

Bell

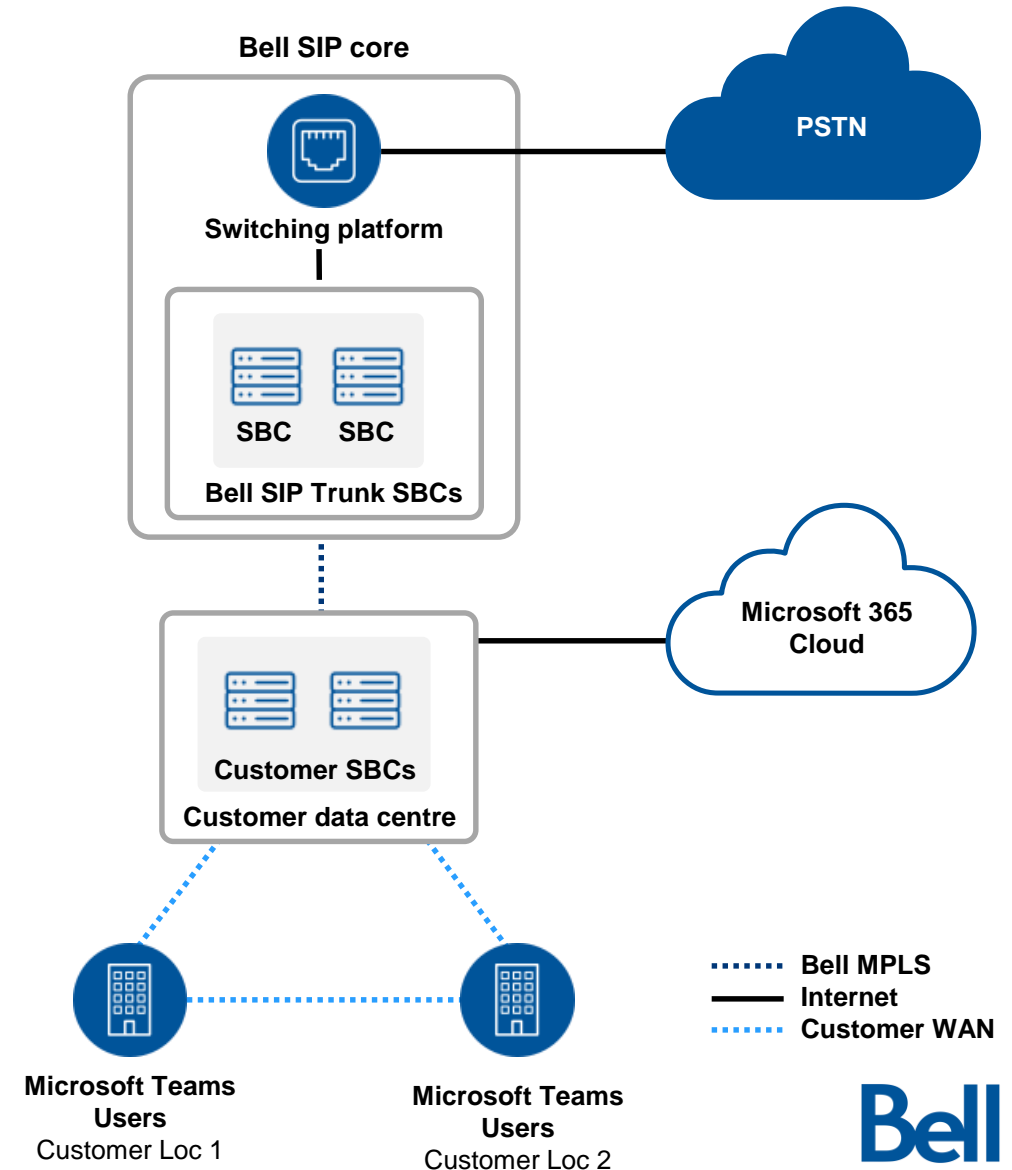
Direct Routing for Microsoft Teams: 3 Week Implementation

Direct Routing for Microsoft Teams

Bell will connect Microsoft Teams to the PSTN for inbound and outbound calling via Bell's IP-Trunking and SIP Network over an on-premises Session Border Controller (SBC).

Benefits:

- Direct Routing runs over the largest SIP Trunking network in Canada and provides the most ubiquitous access to the PSTN.
- Covers 95% of Canada's population and about 98% of business lines.
- Supported by a team of experienced and certified professionals with expertise in a wide range of Microsoft Teams certified SBCs.
 - Expertise in Oracle, AudioCodes, Ribbon, Cisco and Avaya
 - Microsoft certifications: "Gold Certified Communications Partner" certification
- Bell has been implementing on-premises Direct Routing solutions since Microsoft's launch in 2017.
- The solution integrates with your SBC (Session Border Controller) and is ideal for businesses that want to use an existing SBC or new SBC on premises for single or multiple Unified Communications environments.



Our Approach

Phase 1 Discovery and Planning	Phase 2 Deploy SBCs	Phase 3 Configure Microsoft Teams	Phase 4 Configure Pilot Users & Phone Devices	Phase 5 Microsoft Teams User Migration	Phase 6 Day 2 Support & Project Completion
<ul style="list-style-type: none">• Review change management and control processes• Review and assess the current voice, AD, Exchange, Lync, Skype or OCS environment(s), SBC setup, capabilities, licensing requirements, Microsoft Teams licensing, tenant and design requirements• Review new SBC configuration requirements, constraints, risks, scheduling requirements and develop preliminary implementation plan and schedule• Complete detailed design documents	<ul style="list-style-type: none">• Install, configure and test SBCs<ul style="list-style-type: none">• Configure SBCs with Bell SIP Testing Lab• Complete SIP interoperability testing of SBCs and obtain Bell SIP security certificate• Configure SBCs with Bell SIP production• Complete SIP validation and testing – troubleshoot and remediate as necessary• Configure SBCs for Microsoft Teams Direct Routing integration	<ul style="list-style-type: none">• Configure Microsoft Teams within customer Tenant (if applicable)• Configure Call Queues, Auto Attendants, 911 and for Direct Routing.	<ul style="list-style-type: none">• Configure Microsoft Teams pilot users using Microsoft Teams certified devices (if applicable)• Perform user cut-over process testing with test accounts• Define end-user migration phases and final timelines with customer• Provide end-user communication template	<ul style="list-style-type: none">• Pilot End-User Migration<ul style="list-style-type: none">• Configure Pilot users on Microsoft teams• Migrate pilot users to Microsoft teams and test• Validate migration process• Phased End-User Migration<ul style="list-style-type: none">• Prepare migration batches• Configure batch users (~250 per batch) in Microsoft Teams• Migrate users according to migration plan schedule• Provide Next Day Support	<ul style="list-style-type: none">• Transition environment to Day 2 support (documentation, client process, managed service etc.)• Adoption/Training Service (if required)<ul style="list-style-type: none">• Provide a half-day knowledge transfer session on the administration of Microsoft Teams environment (if required)• Provide a number of 1-hour sessions of end-user, or train-the-trainer, training with up to 50 users per session for Microsoft Teams client (if required)• Provide a number of 2-hour virtual drop-in sessions for end-users with questions for Microsoft Teams client (if required)• Project sign-off

Estimated engagement: 3 weeks

