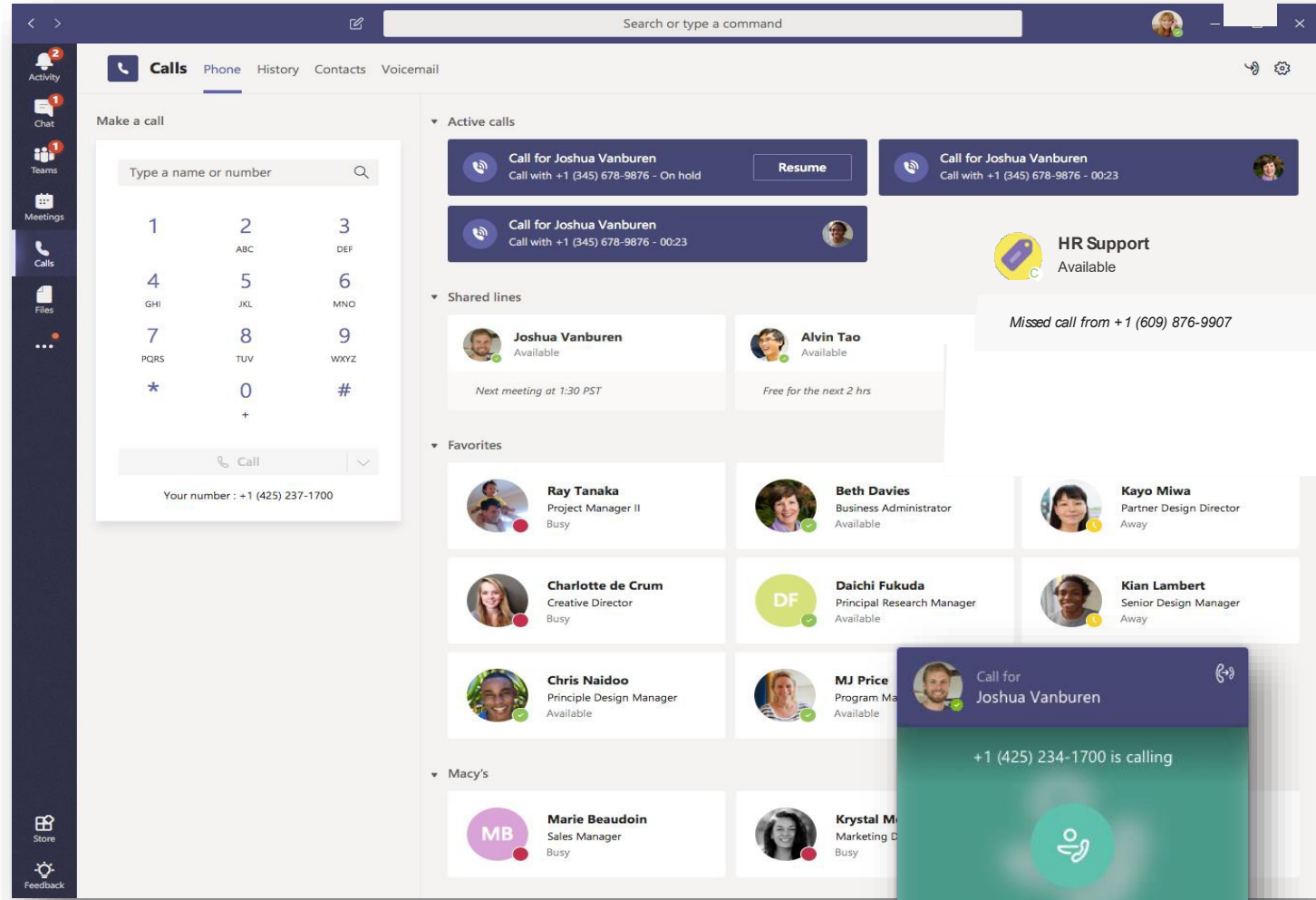
Contact centers are no longer siloed call rooms

The best support organizations get the whole company involved in customer support!

Customer

| Phone | Text | Email | Social | Chat |

Customer communication across devices

| Customer service | Technical support | Billing | Reservations | Loyalty programs |

Touch points across company orgs

Blending Teams & Contact Centers

- Teams as the hub for internal and external customer connection, integrated with partner solutions
- Combine capabilities based on your needs and tailored for each team
- Continue to evolve your customer journeys as Microsoft and Partner solutions help you innovate

Connect

Microsoft Teams	Phone system

⬍

Partner solution

Extend

Microsoft Teams Team extensibility	Phone system Voice Service extensibility

⬍

Partner solution

Power

Microsoft Teams Team extensibility	Phone system Voice Service extensibility

⬍

Partner solution	Partner agent
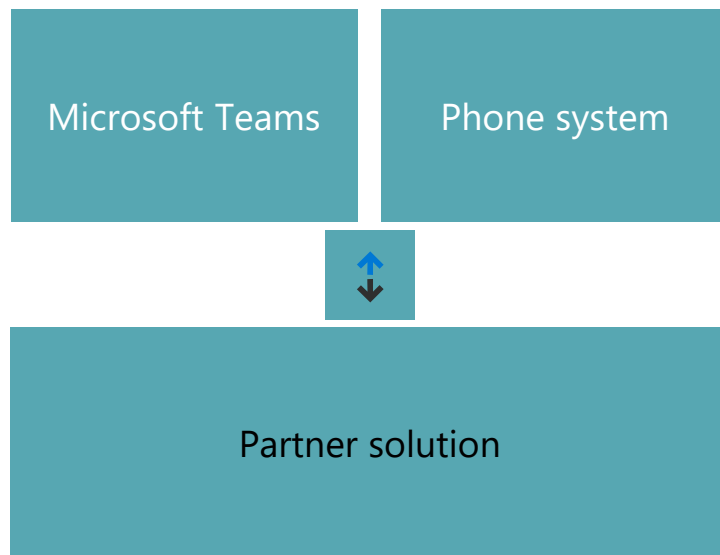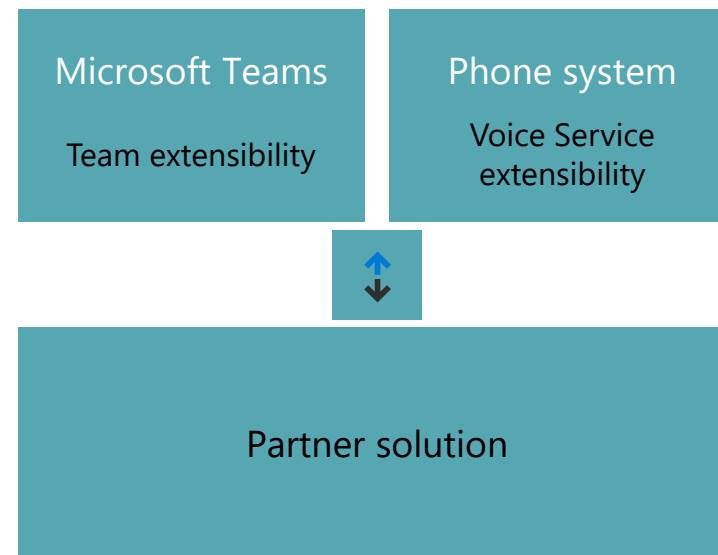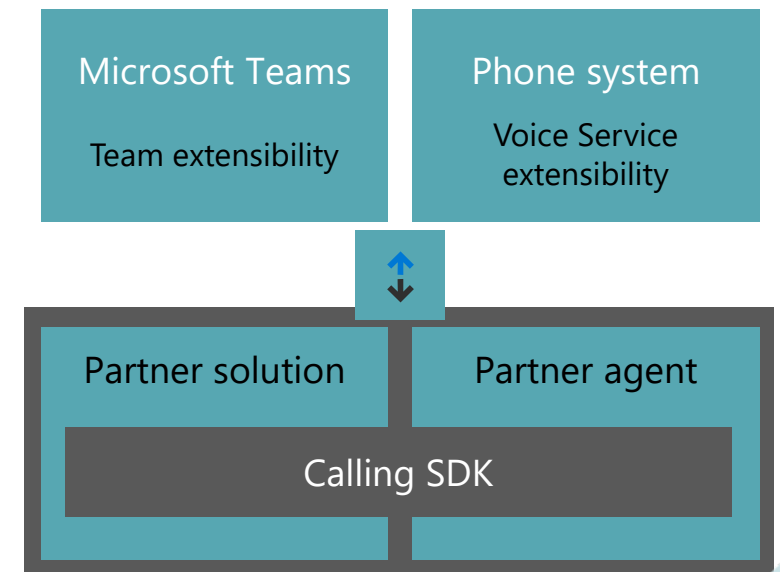
Calling SDK

Skype for Business to Microsoft Teams

- All SfB customers can experience Teams today – please consider meetings as a low friction starting point

- SfBO customers currently using Calling Plans – no migration needed as these Calling Plans work with Teams

- Customers with on-premises phone lines can use Direct Routing to connect to Teams – no need to change your carrier or port numbers

- Do you want to mix & match Direct Routing and Calling Plans? This is supported with MSFT Teams

- Robust set of resources and guidance is available to help customers including **free guidance and resources** as well as FastTrack support where applicable
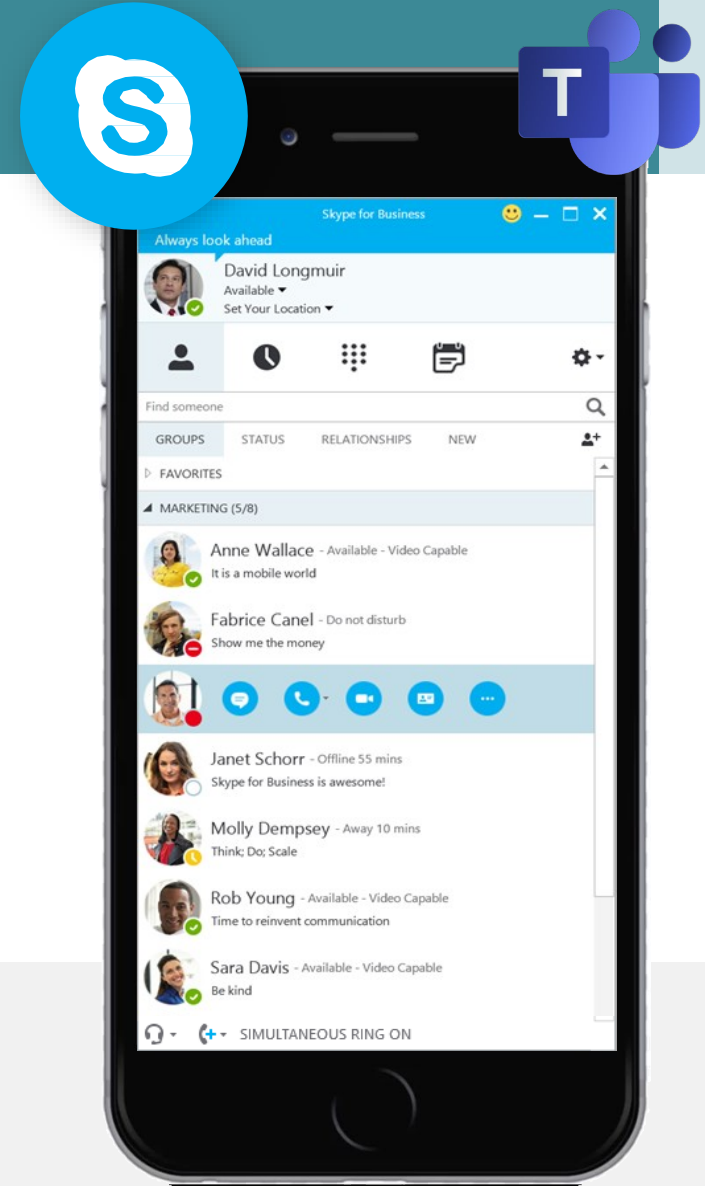
July 31, 2021 | Skype for Business Online is being retired

MDS
Teams Voice Rapid Deploy

Microsoft Teams

Teams Voice Rapid Deploy
Microsoft Teams Voice Service delivered by Maureen Data Systems (MDS)

MDS Teams Voice Rapid Deploy

Voice and video calling

Call, chat, meet, and collaborate in a single app with Microsoft Teams.

With the MDS Teams Voice Rapid Deploy offering we can help you securely deploy and manage both your new Teams Voice environments quickly and simply. Because it's built in Microsoft's Cloud, your environment can seamlessly auto scale to meet the demand of your hybrid workforce. With MSFT Teams Voice you get secure, reliable, and rich calling and will provide your employees the virtual calling features they need, backed by the security and reliability of the Microsoft Cloud.

Auto attendant
Answer inbound calls and easily route them to the right queues with a cloud-based phone system. Set parameters to route calls by time zone, language, or availability.

Contact center integration
Connect to your favorite contact center software.

Microsoft Teams Calling Plans
Quickly procure and assign phone numbers or port existing phone numbers. Available in 27 markets.

Cloud voicemail
Access voicemail messages and transcriptions anywhere from any device.

Microsoft Teams-certified devices
Have a consistent Teams experience on personal and shared devices.

Call queues
Create custom greetings, play music for customers waiting on hold, and set up shared voicemail.

Cloud compliance recording
Easily connect to partner compliance recording solutions.

Direct Routing
Use your existing telecommunications providers by directly connecting their Session Initiation Protocol (SIP) trunks to Microsoft Teams.

Audio Conferencing
Add flexibility to meetings with a dial-in number, included in every online meeting.

Operator Connect
Quickly enable calling in Teams using your existing Telecom Operator.

Rapid Deploy

Rapid Support

Rapid Secure

Teams Voice Rapid Deploy Solution Methodology

Phases	Activities
Phase 1: Discovery and Design	During this phase, MDS will conduct a series of discovery and planning sessions centered on current telephony call flow discovery and user productivity assessment. As well as determining future state MSFT Teams telephony strategy based on Microsoft's best practices and MDS expertise and guidance.
Phase 2: Teams Voice Configuration and Testing	During this phase, MDS will configure Teams Voice implementing a best practice security and configuration design produced during Phase 1. MDS will set up and configure Microsoft Teams and conduct a Teams Voice POC to validate the enablement process for up to 50 users.
Phase 3: Teams Voice DID Number Porting	MDS will generate and submit all necessary documents for DID number porting and perform remediation tasks as required. In addition, MDS will conduct administrator and end-user knowledge transfer sessions to empower your team with the tools necessary to manage the Teams calling environment. MDS also Offers a robust Teams Calling Managed Service offering to help you achieve operational excellence from day one.

Project Delivery

Teams Voice Rapid Deployment Timeline

Phase 1

Teams Voice Discovery & Design

- Initial discovery sessions focused on security, current telephony call flow discovery, and user productivity assessment
- Design sessions focused on determining future state Teams telephony strategy based on Microsoft's best practices and MDS expertise and guidance
- Deliverables: Deployment Strategy Documentation

1 Week

Phase 2

Teams Voice Enablement Configuration and Testing

- Teams Tenant Enablement
- Teams Voice Configuration
- Teams Voice Testing and Validation
- 25 User POV (Proof of Value)
- Teams Voice Admin training
- Deliverables: As-Built configuration Visio diagram

2-3 Weeks

Phase 3

Teams Voice DID Porting

- Completion of the DID number porting
- Remediation and Support activities
- Deliverables: Revised As-Built Documentation

1 Week

Phase 4

MDS Teams Voice Support – A Managed Service

- Ongoing operations, Management and Administration of Teams Voice and Conferencing solutions

See Teams Voice Support Slides for more information

Ongoing Operational Support

MDS Teams Voice Capabilities

RAPID DEPLOY

Predefined templates and standard deployment methodology to fit your Voice, PBX and Call Center use cases

RAPID SECURE

- Zero Trust Service
- Assigned role-based access control
- Call Session QoS
- Compliance & Security Integration

RAPID MANAGE

- MDS Teams Voice Support service provides 24x7 enterprise-class systems management of the MSFT Teams Voice, Conferencing and Meetings service

INTEGRATION WITH <Ribbon>

Integrated services with Ribbon for Direct Routing Cloud Based Solution for Teams Voice with an existing PBX equipment and

ENTERPRISE MANAGED SERVICES

Achieve Operational Readiness with MDS Teams Voice Managed Support for service optimization and administration

MDS Key Vendor Partnerships

ribbon

In development

GTT – Sell Domestic and International Call plan based on user pools

Teams Enablement Services - Estimated Schedule & Fees

Transformation Phases	Platform	Estimated Duration	Estimated ROM
Teams Voice Rapid Deployment	Microsoft Teams	3-4 weeks	$23,000
Microsoft Cloud Accelerator – Modernize Communications			-$3,500
		Total	**$19,500 USD**

*The applicability of Microsoft funds is dependent on Customer's eligibility and Customer's cooperation with MDS on the timely completion of funding requirements. At a minimum, this includes Customer's completion of a "Proof of Execution" document, which may be due upon one or more milestones during the project as described in the table below. Without the completed proof of execution completed Customer will be ultimately responsible for the payment of the work completed in the project engagement.

https://cloudpartners.transform.microsoft.com/workshops/cloud-accelerators

https://m365partneraccelerator.azurewebsites.net/

Customer Case Studies:

Deutsch Family Wine & Spirits

MDS led the migration from Cisco PBX to Microsoft Teams Voice as part of their M365 Digital Transformation initiatives.

MDS developed the design and strategy through comprehensive sessions to determine the optimal configuration to meet DFWS' productivity, operational, and security requirements.

MDS implemented a secure and scaled Teams Voice deployment while providing automation and reporting capabilities. Some of the features and capabilities migrated from Cisco to Teams Voice include but not limited to the following:

- Auto Attendant configuration
- Call queues, Dial Plans, and Call Flows
- Text to speech and audio announcements
- Voicemail to email distribution
- Remotely deployed end-user desk phones and audio conference rooms
- Holiday scheduling
- Training and architecture diagrams

Atlas Capital Group

MDS led the migration from Mitel Cloud PBX to Microsoft Teams Voice to replace their existing cloud service for their Charlotte Office. MDS worked closely with the Atlas team to setup and configure call routing and PSTN connectivity with Microsoft Teams Voice to meet their productivity, operational and security requirements.

MDS implemented a secure and scaled Teams Voice deployment while providing automation and reporting capabilities. Some of the features and capabilities migrated from Mitel Cloud to Teams Voice include but not limited to the following:

- Auto Attendant and Hunt Group configuration
- Call queues, Dial Plans, and Call Flows
- Call delegation and Caller ID policies
- Text to speech and audio announcements
- Voicemail to email distribution
- Holiday scheduling
- Training and architecture diagrams

Teams Voice Managed Support

MDS 'Teams Voice Support' service provides Tier 2-3 escalation and operational support for your Teams Voice deployment adding ongoing management services for Cloud PBX and PSTN Teams Conferencing solutions which augmenting MDS's overall 'Teamwork Support' service for the Office 365 suite of services.

Teams Voice Support provides everything your organization needs to get the most out of your Teams Voice telephony solution, including proactive recommendations, visibility into the upcoming Microsoft roadmap and guidance on how to get the most from the investment you have made in Microsoft's Cloud.

Microsoft Teams

Support for Teams Voice & PSTN Calling

Managed Joiners, Movers, Leavers User Lifecycle

Support for Teams PSTN Conferencing

Call Quality Reporting

User Access Control Management

Managed Auto Attendant & Call Routing

Premier Escalation Support

Incident Management

MDS Client Success Manager

MDS Teams Voice Support - Service Summary

Description of Service

The MDS Teams Voice Support service provides 24x7 enterprise-class systems management of the MSFT Teams Voice, Conferencing and Meetings service.
Our dedicated level 2 and level 3 support teams and Operations Center sits discreetly within the customer's existing IT service delivery capability and integrates with their internal processes and workflows, providing cloud-like operational agility, elasticity and productivity. MDS employs Microsoft Call Analytics, CQD (Call Quality Dashboard) or QoS(Quality of Service) (if Network route capability meets minimum retirements) to ensure we maintain the fitness and effectiveness of critical telephony business systems and workloads that reside in the cloud.

What's Included

- Escalation support and User Management of Teams Voice and Conferencing
- Core Managed Service, reporting, monitoring, remediation, problem and incident management and Teams Voice Platform remediation
- 24x7 coverage
- Support for JML (Joiners, Movers, Leavers - on/off boarding & Provisioning Net new user DID
- Voicemail Setup
- Escalation to Premier support for break fix

Service Options

- Support & Management of Hunt Groups, Monthly changes to call routing and Auto Attendant
- Other Auxiliary Services for Teams voice:
  - Support for Direct Routing
  - Support for Holidays / Office hours & after hours call routing
  - Support for Live event admin
  - Call quality troubleshooting
- Will require supporting services for identity, Teamwork Support for Office 365

Customer Challenges

- Cloud PBX or Direct Routing rapid scale and secure deployment
- Ensuring 24/7 operation of critical business systems
- Validating compliance of Meetings, Chat and Voicemail
- Maintaining a consistent telephony and meeting experience for all employees
- Securing Cloud PBX and Meetings properly
- Management of user identities across multiple platforms
- Consolidate and centralize Meetings and cloud telephony solutions
- Integrating Teams with existing PBX through Direct Routing
- Support different user personas, light user vs power user
- Leverage Microsoft investment for improved ROI

Voice Operations for the Cloud

Starting at $4 per user / mo

MDS – Teams Voice Support

Expert Management

- ✓ Augment your IT Team with a **24x7x365 integrated Tier 2-3 escalation support** function to handle complex issues and provide resolution coaching on common issues
- ✓ **Deep knowledge** of the Microsoft enterprise device management and security platforms
- ✓ Regular **tuning and optimization** of your Teams management and security platforms

Return on Investment

- ✓ **Maximize employee productivity** by providing employees with the tools to work anywhere, at any time
- ✓ **Provide a great user experience** and **reduce operational costs** by leveraging MDS to deliver enterprise Voice management
- ✓ Automated provisioning for new starters to drive **process efficiency**

Strategic Partnership

- ✓ Service Delivery and Client Success Management team who **aligns MDS resources** with your **strategic objectives**
- ✓ Quarterly Operations and Account reviews providing **service delivery governance** and **solution optimization guidance**
- ✓ **Keep informed** with highlighted updates on newly available Azure and Windows 365 functionality

Thank you!

Visit us online: www.mdsny.com