

Modern Communications and Meetings

June 23, 2021

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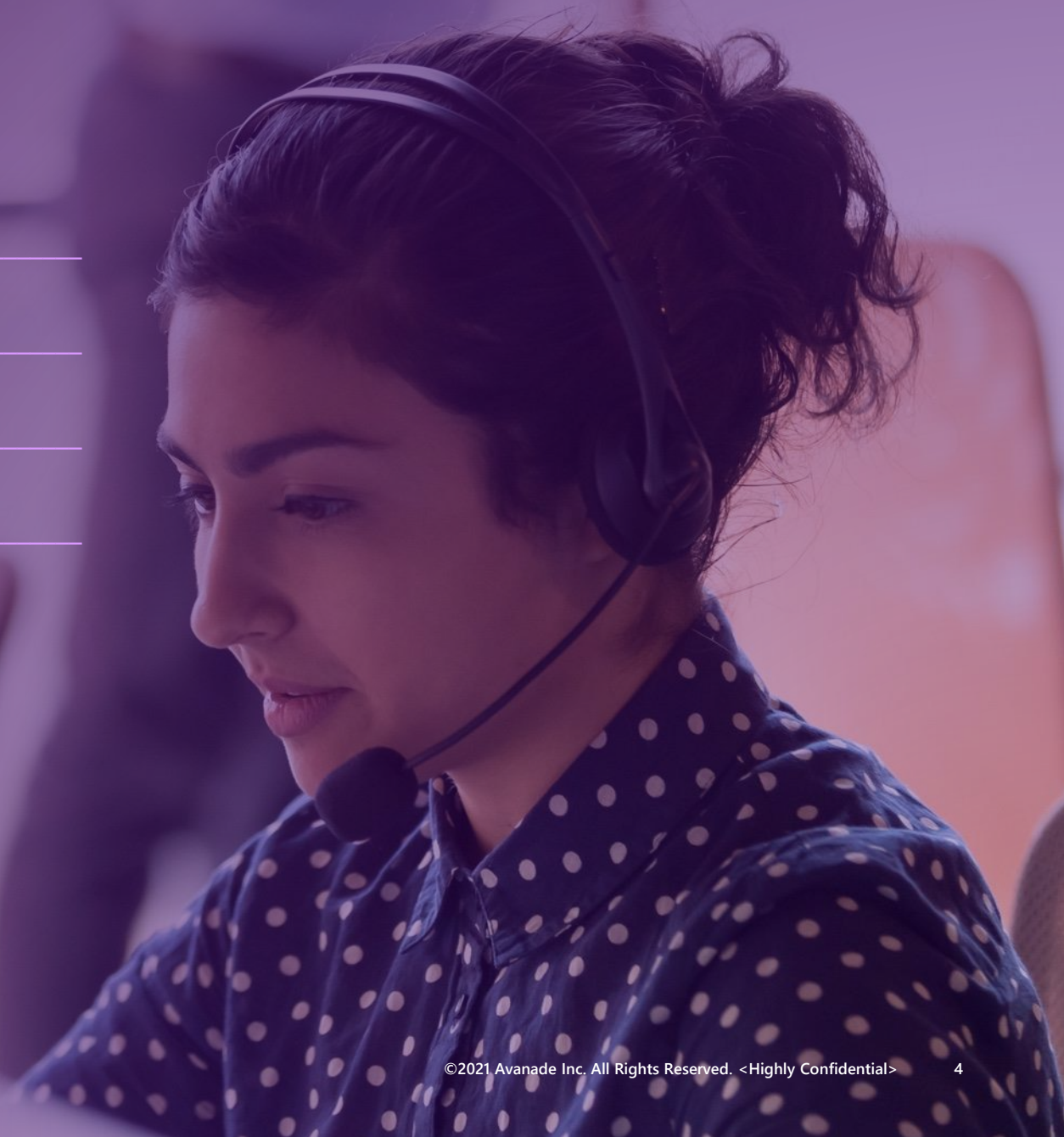
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Avanade

*Best of Accenture
and Microsoft*

Created by Accenture and Microsoft, Avanade brings the best in strategy and technology to unlock more value from your IT investments and maximize business results.

Today we are arguably one of the most successful joint ventures in the industry, bringing together the world's largest community of experts on Microsoft-based solutions with 75,000+ skilled professionals across Avanade and Accenture.



Accenture is one of the **largest** deployments of M365

Devices

541K

Workstations deployed

Mobile

425K

Smartphones/tablets enrolled

57K

Mobile device management

368K

Mobile application management

Microsoft Teams

460K

Teams

538K

Active users

556M

Chat messages/month

Audio/Videoconferencing

1.2B

Audio minutes/month

141M

Video minutes/month

72M

Mobile minutes/month

Broadcast

206

Events produced/month

Collaboration

2.4M

Searches executed/ month

394.3K

Documents downloaded from knowledge repository/month

Accessibility

75%

FY20 goal met for internal traffic to accessible sites

Microsoft 365

3B

Files stored in OneDrive for Business

10PB

of data in OneDrive for Business

575K

Mailboxes

9.6K

SharePoint sites

26K

Power BI users

Our Microsoft Teams Credentials



GLOBAL ALLIANCE SI
**MICROSOFT
PARTNER
OF THE YEAR
2020**



GLOBAL MODERN
WORKPLACE FOR
FIRSTLINE WORKERS
**MICROSOFT
PARTNER
OF THE YEAR 2020**



CURRENTLY OVER
**27000
MICROSOFT
SKILLED
RESOURCES**



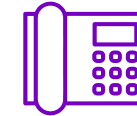
MICROSOFT
PARTNER FOR
**TEAMS
DEPLOYMENTS**

Sample of our Teams Voice Engagements



Accenture 500,000 Seats

Teams Phone System & Conferencing and Managed Services. Teams Room systems and Surface Hubs



Resources 123,500 Seats

Skype Enterprise Voice, Cloud PBX



Financial Services 9,500 Seats

Teams & Teams Phone System & Conferencing. Migration from Cisco UC



Hospitality 2,500 Seats

Teams Phone System & Conferencing. Teams Room Systems and Surface Hub. Migration from Cisco UC



Products & Retail 45,000 Seats

Teams Phone System & Conferencing & Managed Services



Automotive 40,000 Seats

Teams Phone System & Conferencing. Teams Room Systems and Surface Hubs

Hybrid Work

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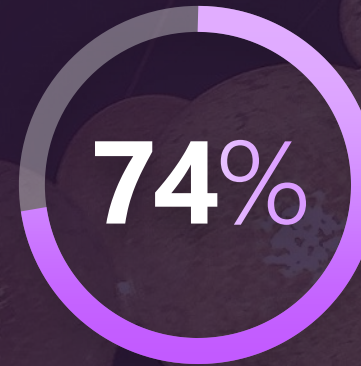
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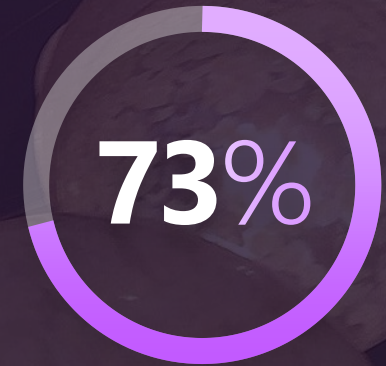
Case Studies

The expectations of our workforce, and Modern Workplace have changed

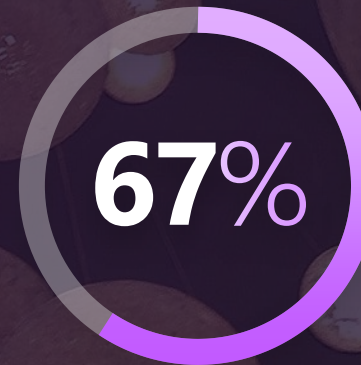
Source: Accenture Net Better Off Research 2020 |
Source: <https://www.gartner.com/smarterwithgartner/>



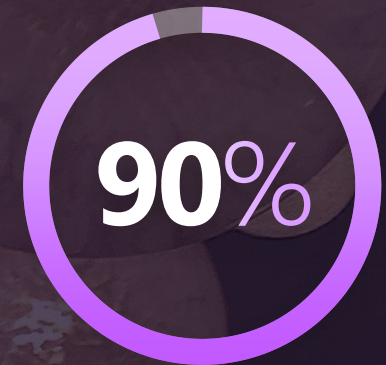
of organizations intend to permanently shift to a Hybrid remote working model
accenture



of workers want their employers to continue providing flexible remote work options
accenture



of workers want more in-person time with their coworkers
Microsoft



of organizations will allow employees to work remotely part of the time despite vaccines
accenture

What is the role of Microsoft Teams in the hybrid workplace?

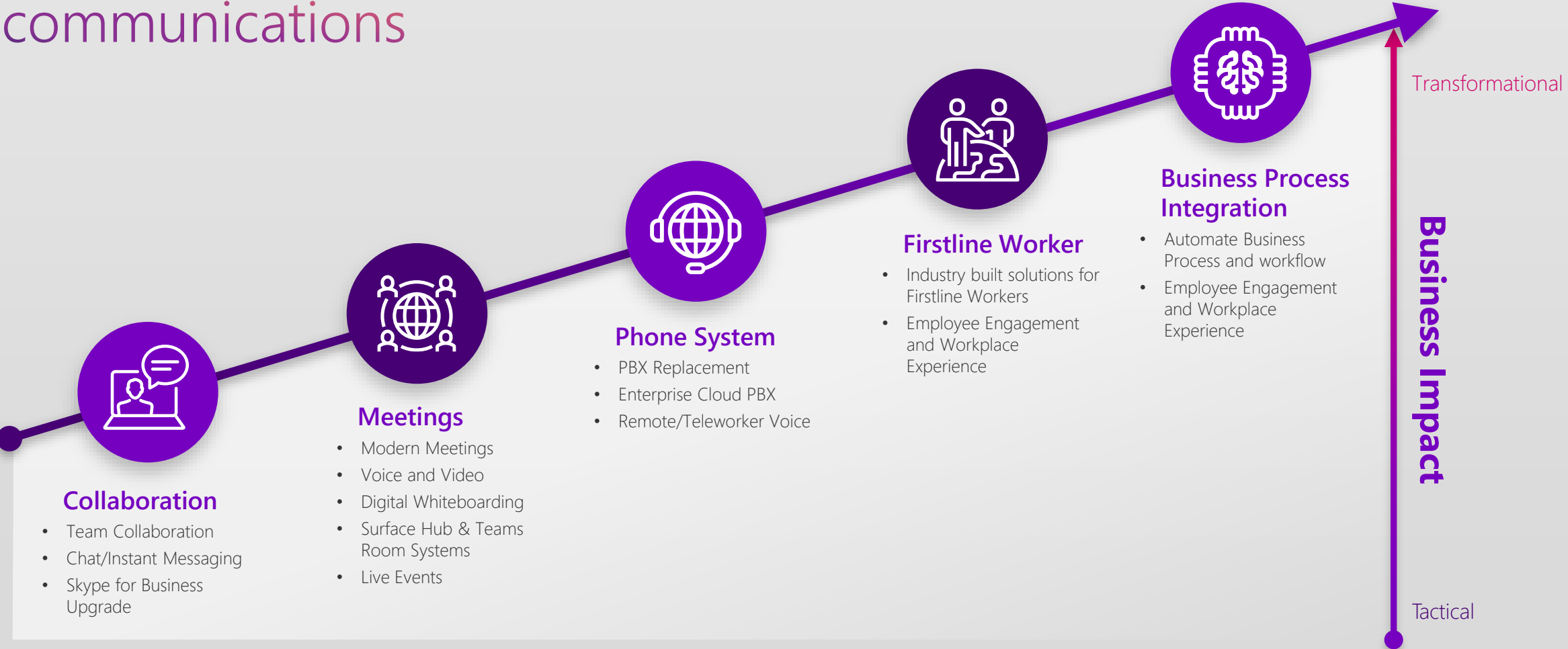
With Microsoft Teams, we're empowering your workforce to thrive in the hybrid work world.

- Employees spend **80% of their time** collaborating
- With **73% of employees wanting** flexible remote work options to stay
- And **66% of leaders say** their company is considering redesigning office space for hybrid work

Microsoft Teams delivers the best experience in a hybrid workplace, **designed to reduce the barriers between spaces, places, and people** so everyone has a seat at the same virtual table, no matter where they work.



Teams is the growth engine to modernize your communications



Modern Communications

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Now is the time to **Modernize**
your **Communications** platform,
before offices re-open, and the
dust is wiped off the legacy phones

Now is the time...



Facilities have been closed for over a year



Your employees are used to leveraging headsets



The way we work and collaborate has changed



Why Microsoft Teams for Communications?



Cost Savings

Leverage existing investments in Microsoft Licensing to significantly reduce the cost of your communications platform and reduction in support costs for legacy PBX solutions



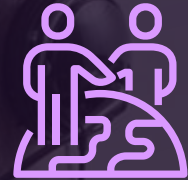
Security

Microsoft Teams provides the most secure communications and solution, tightly integrated with the Microsoft Security and Compliance solutions such as DLP, conditional access, Azure AD and Defender



Integrated Platform

Teams is cloud first modern communications platform that is built with native integration to Microsoft 365 platform, that provides a first class experience for your end users



Hybrid Work

Untether yourself. Work from Anywhere on any Device. Teams Phone System can be used on rich clients, mobile clients and traditional headsets/handsets.

Microsoft Teams provides a cost optimized, highly secure modern communications solution

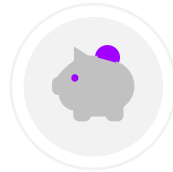
Forrester Total Economic Impact Study

Using Microsoft Teams Phone saves time, reduces costs, and improves business performance



1.5 hours per week

average time saved
by employees

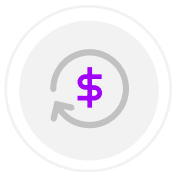


\$6.4 million

three-year cost savings

"We had to replace the old PBX system. Replacing it with Cloud Voice as part of Teams maximized voice and video adoption and reduced costs."

- *CIO, government*



261%

return on investment

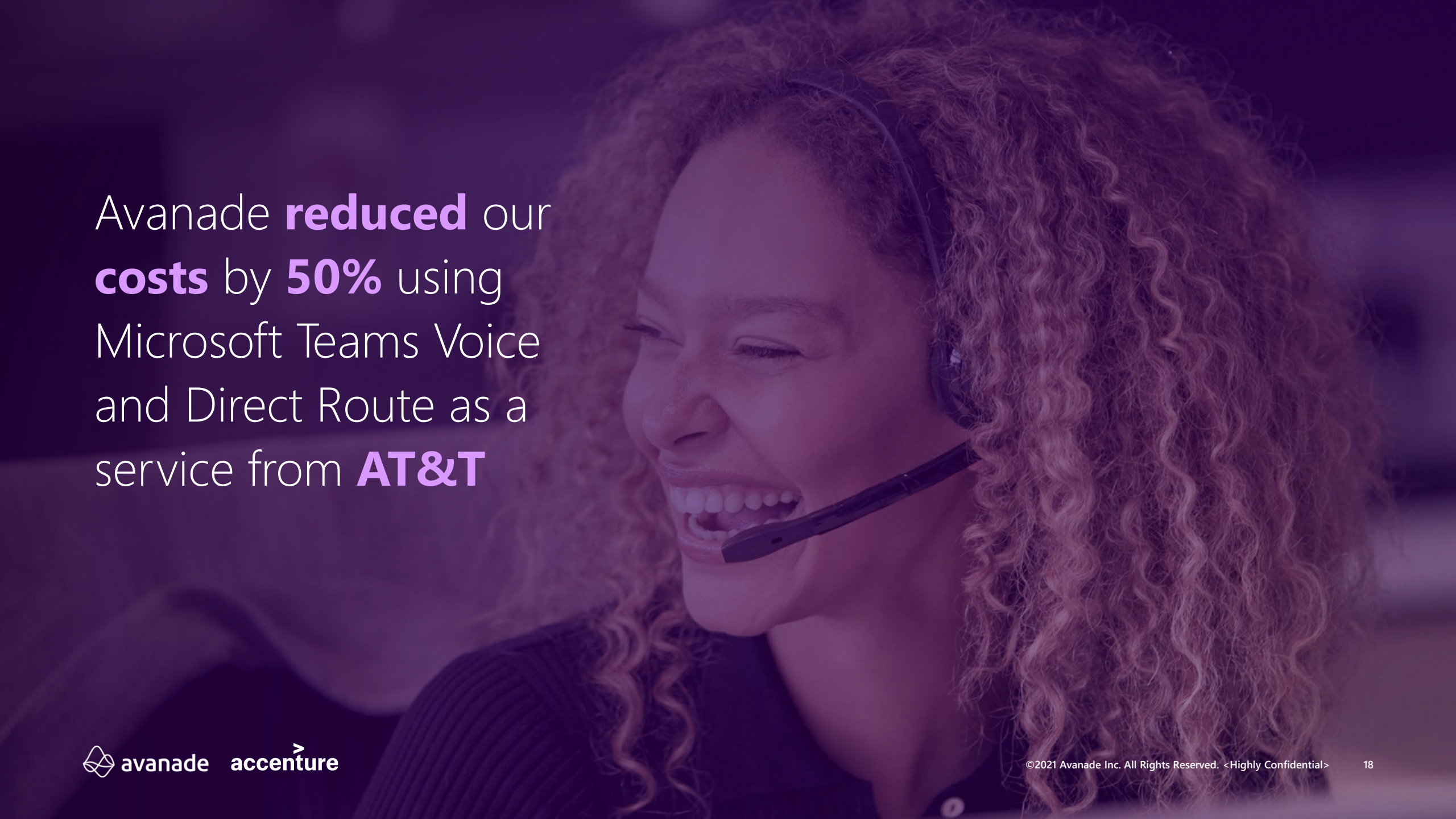


3 months

payback after go-live

"We wanted all of our collaboration solutions, including voice, to be consistent and integrated. Microsoft was the only real solution out there."

- *Chief municipal officer, government*



Avanade **reduced** our
costs by **50%** using
Microsoft Teams Voice
and Direct Route as a
service from **AT&T**

Our Clients are **accelerating** their **journey** to Modern Communications

Wave 1

Deploy Teams Voice infrastructure and **rapidly migrate/enable work from home users**. Remove physical handsets from desk prior to office re-opening

Wave 2

Our **accelerated** deployment approach to address site-based voice requirements and fully convert site's to Teams voice with a scalable repeatable process.



Accelerated
time to value



Wave 1 Approach

Work from Home – Remote workers

- Focus on remote home users
- Target sites with centralized SIP, or ability to consolidate easily
- Rapid deployment timeline to maximize change management activities
 - Initial Pilot 2 weeks
 - Migration of up to 5,000 users per week
- Plan for existing headset re-use
- Some users may require headset/handset shipped to home office

Key Considerations

- DID migration timeline with carrier
- Organization Change Management and user adoption



Wave 2 Approach **Offices and Facilities**

- Execute repeatable and scalable site-based migration approach
- Remove legacy handsets
- Modernize conference rooms (where appropriate)
- Modernize Analog (where appropriate)
- Accelerated timeline
 - Up to 10 sites per week

Key Considerations

- Approach based on office reopening. Prioritize removal of handsets prior
- Workload of site-based resources for placement and removal activities
- Changes required to legacy platforms



Our Proposed Modern Communications Approach

Assessment and preparation

Deployment, enablement, WFH migrations (Phase 1)

Velocity Site Migrations (Phase 2)



Current UC Environment Assessment

Review current legacy voice estate to create baseline site survey data. Develop strategy for 3rd party voice requirements that cannot be met with native Microsoft Teams Functionality



Network Assessment & Planning

Assessment of current state network connectivity. Evaluate ingress/egress points for bandwidth capacity, Validate against best practices for telephony and cloud-based voice.



Teams Enterprise Voice Design

Develop detailed Teams voice design identifying requirements and strategy for coexistence strategy and approach.



Analog Modernization Strategy

Develop strategy and approach for analog device modernization to allow for cost optimization and reduction in legacy solutions.



Global Routing Deployment

Design and deploy global SBC/vSBC's and Intrado emergency services solution and configure enterprise routing design with integration to legacy PBX environment



Organizational Change Management

Capture the expected business value of Teams Communications and Meetings for employee experience and business value realization and build change campaign to support the deployment



Remote User Pilot Deployment

Execute pilot deployment of remote and work from home users to validate technical capabilities of solution



Remote User Deployment

Accelerated deployment timeline to migrate remote/ and work from home users to Teams voice



Transition to Managed Services

Enable Accenture Managed Services for ongoing operational support post-migration



Execute Remote Site Surveys

Plan and execute remote site surveys for all global sites, validating data exported from legacy PBX, and capturing required configurations and device requirements



Legacy Device Removal

Remove all end user legacy devices prior to office reopening schedule



Site Deployments

Execute site deployments with accelerated timeline to deploy onsite equipment and fully convert site to Team's voice, and remove legacy

The way we **Communicate**
has changed over the past year,
its time to **challenge the**
status quo



Legacy PBX to MS Teams Journey Notes

Not a Like for Like Journey

"Define Like" (Know what you have)(Perception vs reality) Modern Voice is more than just a phone. Don't get locked in the legacy way of doing things.



Voice Circuit Approach

Take the opportunity to modernize the way you address your voice circuit approach. Where possible centralized SIP is more cost-effective, easier to manage and more secure

Are you ready for the Cloud?

Your network strategy needs to be oriented around "the cloud". The goal is to get your users connected to the cloud with the shortest path possible



Align your stakeholders

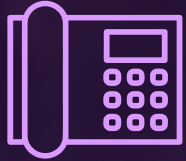
MS Teams does not work in a silo. It requires engagement with Telephony, Network, Security, Admins, Facilities to enable a smooth journey.

Service Dependencies

Evaluate legacy joined solutions for compatibility with Teams or transitioned.



The past should not dictate the future



Handsets

- Your organization likely prefers using a headset
- Strive for 90%+ headset replacement of phones



DID's

- Do your users still require DID's?
- Can you sell unused DID's back to the carrier to reduce costs
- New Employees shift to call queue and extension



Set to Set paging

- This is a disruptive solution, not designed for today's modern workplace.
- Promote use of IM as less disruptive option



Analog Devices

- Can you modernize your remaining analog devices?
- Door bells, overhead paging



Fax Machines

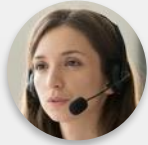
- Fax machines in offices have remained unused
- Is faxing still required?
- Leverage IP based faxing integrated with Multi Function Printers

Defining Device and Calling Personas

Align **user personas, experience principles and technology** to drive efficiency's

Identify and define

user personas and experience principles



Look for cost optimization



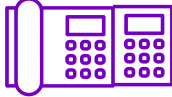
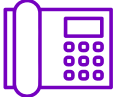


opportunities with device types and DID allocation



Pilot and refine

selected user devices to drive efficiency and satisfaction



Persona	Information Worker	Information Worker w/ Phone	Reception/Executive Assistant	Executive	Common Area's	Conference Rooms
Experience Principles	<ul style="list-style-type: none"> Highly collaborative communications style Mix of voice and video Flexible work locations 	<ul style="list-style-type: none"> Desk bound workers or shared workspaces Voice as primary communications style 	<ul style="list-style-type: none"> Ability to manage calls for multiple users Simple and fast experience for transfers 	<ul style="list-style-type: none"> High quality device with tight software integration 	<ul style="list-style-type: none"> Simple user-friendly experience 	<ul style="list-style-type: none"> Simplified meeting join experience
Calling Requirements	<ul style="list-style-type: none"> Candidate for DID removal and shift to extension dialing 	<ul style="list-style-type: none"> Candidate for DID removal and shift to extension dialing 	<ul style="list-style-type: none"> Requirement to maintain DID 	<ul style="list-style-type: none"> Requirement to maintain DID 	<ul style="list-style-type: none"> Requirement to maintain DID 	<ul style="list-style-type: none"> Candidate for DID removal and shift to extension dialing
Technology Requirements						

Handset Device Recommendations

Standard Phone



AudioCodes C435HDR



Yealink MP54



Poly CCX400

\$\$

Premium Phone



AudioCodes C450HD



Yealink MP54



Poly CCX500

\$\$\$

Expansion Module Only



AudioCodes

Roadmap

Yealink

Roadmap

Poly

\$

Exec Phone



AudioCodes C470HD



Yealink MP58



Poly CCX600

\$\$\$

Headset Device Recommendations

Standard



Jabra Evolve 20



Poly Blackwire 3300



Poly Blackwire 5200

\$

Premium



Jabra Evolve 80



Poly Blackwire 7225



Jabra Evolve 75e

\$\$-\$\$\$

Wireless



Poly Savi 8200



Poly Voyager 4200



Jabra Engage 75

\$\$-\$\$\$

Mobile



Poly Voyager 5200









Jabra Stealth



Jabra Evolve 65t

\$\$-\$\$\$

Conference Room and Speaker Phone Recommendations

<p>Conference Room</p> 	<p>Conference Room</p> 	<p>Conference Room</p> 	<p>Speakerphone</p> 	<p>Speakerphone</p> 	<p>Speakerphone</p> 
<p>Poly C60</p>	<p>AudioCodes RX50</p>	<p>Yealink CP960</p>	<p>Poly Sync 40</p>	<p>Yealink CP900</p>	<p>Jabra Speak 750</p>
<p>\$\$\$\$</p>	<p>\$\$\$\$</p>	<p>\$\$\$\$</p>	<p>\$\$-\$\$\$</p>	<p>\$\$-\$\$\$</p>	<p>\$\$-\$\$\$</p>

PSTN Connectivity Options



Centralized SBC/vSBC

Centralized SBC/vSBC's and carrier sip trunks to minimize on premises footprint and provide scalable, highly available routing solution



Local PSTN Services

Local site deployment of SBC's for PSTN connectivity where regulatory, network or other requirements dictate an in country/location PSTN connection



Microsoft Calling Plans

Microsoft Calling Plans provide Cloud voice calling capabilities in 28 countries without the requirement to provide gateways or PSTN connections.



Direct Route as a Service

Carrier model where the SBC is hosted by the carrier and you consume typically per user per month PSTN services. Requires potentially centralized or local SBC for analog registration.

Microsoft Teams provides multiple options for providing PSTN connectivity, that can be mixed and matched per site and country requirement

Is it time to say **Goodbye**
to your carrier, and leverage
cloud native calling plans
from Microsoft?



Microsoft Teams Calling Plans

Available in 28 countries today

Rapid provisioning

Procure and assign phone numbers to users in minutes, with no on-premises equipment

Number porting and enhanced 911

Use your existing phone numbers with Microsoft Teams Calling Plans, and meet E911 and other legal obligations

Local, long distance and international calling

Reach the people important to your business, with a choice of Microsoft Teams Calling Plans



AMERICAS

US
Puerto Rico
Canada
Mexico
Brazil

EMEA

Austria
Denmark
Germany
Ireland
Portugal
Sweden
UK

Belgium
France
Italy
Netherlands
Spain
Switzerland
Czech Republic

Luxembourg
Norway
Poland
Finland
Hungary
Romania
Slovakia

ASIA

Japan*
Australia*
New Zealand
Singapore

* Provided by partners – Australia (Telstra), and Japan (Softbank)

Operator Connect

Operators Preview

Manage partnerships with your phone number providers. You can only get phone numbers from providers you've established a partnership with. [Learn more](#)

Operator summary

11 All operators 0 My operators

All operators My operators

Belgium, Denmark, Finland, France, Germ... Calling

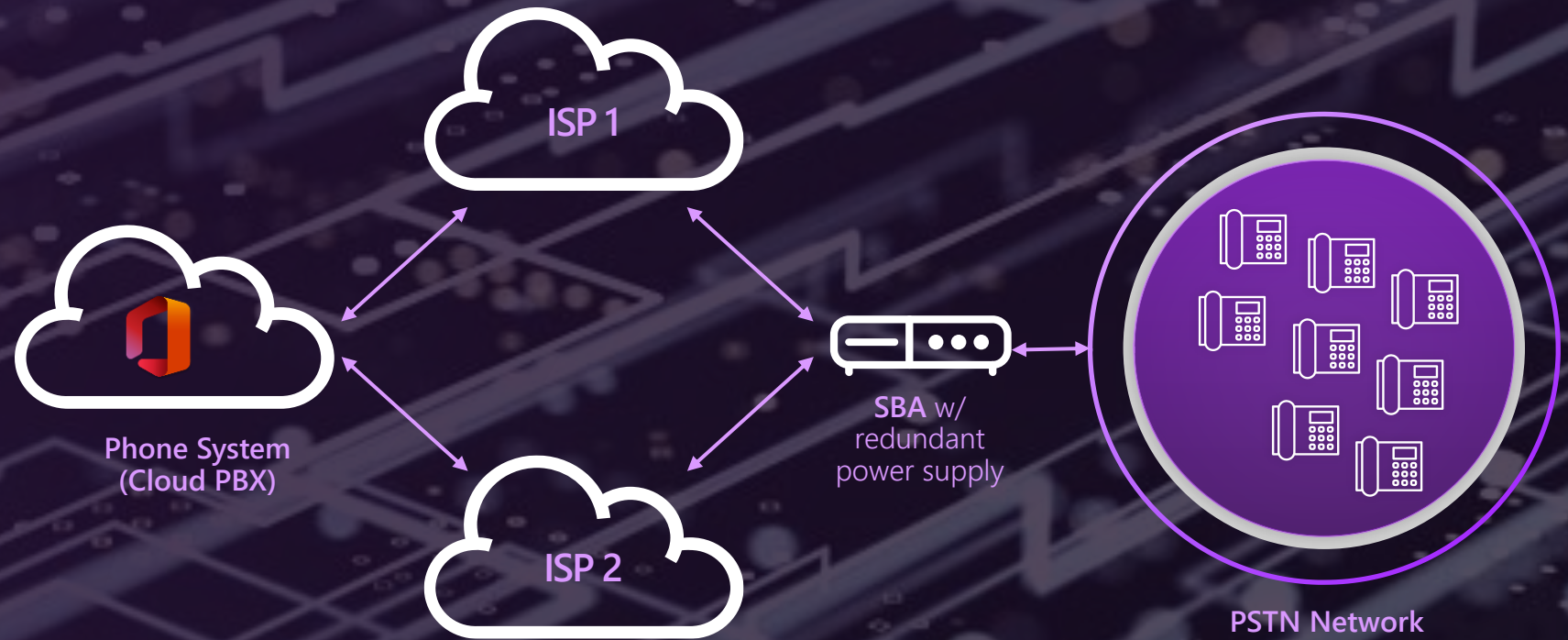
Operator	Available products	Served regions
BT	✓ Calling	Belgium, Denmark, +14 more.
NTT	✓ Calling	Austria, Belgium, +23 more.
Pure IP	✓ Calling	Australia, Austria, +39 more.
telenor	✓ Calling	Denmark, Finland, +2 more.
nuwave powered by ipilot	✓ Calling	Austria, Belgium, +13 more.
Intrado	✓ Calling	Belgium, Canada, +10 more.
Telekom Deutschland	✓ Calling	Germany
TATA COMMUNICATIONS	✓ Calling	Australia, Austria, +25 more.
Orange Business Services	✓ Calling	
verizon	✓ Calling	
ROGERS FOR BUSINESS	✓ Calling	

- **Leverage existing contracts or find a new operator.** You keep your preferred operator and contracts or choose a new one from a selection of participating operators to meet your business needs.
- **Operator-managed infrastructure.** Your operator manages the PSTN calling services and Session Border Controllers (SBCs), allowing you to save on hardware purchase and management.
- **Faster, easier deployment.** You can quickly connect to your operator and assign phone numbers to users – all from the Teams Admin Center.
- **Enhanced support and reliability.** Operators provide technical support and shared service level agreements to improve support service, while direct peering powered by Azure creates a one-to-one network connection for enhanced reliability.

Site Resiliency Options

Scenario 1

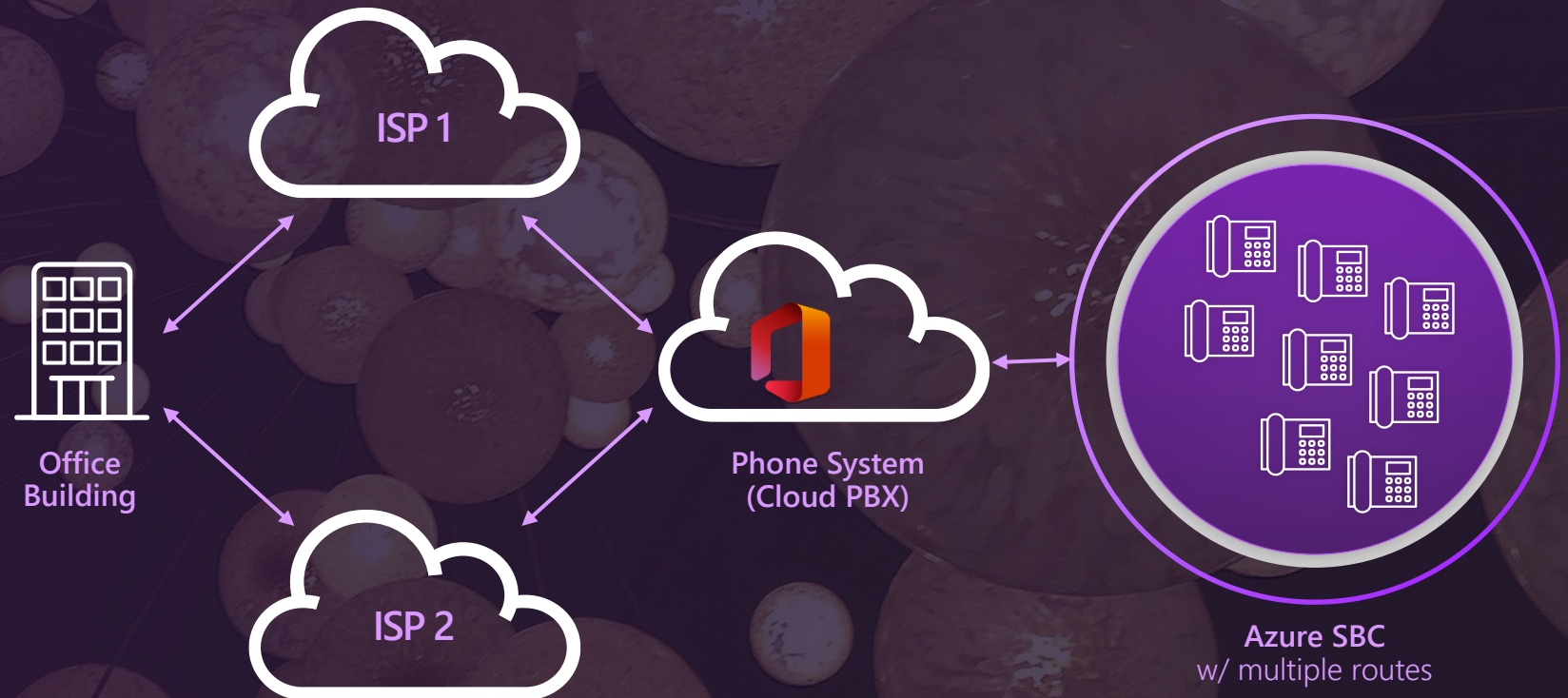
- Provides local PSTN survivability via Survivable Branch Appliance (SBA) component in gateway
- Two ISP connections to the Microsoft Phone system provide redundancy to O365 Tenant
- Allows users in site to place and receive PSTN calls to/from Teams Client during Teams outage



Site Resiliency Options

Scenario 2

- Central SIP survivability via multiple Azure regions containing SBCs and redundant carrier SIP trunks
- Sites should be setup with SDWAN involving multiple ISP connections to Microsoft 365 and to Central SIP in Azure
- SBA can be deployed in Azure to support PSTN calling during a Teams outage



Analog Modernization

Typical analog device types found in an organization:



Fax



Elevator | Modems | Gates | Doorbells



Common Area | Conference Room



Security





Intercom | Paging | Call Box



Explosion Proof

Analog Modernization - Considerations

Current	Future	Comments
Fax	IP Fax (Rightfax\OpenText)	Easily scan from existing MFP to PC\Email. Cloud or on-premise options
Common Area Conference Room	CCX400  Trio C60 	Teams native endpoints.
Intercom Paging Call Box	IP based (Singlewire)	Intelligent notifications systems and analog to IP interface options
Elevator Modems Gates Doorbells Security	Validate with facilities	Most systems are controlled by facilities or solution provider and not in control
Explosion Proof	Validate with facilities	Most always these devices have conduit run to them.

Leverage Cisco Call Manager for Analog Devices

Phase 1

Pros

- Lowest cost option
- Allows to move at speed for remote/work from home users
- Removes requirement to send engineers to every site/location
- Reduced risk – less change in environment

Cons

- Requirement to maintain Cisco Communications Manager licensing
- Continued operational support requirements for Cisco Communications Manager
- Potential hardware end of life/support issues

Assumptions

- New AudioCodes SBC's will be deployed centrally with SIP trunks to provide PSTN connectivity
- SIP trunks will be configured between Cisco Call Managers
- Existing Cisco Management Team stays in place

Cisco Analog with AudioCodes SBC's

Phase 2

Pros

- Low-cost option
- Removes requirement to send engineers to every site
- Leverages AudioCodes centralized SBC's with integration to Teams and centralized routing
- Minimizes Cisco Licensing requirements
- Allows for decommission of Cisco Unified Communications Manager platform and licensing
- Reduced operational support costs

Cons

- Potential hardware end of life/support issues
- Reconfiguration of every Cisco ATA and VG required

Assumptions

- New AudioCodes SBC's will be deployed centrally with SIP trunks to provide PSTN connectivity
- Existing Cisco Management Team stays in place for devices

AudioCodes Analog and SBC's

Phase 2

Pros

- Leverages AudioCodes centralized SBC's with integration to Teams and centralized routing
- Allows for decommission of Cisco Unified Communications Manager Platform and licensing
- Allows for replacement of end-of-life Cisco equipment

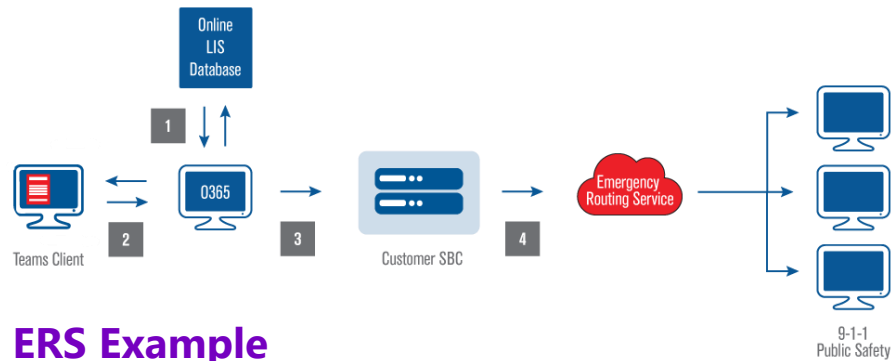
Cons

- Requirement to send engineers to every site/location
- Will require re-patching of analog devices to new AudioCodes gateways
- Most expensive option

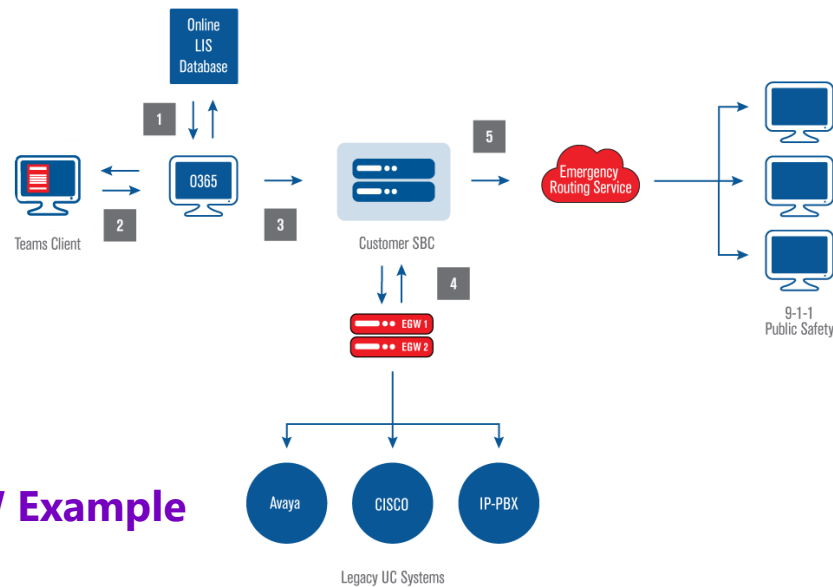
Assumptions

- New AudioCodes SBC's will be deployed centrally with SIP trunks to provide PSTN connectivity

Emergency Services for Direct Routing



ERS Example



EGW Example

West Safety Service (Intrado) is a preferred E911 service provider.

- Deployment options
 - Emergency Routing Service (ERS) \$
 - Emergency Gateway (EGW) \$\$
- ERS is a 100% hosted model that is responsible to direct E911 calls to correct PSAP
- EGW is a feature rich on-premise appliance that simplifies E911 management and includes additional features often requested such as
 - Security desk routing, screen pops, and notifications via email, pager and SMS
 - Supports multi-vendor PBX during coexistence and transition

*E911 is part of Microsoft Calling Plan and does not require a service

Modern Meetings

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Modern Meetings are now
virtually based, and
physically enhanced

Technology needs to support
blending the workspaces
seamlessly

More online meetings than ever. But *how productive are they?*



Are attendees prepared to contribute?



Are distractions getting in the way?



Is there follow-through after meeting?



Do people feel included and fully-engaged?

60%

of people feel less connected to their colleagues since moving to remote work

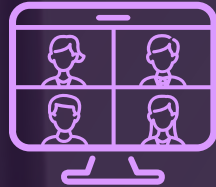
Source: <https://www.microsoft.com/en-us/microsoft-365/blog/2020/07/08/future-work-good-challenging-unknown/>

Modern Meeting Made Simple



Audio Conferencing

Scalable solution to replace existing audio conferencing providers



Online Meetings

Consistent experience for users from Web, Mobile or Teams client for voice, video and content sharing across platforms



Physical Room Systems

First class experience provided with low cost Teams Native devices, and 3rd party integration provided by Cloud Video Interop



Live Events

Production quality broadcast events for up to 10,000 attendees for live streaming events for both internal and external users

Microsoft Teams provides an end-to-end solution for all your modern meeting requirements

Modern meetings is more than just video conferencing

The key to smarter meetings is focusing everyone's attention and energy.



Before

- Chat with attendees
- Collaborate on documents and presentations
- Review history and context to prepare for the meeting

During

- Co-author Microsoft 365 documents in real-time and collaborate with digital ink
- Follow along with live captions and feel connected with Together mode
- Participate from anywhere like you are in the room

After

- Review meeting notes and track assigned follow-ups
- Save time by accessing recordings and transcripts if you missed the meeting
- Continue to chat and collaborate on documents, whiteboards

Why Microsoft Teams for Meetings?



Cost Savings

Leverage existing investments in Microsoft Licensing to significantly reduce the cost of your meetings and conferencing solution. Teams room systems are significantly cheaper than legacy solutions



Security

Microsoft Teams provides the most secure Meetings and conferencing solution, tightly integrated with the Microsoft Security and Compliance solutions such as DLP, conditional access, Azure AD and Defender



Integrated Applications


Integrated meeting solution with Microsoft Apps to revolutionize the collaboration before, during and after meetings.



Immersive Experiences

Seamless merging of physical spaces in virtual meetings with Content Capture cameras for whiteboarding. Realtime translation services to allow participants to follow along in their native language

Microsoft Teams provides a cost optimized, highly secure modern meetings solution



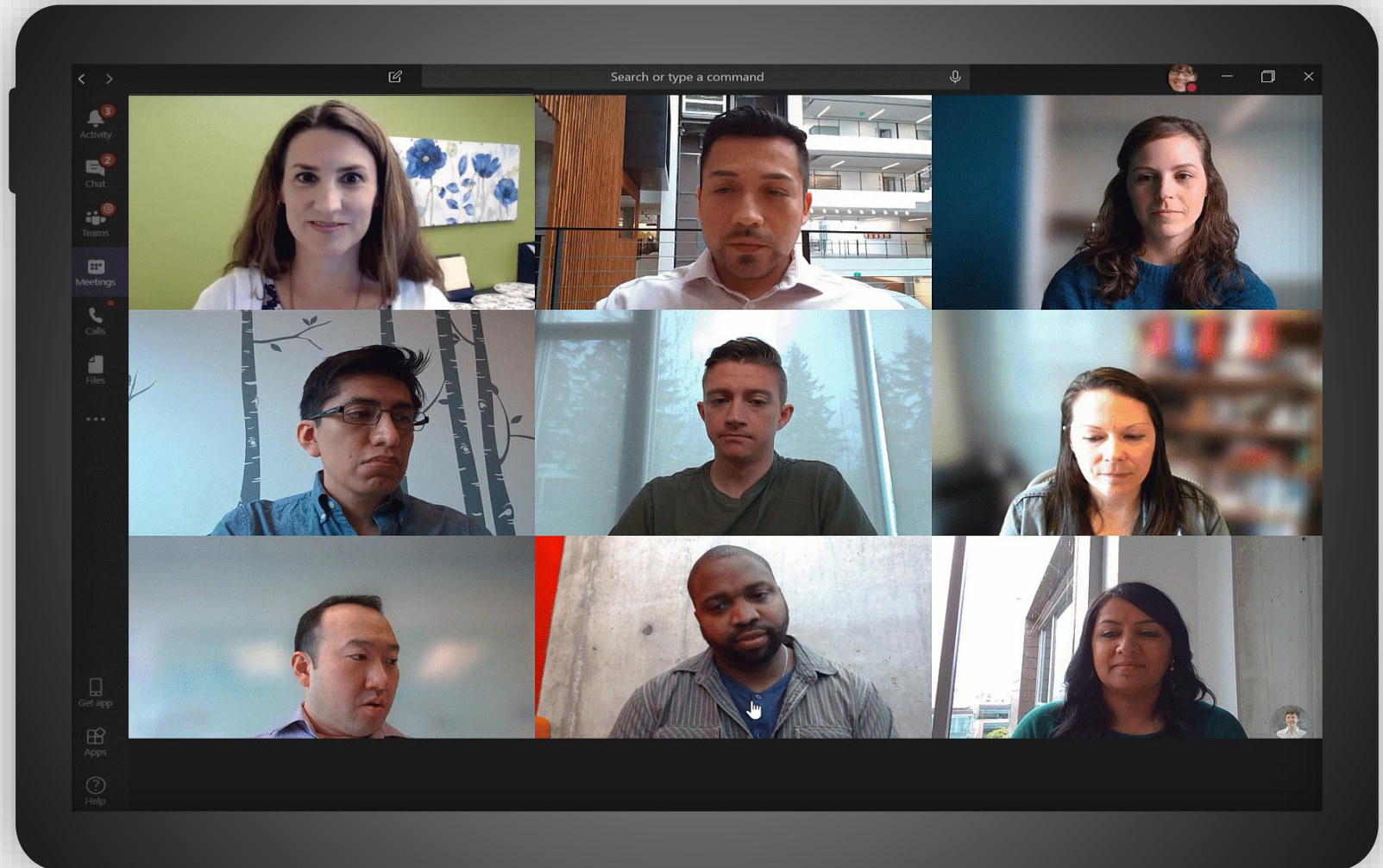
In the global world we work in,
our tools need to allow people
to **communicate in their
native language**

Realtime Live Captions and Transcriptions

- **Real-time** live captions for hearing impaired or non-native English speakers
- **Cloud recordings** saved as a part of the meeting lifecycle
- Search cloud recorded **meeting transcripts** for names or keywords available in *over 60 languages*

Support for German, French, Spanish, Japanese, Brazilian Portuguese, and Dutch to be released in July 2021

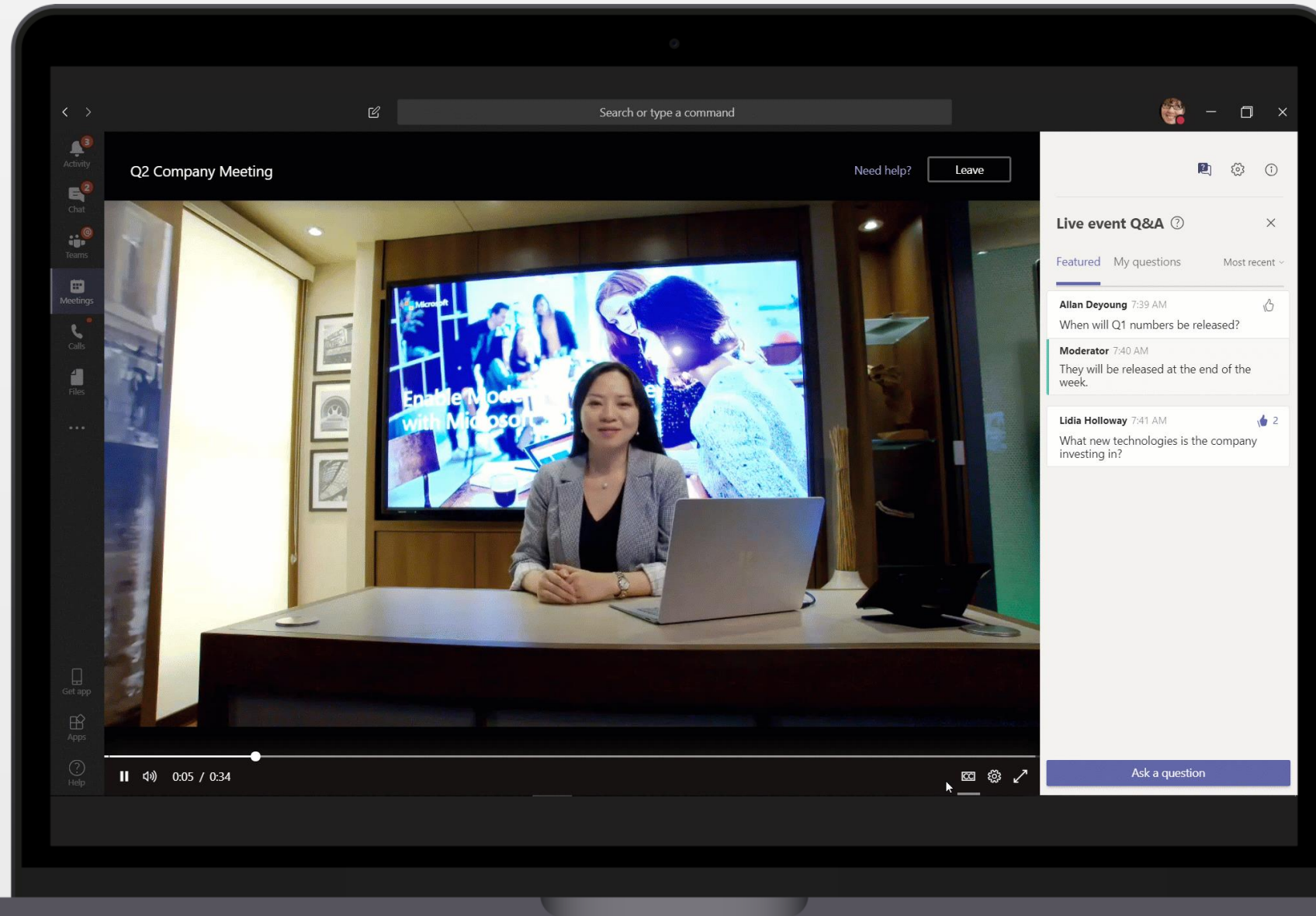
<https://www.microsoft.com/en-gb/microsoft-365/roadmap?filters=&searchterms=70593>



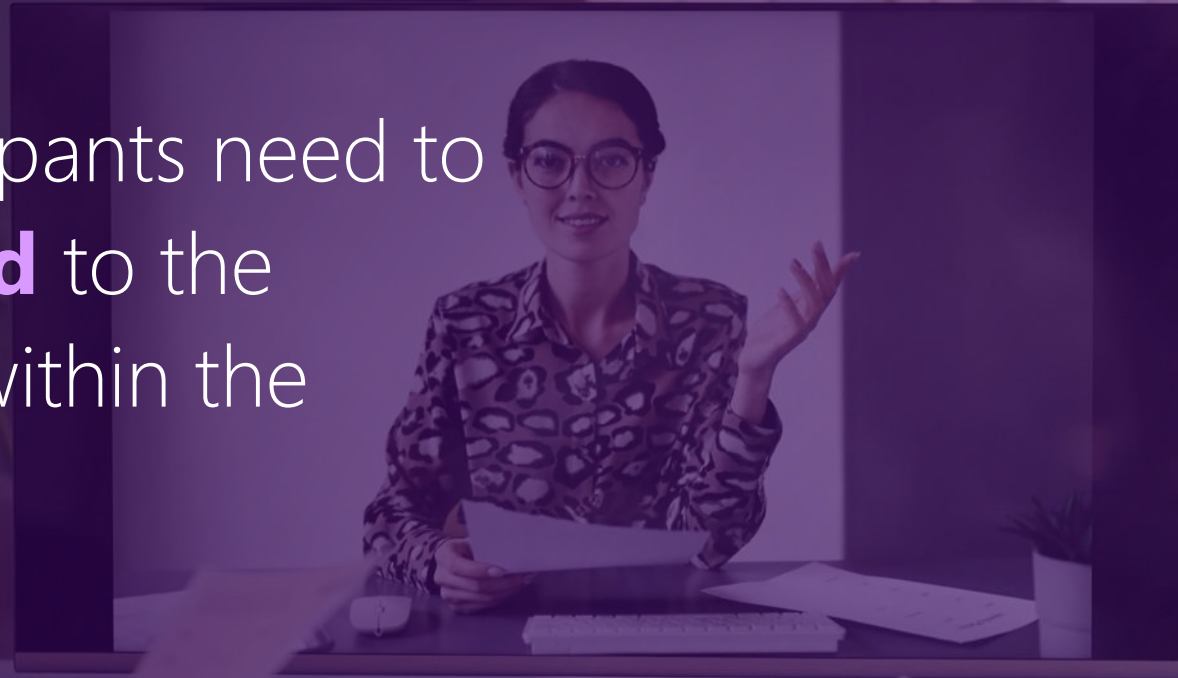
Broadcast Meetings with Teams Live Events

- Schedule, produce and **broadcast meetings** up to 20K* attendees
- Attendees watch the event **live** or **on-demand** via desktop, web, and mobile
- **Q&A manager** and **attendance reporting** directly in Teams
- Supports **hardware-based encoders** for advanced events

* Attendee limits for broadcast are temporarily increased to meet customer needs during this time. Broadcasts will revert to a 10,000 attendee limit on December 31, 2021.



Remote participants need to feel **connected** to the collaboration within the meeting room



This requires a **new approach** to our **physical spaces**

People Centric Meeting Room Experiences



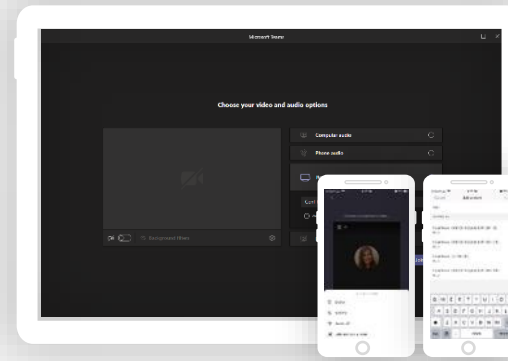
Reduce friction for in-room participants



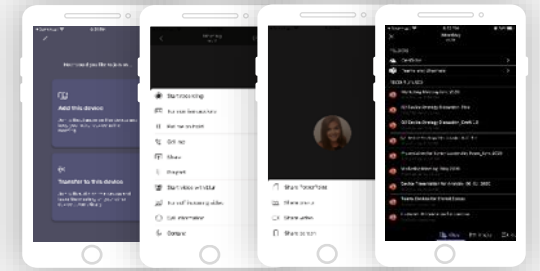
Foster interactive and inclusive meetings for all



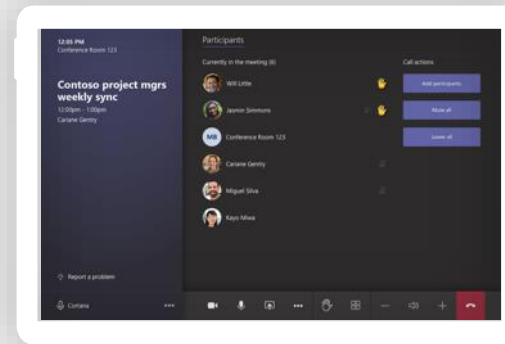
Enhance meeting collaboration and co-creation



Proximity beacons



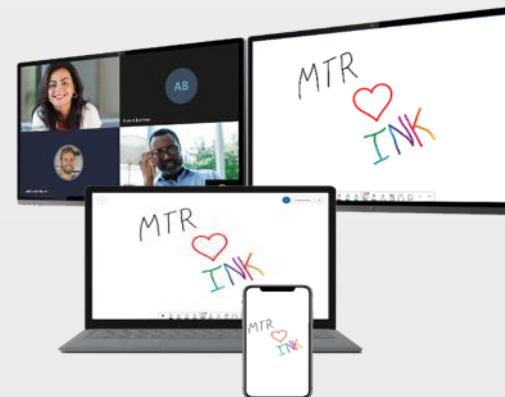
Companion features



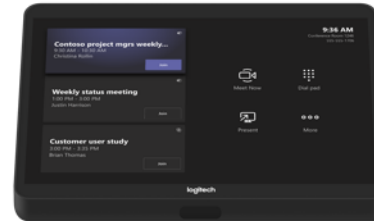
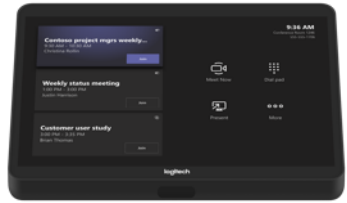
Inclusive meeting features and controls


















Intelligent Content Capture



Certified Devices from Leading Hardware Partners



Summary of Configurations

	Large Office	Focus Room	Huddle/Open Space	Small Conference Room	Medium Conference Room	Large Conference Room	Extra Large Meeting Space
	1 + 3-4 people	3 to 5 people	3 to 5 people	5 to 7 people	11 people	18 people	+18 people
	Within 2.3-meter radius	3 meters by 3 meters	Within 2.3-meter radius	3 meters by 4.5 meters	4.5 meters by 6 meters	4.5 meters by 8.5 meters	8.5+ meters
Meet and Present	 Microsoft Teams Android	 Microsoft Teams Android	 Surface Hub 2S	 Microsoft Teams Room	 Microsoft Teams Room	 Microsoft Teams Room	 Microsoft Teams Room
	 Surface Hub 2S Windows Pro/Enterprise*	 Surface Hub 2S 50"	 Surface Hub 2S	 Surface Hub 2S 85"* with A/V accessories	 Microsoft Teams Room	+ Coordinated Join* +	
Meet and Co-Create					 Surface Hub 2S	 Surface Hub 2S	 Surface Hub 2S

Microsoft Teams Panels



Easily locate, identify, and manage spaces

Determine space availability and meeting details at-a-glance



End to end room experiences

Pair with Microsoft Teams Rooms for a complete, connected solution



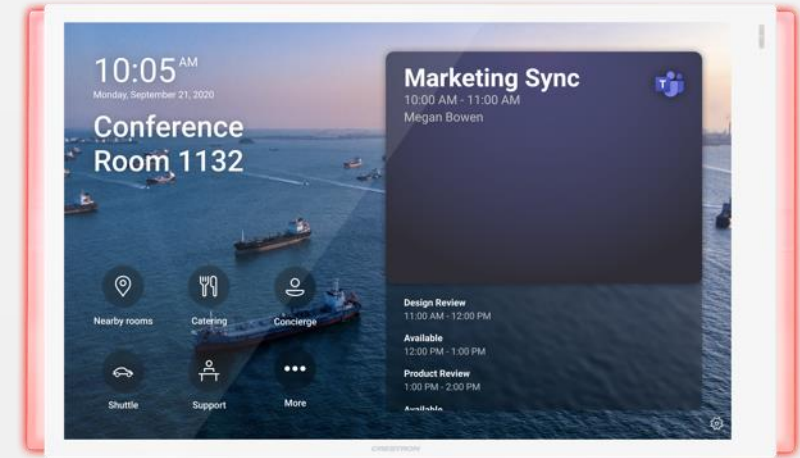
Customize with apps

Tailor panel capabilities by integrating third-party apps



Manage any space

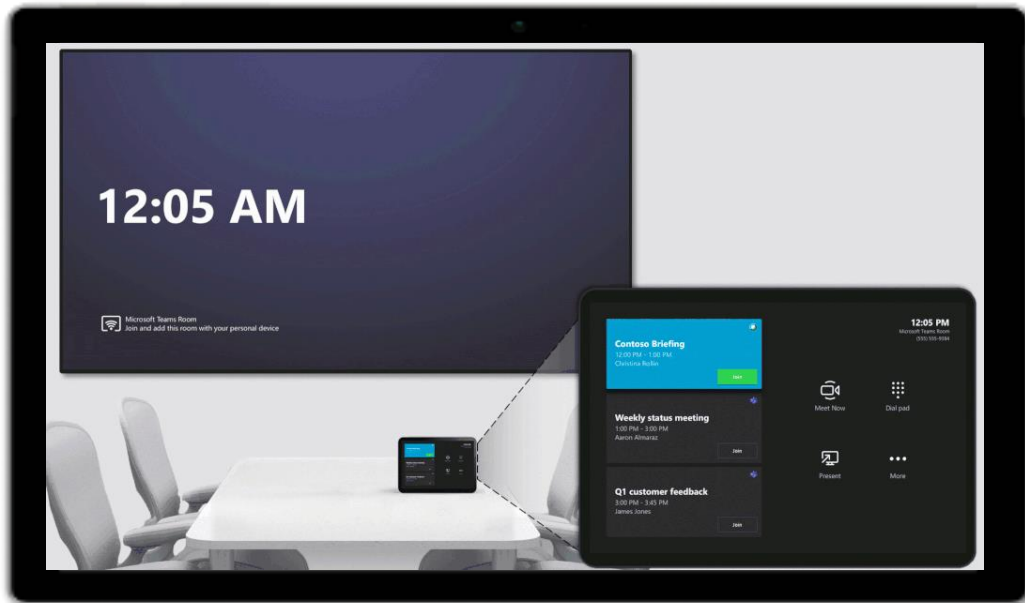
Schedule any space with no additional devices required



Interoperability to Maximize Investments

Direct guest join

Join your occasional Cisco Webex or Zoom meetings from a Microsoft Teams Room via embedded web experience



Cloud video interop

When transitioning to Teams Rooms, leverage a CVI solution to join Teams meetings from existing 3rd party SIP and H323 video conferencing devices



Our Proposed Modern Meetings Approach

Assessment and preparation



Current Meeting Solution Assessment

Review current legacy conferencing estate to capture current meeting solutions and requirements



Network Assessment & Planning

Assessment of current state network connectivity. Evaluate ingress/egress points for bandwidth capacity, Validate against best practices for cloud-based meetings



Environmental Room Surveys

Plan and execute room surveys for all, or a subset of sites, rooms and locations to be leveraged to develop requirements and room-based design templates



AV Room Planning

Execute Workshops to gather business and technical requirements gathering for the current Audio/Video environment.



Teams Meetings Design

Develop detailed Teams Meetings design outlining requirements and coexistence strategy. Create model room-based design templates and recommend 3rd party AV solutions

Enablement



Coexistence Deployment

Design and deploy Cloud Video Interop service to provide capability for legacy video units to join native Teams Meetings



eCDN Deployment

Design and Deploy enterprise content delivery network solution to support network optimization of Team Live Events



Organizational Change Management

Capture the expected business value of Teams Communications and Meetings for employee experience and business value realization and build change campaign to support the deployment



Transition to Managed Services

Enable Accenture Managed Services for ongoing operational support post-migration

Deployment



Existing AV Room Integration

Reconfigure existing rooms to register and leverage Cloud Video Interop solution



Modern Meetings Deployment

Accelerated deployment timeline to migrate, and enable users to leverage Teams Modern meetings



Live Event Pilot

Prepare for and execute a series of Live Event pilots using combination of Production Studio capabilities



New AV Room Deployments

Leverage low-cost Teams Room systems devices to deploy modern meetings capabilities in rooms previously not enabled for video.

OCM

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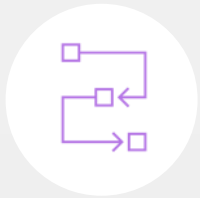
Managed Services

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Effective Change Management Increases Adoption

Changes impacting employees



**Streamlined,
consistent
processes across
the organization**



**New tools
and workflow**



**New expectations
around organizational
and governance
models**



**Increased
expectations around
collaboration (use of
the ecosystem)**

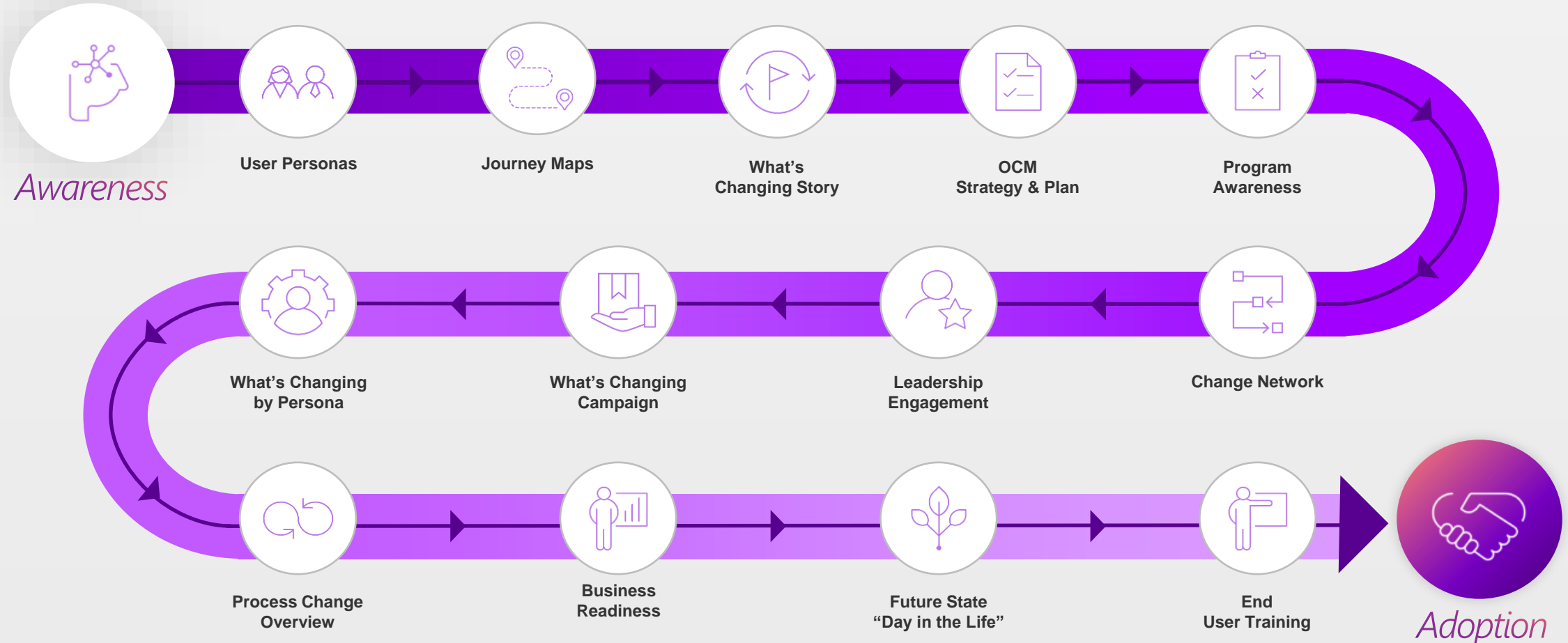


**Automation
of manual or
disparate
processes**

To successfully transform your organizations employee experience using Microsoft Teams, A high touch, flexible and targeted organizational change approach is required. Accenture's leading Organizational Change Approach provides a structured model to lead your organization through the migration, minimizing risk and driving adoption.

Team Voice Journey from Awareness to Adoption

One size does not fit all when it comes to driving adoption of Microsoft Teams. Building user understanding and buy-in is essential to enabling the change to stick. We'll use a practical approach for each stakeholder group to navigate the organizational change journey.



Accenture's Teams OCM Accelerators

Enterprise Personas



Users are categorized in personas based on collaboration styles, technology affinity, mobile usage, and other characteristics

Definition

User Journeys & Day in the Life



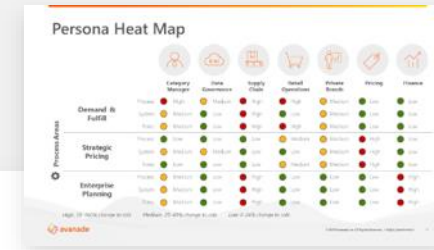
Illustrates the journey for each persona to the new ways of working and their journey through the migration

What's Changing



A concise story that communicates what is changing in the organizations as result of the transformation

Persona Heat Map



Highlights the impact level to each persona in order to develop a focused Change Plan for each

Persona Based Engagement Plan



Showcases the strategies used to engage each Persona Group and a high-level calendar view

Impact

Allows clients to see the change from the view of their employees

Describes how impacted Persona's will benefit from O365, and how they will be supported as they move to O365

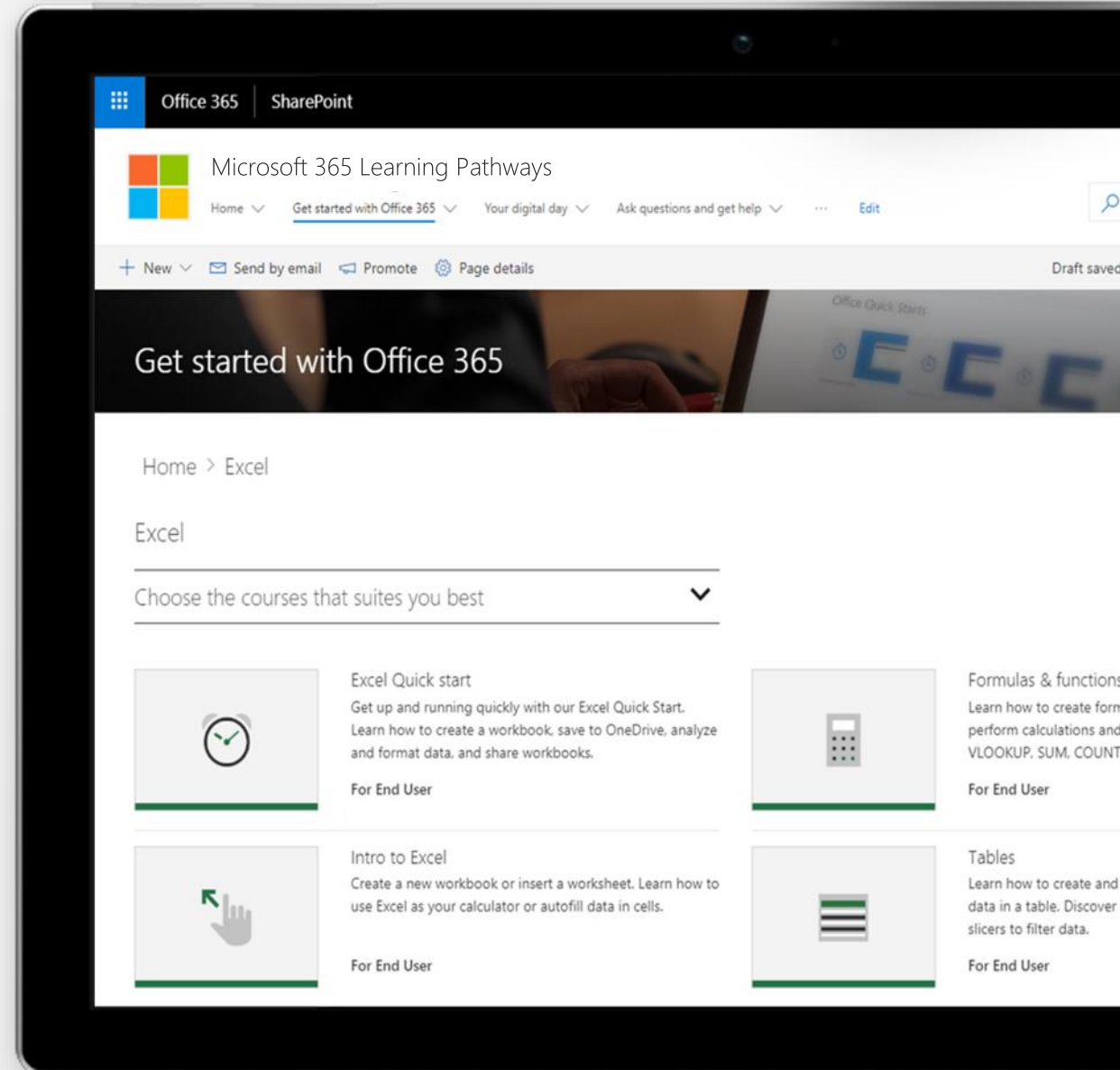
Provides a consistent message for all leaders to leverage when engaging their teams limiting confusion and rumors

Enables the client to focus on the highly impacted Persona's while keeping all stakeholders engaged

Lays out the effort and deliverables of the OCM workstream as part of the larger transformation

Microsoft 365 Learning Pathways – Accelerating End User Training

- ✓ Familiar experience with SharePoint Communication site template
- ✓ Connected to online catalog of Microsoft curated end-user training content
- ✓ Customizable Microsoft 365 learning pathways web part
- ✓ Easily installed via SharePoint Provisioning Service



Managed Services

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Why Avanade Managed Services

Our Microsoft 365 managed services to provide the following benefits:



Reduced Operational Costs

Reduced operational overhead by providing an end-to-end Microsoft 365 managed service solution backed by 24/7 support and SLA's



Focus On Your Priorities

Remove the support and administration burden from your internal team, allowing them to focus on high value activities and business requirements



Improved User Satisfaction

Decrease support tickets through Avanade's scripting and automation, which will reduce downtime for end users and increase user satisfaction



Our managed services span the Microsoft workplace ecosystem

Our managed services transforms organizations to accelerate consumption of secure, cloud-based workplace platforms and services at a cost-efficient scale.



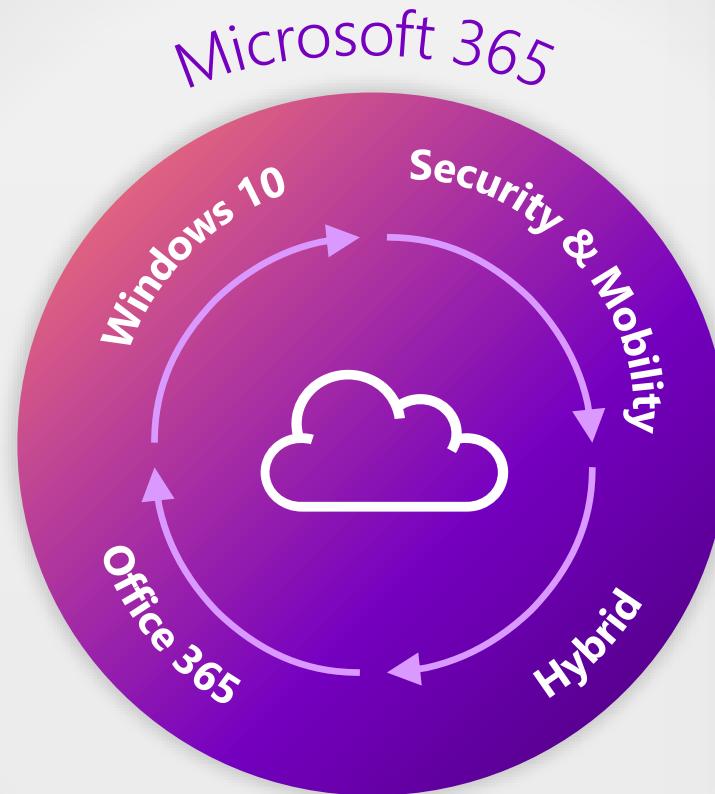
Windows 10

- Empower your Microsoft ecosystem with Windows 10 for a highly integrated Workplace Experience
- Desktop Management Support
- Device-as-a-Service (DaaS)
- W10 Servicing



Office 365

- Bring the best of the O365 Productivity Suite including:
 - Enterprise Voice
 - Exchange Online
 - SharePoint Online
 - Teams
 - OneDrive
 - Yammer



Modern workplace managed services



Security and Mobility

- Identity-driven security
- Management of mobile devices & apps
- Intelligent safeguard for corporate data
- eDiscovery
- Microsoft Cloud App Security
- Azure Information Protection

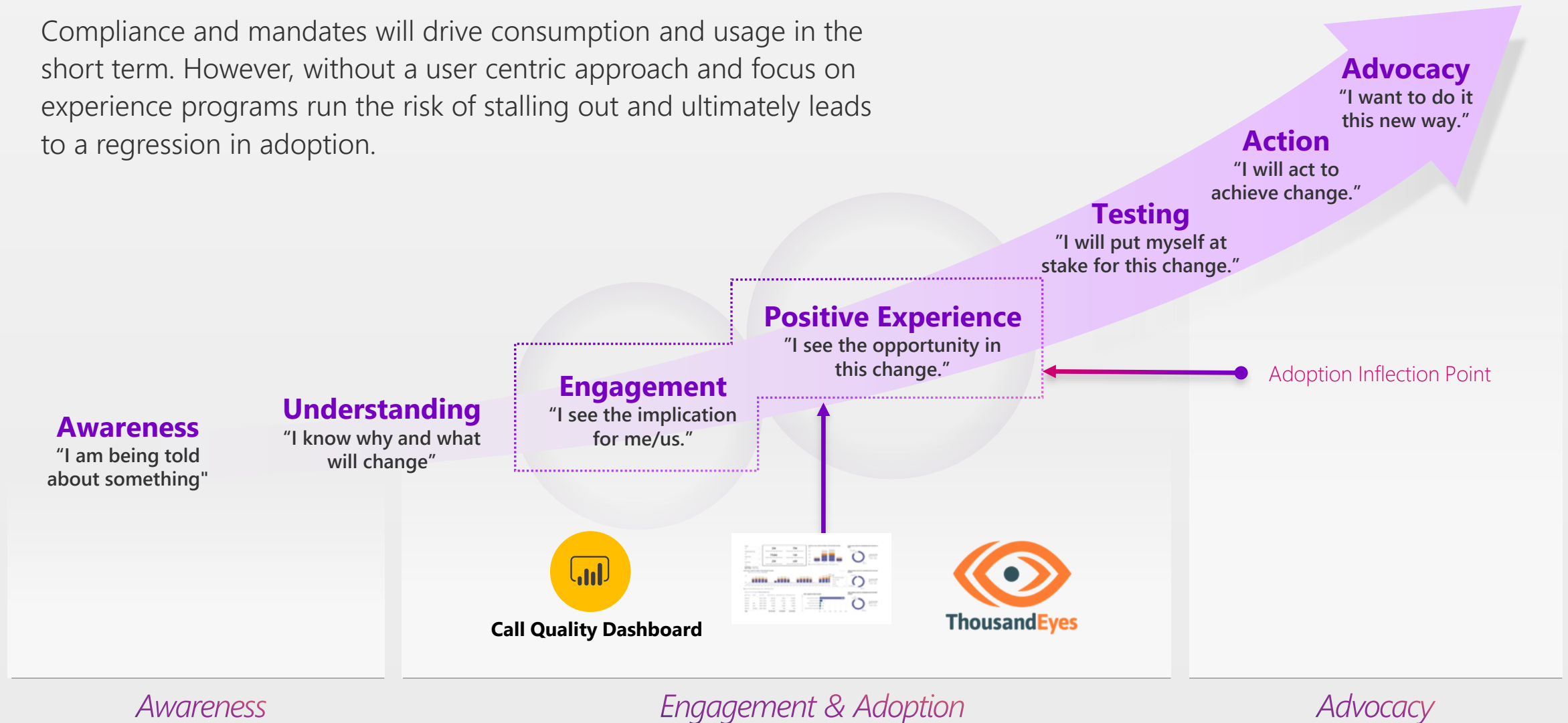


Hybrid

- Bringing the best of Cloud and On-Prem in a seamless and secure fashion
- Hybrid services include:
 - Active Directory
 - Exchange
 - SharePoint
 - Skype for Business

Experience Effects Adoption

Compliance and mandates will drive consumption and usage in the short term. However, without a user centric approach and focus on experience programs run the risk of stalling out and ultimately leads to a regression in adoption.



Modern Teams Voice Management

Advanced proactive EV monitoring

- 24x7 Operational monitoring of global Teams Enterprise voice estate including:
 - Capacity monitoring
 - Performance monitoring
 - Availability monitoring
 - Experience monitoring
-
- Purpose built tooling specific for Enterprise Voice monitoring, management and troubleshooting
 - Strong partnerships with tools vendors ThousandEyes and AudioCodes OVOC



Modern EV management for teams

- 24x7 Global Management for Teams EV
 - Event Management
 - Remote Break/ Fix Support
 - Remote MACD
 - Supplier Management
 - Work Requests
-
- Fully integrated Operations team located in the Philippines and US.
 - Integration with Operations centers and Clients ServiceNow instance
 - Advanced EV & Teams Expertise



Service delivery assurance

- Account Leadership
 - Experienced Program Leadership
 - Joint Governance Model
-
- ITIL aligned Service Delivery Model
 - Service Level Agreements
 - Continuous Improvement Methodology

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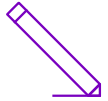
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Teams Voice and Meetings Business Case Development



What Is It?

Analysis of current voice, video and conferencing spend and associated support and operational costs, plus the development of a financial model and business case for the migration to Microsoft Teams Phone System



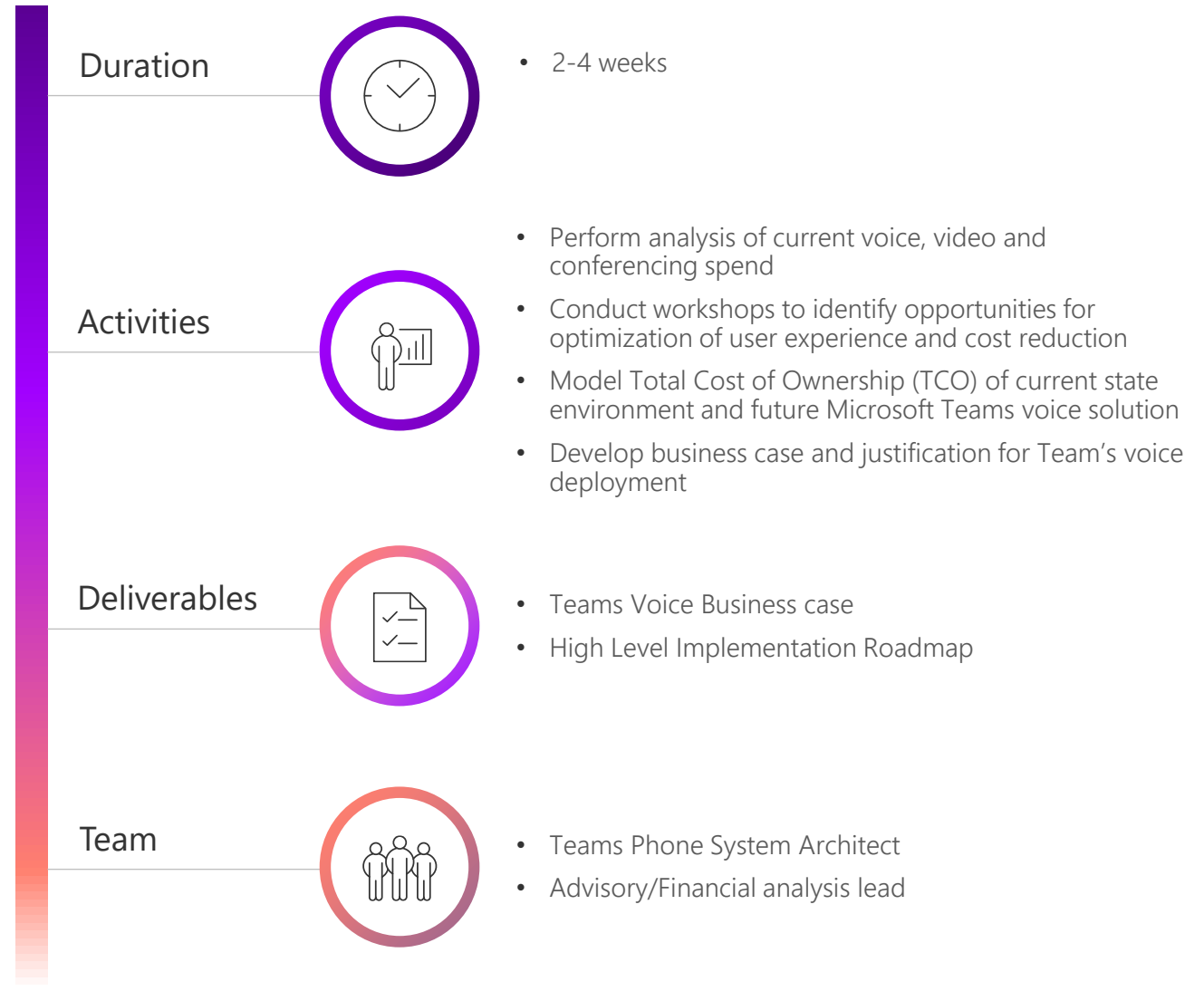
Outcomes

- Business case and justification for Teams Phone System
- Identification of cost savings opportunities
- Implementation plan to transform employee experience through next generation collaboration capabilities

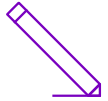


Why Avanade?

- Avanade and Accenture is Microsoft's #1 Teams partner
- Deep global and local expertise and references
- Proven track record developing and executing Teams Phone system business case and implementation programs



Teams Voice and Meetings Modernization Assessment



What Is It?

The Teams Voice Planning Assessment is to help you plan your move to the Microsoft Teams Phone System with confidence through a proven best practices approach to develop a Teams implementation roadmap, that include development of high-level architecture, implementation and migration plan.



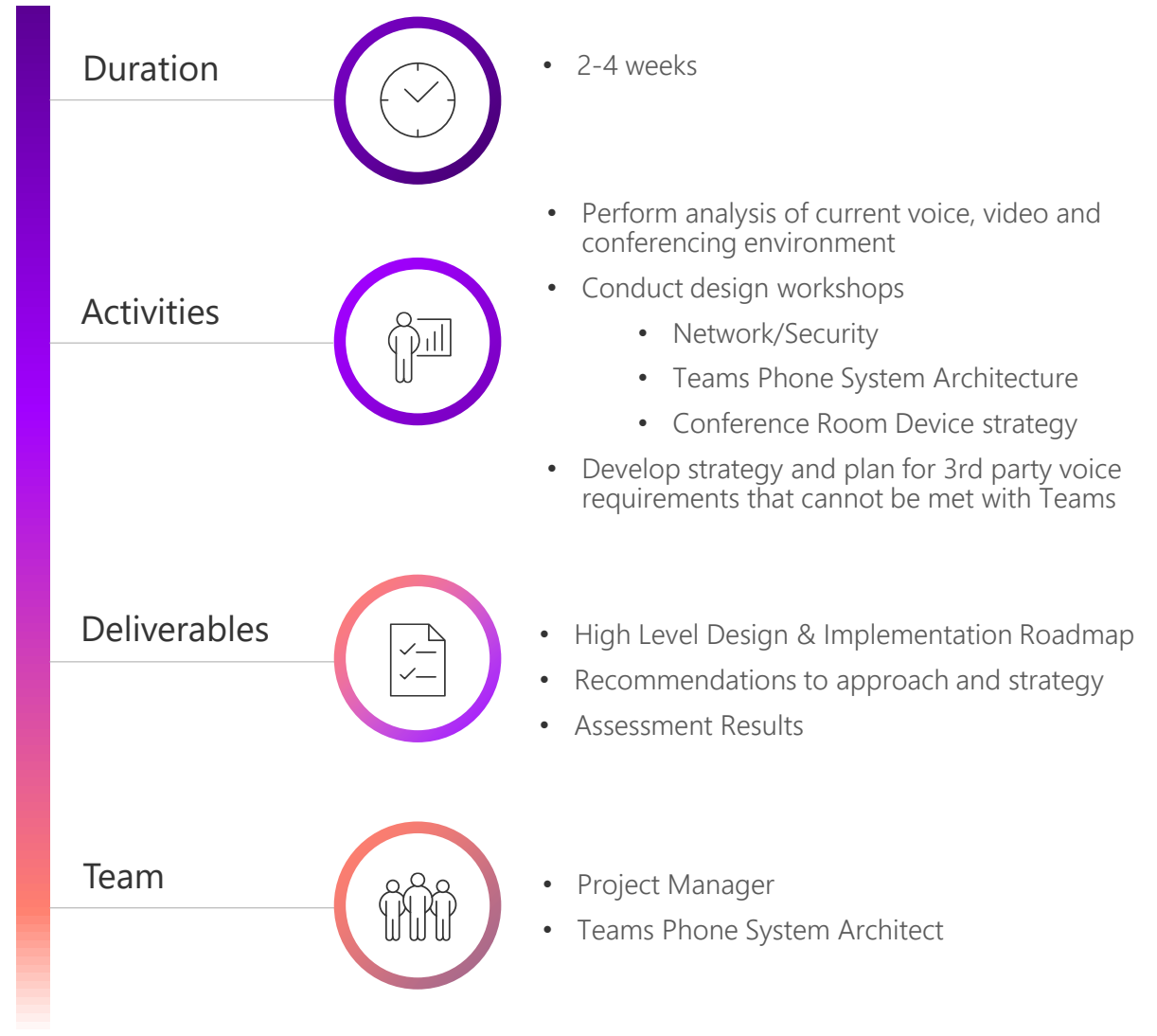
Outcomes

- Development of High-level Teams Phone System design
- Recommendations and best practices for Teams Phone system deployment
- Implementation roadmap to transform employee experience through next generation collaboration capabilities



Why Avanade?

- Avanade and Accenture is Microsoft's #1 Teams partner
- Deep global and local expertise and references
- Proven track record developing and executing Teams Phone system business case and implementation programs



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Leading Automotive Company moves to Teams

Helping a global automaker shift gears to remote working during COVID-19

Challenge

No industry has been spared from the COVID-19 economic slowdown, but the auto industry has been forced to shift gears more suddenly than perhaps any other: stopping and starting auto production isn't as simple as flipping a switch.

Amidst the unprecedented impact of COVID-19, a global automaker's North American subsidiary faced an additional challenge: It needed to bring employees on a common platform to offer better flexibility and collaboration.

Solution

Avanade helped unify the collaboration platform by:

- Migrating 40,000 users from an on-premise instance of Skype for Business Voice to a shared M365 tenant instance of Microsoft Teams voice
- Migrating 7,700 meeting rooms rolled out with Teams audio-conferencing
- Creating new dial plans, voice policies, conferencing policies and call routes
- Creating new Call Queues and IVR's
- Implementing solutions for contact center
- Implementing solutions for analog devices
- Providing User adoption and Change Management

Results

Microsoft Teams was fully embraced by its factory-floor employees all the way up to its President of North America.

It now has an enhanced digital and collaborative work structure that is keeping the company up and running, but the fast pace at which the transformation took place also put the company in a better position to manage the business impacts of the pandemic and pivot operations accordingly.

Avanade migrated over 40,000 users to Microsoft Teams Voice



Brewing Company moves to Teams

Helping a regional brewing company tap into the value of Microsoft Teams

Challenge

Driven by COVID-19 The company was forced to move their workforce remote. They were challenged with the fact they had multiple voice and collaboration platforms in the enterprise and needed to move quickly to consolidate.

In addition, the company was also challenged with the divestiture of one of their business segments.

Platforms involved in the solution were, Skype for Business, Microsoft Teams and Cisco.

Solution

Avanade helped consolidate the Voice platforms by:

- Migrating 2,500 users from an on-premise Skype for Business Voice to M365 tenant instance of Microsoft Teams.
- Implementing Direct Routing and consolidating their SIP environment.
- Migrating 400 meeting rooms remotely to Teams audio-conferencing utilizing Pexip to allow the organization to leverage existing equipment investments
- Implementing integration into Cisco for non-migrated users to allow for seamless calling between platforms
- Providing user adoption, training and change management to all remote workers via Teams
- Migrated all users from Cisco to Teams only for collaboration

Results

Simplified collaboration to one tool using Teams, allowing for rapid remote engaged and efficiencies during COVID-19

Provided a pathway to support the seamless removal of the divested users and calling.

All users trained and embracing the new Teams calling functionality while working remotely.

Seamless migration from the existing Skype for Business platform to Teams for Enterprise Voice.

Skype meetings migrated to Teams.

Full integration of Teams and Cisco call flows.

Avanade helped migrate multiple legacy platforms to Microsoft Teams Voice

Mortgage Company Continues to Evolve

Helping a regional mortgage company renovate their legacy Voice platforms to Microsoft Teams

Challenge

Mortgage company needed to evolve to an all-in-one collaboration and voice system to streamline efficiency during the pandemic.

Working with a trusted platform and partner was deemed as a critical factor as the transition had to be seamless with other high value business initiatives in flight.

Avanade has been working with this client for years to help them with their telephony journey from Avaya to Skype and now Skype to Teams

Solution

Avanade continued to help this company evolve by:

- Migrating 3,000 users from Skype for Business Online to Microsoft Teams Voice
- Working the client's telco partners to centralize SIP via Direct Routing
- Migrating on-premise CCE devices to virtual cloud SBCs
- Reconfiguring and deploying all endpoint devices
- Providing complete governance and security strategy to protect personal information of customers.
- Performing voice call quality evaluation and remediation
- Integrating Teams with the existing contact center solution
- Enabling and providing training and best practices for Teams and Live Events
- Providing on-going managed services for M365 and Teams Voice Environment

Results

Streamlined collaboration, allowing for efficiencies and continued remote work during COVID-19 office shutdowns which allowed for the organization to rapidly react to thousands of customers daily during the pandemic.

All training and materials were delivered in English and French to ensure high adoption and comply with government mandate for multi-language

Seamless migration from the existing Skype for Business platform to Teams for Enterprise Voice.

Skype meetings migrated to Teams.

Avanade migrated and provides on-going managed services for 3,000 MS Teams and M365 users



Reinventing productivity with Office 365

Avanade transformed Henkel and now provides ongoing managed services

Challenge

Henkel had an aging Lotus Notes platform which limited internal & external collaborating efficiencies. It wanted to standardize IT operations, decrease time to market and provide access anytime, anywhere and on any device

By adopting modern cloud solutions, Henkel hoped to standardize IT operations and decrease time to market.

"With the digital workplace that Office 365 facilitates, we will reinvent productivity, enhance the customer experience, speed innovation, and build competitive advantage."

Markus Petrak

Corporate Director, Integrated Business Solutions

Solution

Avanade helped more than 40,000 employees make the move to Office 365 in just 13 months.

We gamified change enablement with an Office 365-hosted video quiz, called QuizIT. In just 10 questions, it sorted users into 8 profiles to target onboarding content.

We also provided ongoing L2 run support for Exchange, Skype, SharePoint and OneDrive.

Results

With a move to Office 365 and Avanade extended managed services, Henkel was able to:

- Beat anticipated time to migrate by 2 months
- Shifted culture and reinvented productivity, with 50% Skype adoption
- Standardized desktops to improve productivity
- Reduced "how-to-tickets" by 15%
- Reduced operating costs through analytics
- Enhanced security for hybrid cloud
- Reduced operating costs
- Within 3 years Avanade has out-performed and always met the SLA

Implementation benefits almost 1.3 million health and care workers across UK's national health service

Accenture and Avanade keep 1.2 million health and social care workers connected with NHSmail

Challenge

NHSmail is the national collaboration platform for the NHS and Social Care system in England. This platform delivers email and collaboration capability to approximately 1.2 million users across 16,000 separate NHS organizations including primary and secondary care, pharmacies, dentists, social care and many other healthcare services. The COVID-19 crisis has placed significant demands on operational service delivery within the NHS and on keeping care teams connected from remote locations.

Solution

In response to this demand, NHS Digital and the Accenture team, supported by key engineering resources from Avanade, worked closely with Microsoft and NHSX to rapidly implement Microsoft Teams for all 1.2 million users of NHSmail.

Results

Within a period of seven days, the joint team built and tested the Microsoft Teams integration, including the implementation of a full support model for all 1.2 million users. Users are now able to use the Platform to securely send instant messages, complete audio and video calls and host virtual meetings between users across England.

