

Microsoft Teams as a Service

Eviden specializes in enhancing businesses' Microsoft Teams experience, ensuring a comprehensive and seamless transition from traditional systems.

What We Offer

Eviden Microsoft Teams Deployment methodology is industrialized and mature enough to successfully deploy Microsoft Teams across various verticals for any size of user groups of our clients.

Our service portfolio is comprehensive, designed to provide full support to organizations at every stage of the adoption and integration process. Whether you're implementing an MS Teams platform or enhancing services on an existing one, we've got you covered.

Eviden's expertise in Microsoft Teams is unmatched, from initial consulting to ongoing management.

Our services are meticulously tailored to ensure that your journey with Microsoft Teams is one of successful deployment, long-term operational excellence, and productivity.



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How it Works

Eviden uses **Teams Adoption Framework** as a comprehensive strategy for integrating Microsoft Teams into an organization. Below is an overview of our services structured to guide your business towards a successful Microsoft Teams deployment.

It begins with **Assessment & Readiness**, evaluating the necessity of Teams, analyzing dependencies, and documenting essential prerequisites.

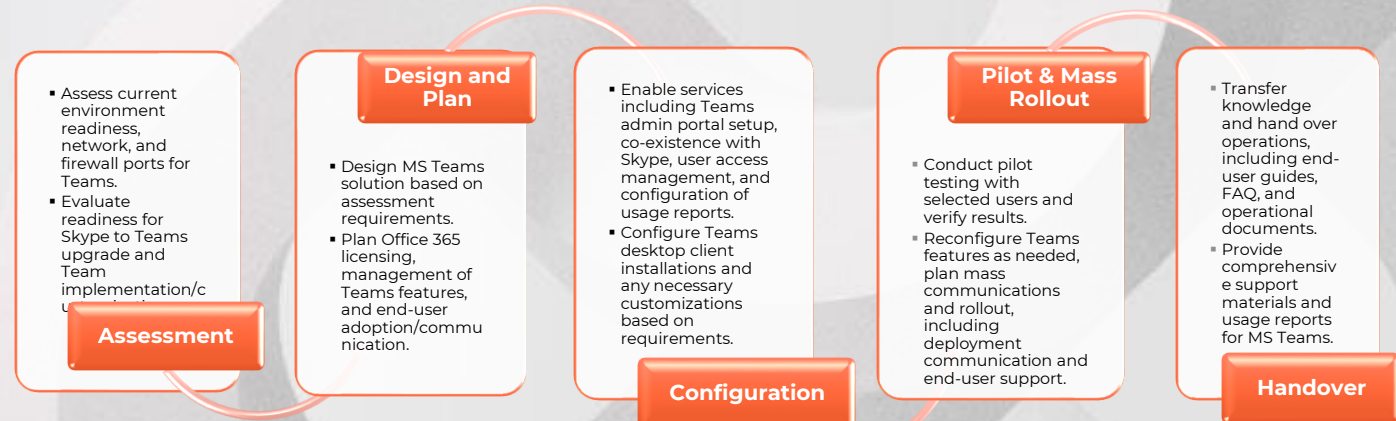
Governance & Process follows, setting up team creation policies, naming conventions, and access guidelines, and ensuring these are well-communicated internally.

The **Change Management & Adoption** phase engages initial users, outlines the project's extent, and applies a strategy to maintain ongoing adoption.

Finally, **Pilot Implementation** tests Teams with a user group gathers insights and adjusts the deployment plan accordingly. This methodical approach ensures a smooth and effective Teams adoption.

Execution Strategies and Solutions

Service Phase	Key Services
Consulting Services	Assessment and Readiness Governance and Process Proof of Concept Development
Deployment Services	Rollout and Pilot Implementation Integration Across Business Applications Building Apps on Teams Security and Compliance
Migration Services	Skype for Business/Slack to Teams Migration Structured Migration Approach
Run Services	Provision, Orchestration, and Monitoring Level 2&3 Support Hypercare Support Teams Dashboards, Release Notes, and SLA Reports



Continuous Adoption & Success Measurement

Microsoft Teams as a Service

Customer Outcomes

Staying connected anytime, anywhere

Customer Success

Company: Top US Financial Services Company

Solution:

- Solution: Implemented Skype 2019 hybrid with Teams
- Moved users from Skype 2019 on-premise to Teams only
- Configured interoperability between Teams users and Skype on-premise 2019 users
- Change management and hyper care support

Benefits:

- Shared address space
- Interoperability between migrated Teams users and Skype on-premise users
- Improved collaboration and communication
- Smooth transition to Teams-only mode
- Staying connected anytime, anywhere

Company: Global US Investment Company

Solution :

- Implemented Exchange 2016 hybrid with Exchange Online
- Implemented Skype 2019 hybrid with Teams
- Moved users from Skype 2019 on-premise to Teams only
- Configured interoperability between Teams users and Skype on-premise 2019 users
- Configured Teams security and compliance
- Change management and hyper care support

Benefits:

- Secure mail routing between exchange on-premise and exchange online
- Shared address space
- Interoperability between migrated Teams users and Skype on-premise users
- Improved collaboration and communication
- Smooth transition to Teams with mailboxes hosted on Exchange 2016 on-premise
- Staying connected anytime, anywhere

Company: Global pharmaceutical Company

Solution:

- Implement cross-tenant synchronization for migrated users to be able to access resources in the source tenant
- Migrate 1:1 and 1:Many Teams messages, Teams sites, and SPO sites from the 4 tenants to a global tenant
- Implement M365 security, governance, and compliance features to fulfill customer requirements
- Configure Teams voice/direct routing with existing SBC providers
- Configure GAL sync between source and target tenants

Benefits:

- Interoperability between migrated Teams users and Skype on-premise users
- Improved collaboration and communication
- Smooth transition to Teams with mailboxes hosted on Exchange 2016 on-premise
- Staying connected anytime, anywhere