Use Case
Consulting Services

The Problem

Operating in over 140 countries, business communication is core to the leading engineering, management, and consulting firm's success. Therefore, **easy-to-use, reliable,** and **secure** collaboration technology solutions are business-critical.

The firm engaged AVI-SPL to help ensure its global work environment is **highly reliable,** easy to **use and manage,** and meets its specific **security compliance** requirements.

The Solution

With an existing Microsoft Teams environment, AVI-SPL explored a **UCC Optimization Workshop** as an ideal solution. The workshop would assess and provide insights into improvements in the following areas of the firm's Microsoft Teams devices:

- Administration
- Support
- Security
- Usability

The Objectives

- Software and firmware update management
- Surface Hub usability and management issues
- Cyber Essentials security compliance
- MTR deployment and configuration best practices

Customer Profile

Industry
Engineering Services

Operating Region
Global

No. of Employees
1800

No. of Locations
180

Technology
Microsoft Teams

Funding
Customer funded

The Results

Our Consulting and UCC Engineering team provided 17 recommendations to simplify administration and improve their Microsoft Teams MTR deployment supportability, security, and usability.

Administration	Support	Security	Usability
• Firmware/software upgrade best practices • Domain join configuration • Planning steps and procedures • Network segmentation best practices • Licensing & MTR Portal guidance • Role-based access control best practices	• Incident Management RACI guidance • Service Handoff checklist • New feature release communication best practice	• Using Conditional Access • Surface Hub Login standards • MFA support validation by device • Policy management tips • Device hardening methods • Security benefits of 802.1x	• Companion device features • User reference library best practice