

Microsoft Teams Advisory Services

CGI





Our team of experienced collaboration specialists will assess your organizations Microsoft Teams deployment, and provide solutions for performance optimization, stability, security hardening, integration of your applications and modernization of your meeting rooms



Concerns we hear from our clients

- Our users are experiencing performance and stability issues with our instance of Microsoft Teams and are voicing their frustration
- Given the current global security threat landscape we are unsure if our Microsoft Teams deployment is aligned to security best practices and is properly safeguarding our corporate data
- We want to expand and leverage our Microsoft Teams functionality as a collaboration tool but do not have the experience within our organization to move forward
- Our office meeting rooms are not optimized to meet the requirements for an integrated Microsoft Teams experience
- My organization wants to enable integration to other applications we own or add custom workflows to streamline our process but we don't know where to start
- Not all our workforce is ready to adopt a more collaborative modern workplace experience with Microsoft Teams at the center - we need help managing change

Microsoft Teams Advisory Services

How are we addressing our clients' concerns about their Microsoft Teams collaboration platform?

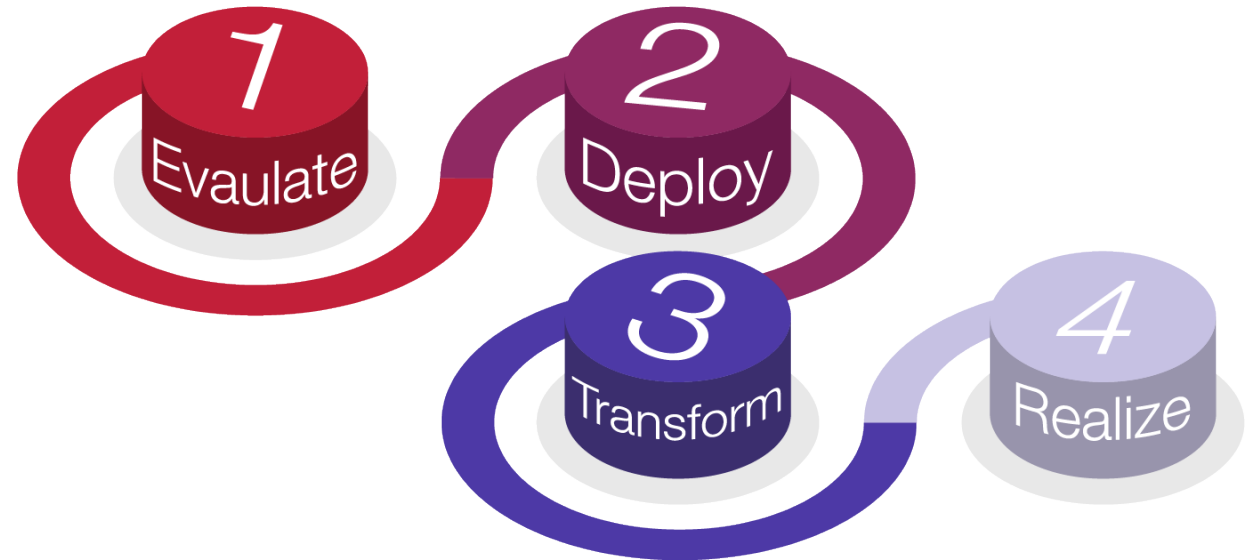
Global events over the last two years accelerated the breadth of functionality and the complexity of collaboration platforms such as Microsoft Teams - to address the needs of a hybrid workforce. CGI's team of experienced and certified professionals continue to stay in front of the evolution of the Teams platform. We work closely with our clients to ensure they maximize their investment and also realize the full potential of Microsoft Teams for their organization.

This advisory service offering provides several solutions to meet the client at any step in their transformation journey to a modern workplace.

How CGI runs an Microsoft Teams Advisory Engagement

Our squad based approach to delivery ensures that you get the most from your engagement with a dedicated delivery team, specifically tailored and equipped to address your unique requirements. You will work with a squad leader to define your desired outcomes and rules of engagement, which will ensure clear and effective communication from inception to completion.

A suite of end-to-end Microsoft Teams Advisory Services



We recognize that our clients have unique standards for introducing change into their environment. Our squad will work the client to ensure we are compliant with all their internal IT processes.

Infrastructure related changes:

Our squad works with our client to ensure we observe and comply with all defined IT Service Management (ITIL®) processes.

Application development related activity: Our squad works in Agile based sprints to ensure our clients realize benefits and outcomes rapidly.

Organizational Change Management: CGI works within the Prosci ADKAR® Model for change to help our clients adapt to cultural, technological and process change.

The 4 Phases of CGI's Microsoft Teams Advisory Services

1 Evaluate – Microsoft Teams Assessment
A comprehensive Microsoft Teams Configuration Assessment Service provides insights to increase security, efficiency, control, performance, and usability through predefined configuration checks that delivery tangible solutions aligned with industry best practices

2 Deploy - Microsoft Teams & Meeting Room
For clients looking to migrate to Microsoft Teams we guide them through migration and transition by bringing in our certified experts to help them determine the proper implementation approach and partner with their internal support teams to deploy and transition to a stable operational “Day 2”.

CGI also provides services for implementing, retrofitting and supporting solutions from several leading A/V providers, to ensure that client meeting rooms are modernized to support the Microsoft Teams platform in the workplace for on-site and remote workers.

3 Transform - Application, Workflow Development
CGI's Microsoft Teams Advisory squad, use its expertise and experience with the Microsoft Power Platform to develop and incorporate custom apps, workflows and chat bots to align with the client's organization and environment for common use cases. The squad of developers can also assist clients in the planning, configuration and deployment of these tools securely into their organization.

4 Realize - Organizational Change Management
Our team of Prosci certified Change Managers can work with project management, technical teams and client business sponsors to assess organizational readiness, prepare for the people side of the implementation, manage the people side of the change, to ensure the project achieves successful outcomes and meets the organizational objectives for their collaboration platform.

A unique approach to Microsoft Teams Advisory Services



Collaboration is a Journey

The flexibility of our approach allows us to engage with a client no matter where they are in their Microsoft Teams journey. We can quickly ramp up a team and augment or build a squad to allow their organization to achieve its Digital Transformation aspirations and Collaborative tools goals.

CGI's capabilities extend beyond the Evaluate phase: from Designing and Deploying to Transforming we make it easy for clients to solve their collaboration challenges and concerns.



OCM

Our certified Organizational Change Management (OCM) team will work with the client to engage with organizational leaders and business sponsors, helping ensure technical and business process changes will be adopted by users and meet client objectives.

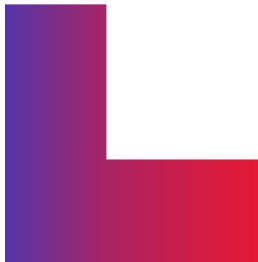
Our OCM team will ensure that there is proper communication at the leadership level, and that training and post-deployment support arrangements are in place by the client's internal IT teams. This will ensure that the client's Microsoft Teams changes are not only successful technically but adopted and embraced by the entire organization as a whole - helping clients realize the outcomes that they set out to achieve.



Pricing Model

As part of our client discovery, our Microsoft Teams squad works with our clients to review potential scope of any new Microsoft Teams engagement, which will provide an indication of the service required to meet the client's needs. There are several Microsoft Teams Integration offerings.

CGI delivers these offerings through outcome based Professional Services engagements. Clients only pay for the time and effort needed to deliver their desired outcome(s). Should the requirements change, our model allows the customer and CGI to quickly adapt.



Why do our clients trust us?



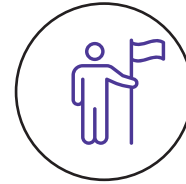
Experience

- Over a decade of experience deploying and supporting collaboration tools, including Microsoft Teams and meeting room hardware
- Our broad multi-sector experience allows us to better understand your business up front, ensuring a tailored approach and solution to meet the specific need
- CGI is an authorized Microsoft Certified Partner in the delivery of Microsoft Teams



Value

- A squad-based development team, working through an engagement lead, works in rapid sprints to deliver value quicker with a clear line of communication to stakeholders
- A simple Professional Services billing model
- We stay ahead of new developments in Microsoft Teams and ensure our processes, templates and tools are on the leading edge - our clients benefit from this



Reliability

- We approach every engagement with energy, confidence and determination, knowing you are depending on us as a trusted partner to improve the quality of your Microsoft Teams experience
- Our Client Partner Management Framework is built upon the premise of direct accountability to our clients
- We understand that organizational change can sometimes be hard to adopt, and we have the tools and resources to help the transition

