INSPIRE

ENGAGE

EMPOWER

Zoom to Microsoft Teams Migrations – Voice, Video, Meetings and Conferencing

JOINED UP
SOLUTIONS

Zoom to Microsoft Teams Migration - Approach

The Zoom to Microsoft teams program created by CPS is an expertise offering that provides advice, guidance, design and deployment for the migration from Zoom to Microsoft Teams around all the underlying elements and functionality of Zoom to date, including….

Zoom Workload	Description
Meeting & Chat	Enterprise Video Conferencing with real-time message and content sharing
Room & Workspaces	Conference rooms run with dedicated Zoom hardware (Zoom Rooms)
Zoom Phone	Enterprise Cloud-based phone system with optional BYOC capability
Zoom Webinar	Live virtual events and broadcasting webinar solution
Zoom Apps	Extending and enhancing of Zoom capabilities through third-party Apps

Being a tier 1 partner in the Teams ecosystem with Microsoft, CPS has industry specialists who can migrate and guide any customer from an in-situ Zoom solution through a well-versed path onto Microsoft Teams with Enterprise Voice capabilities.
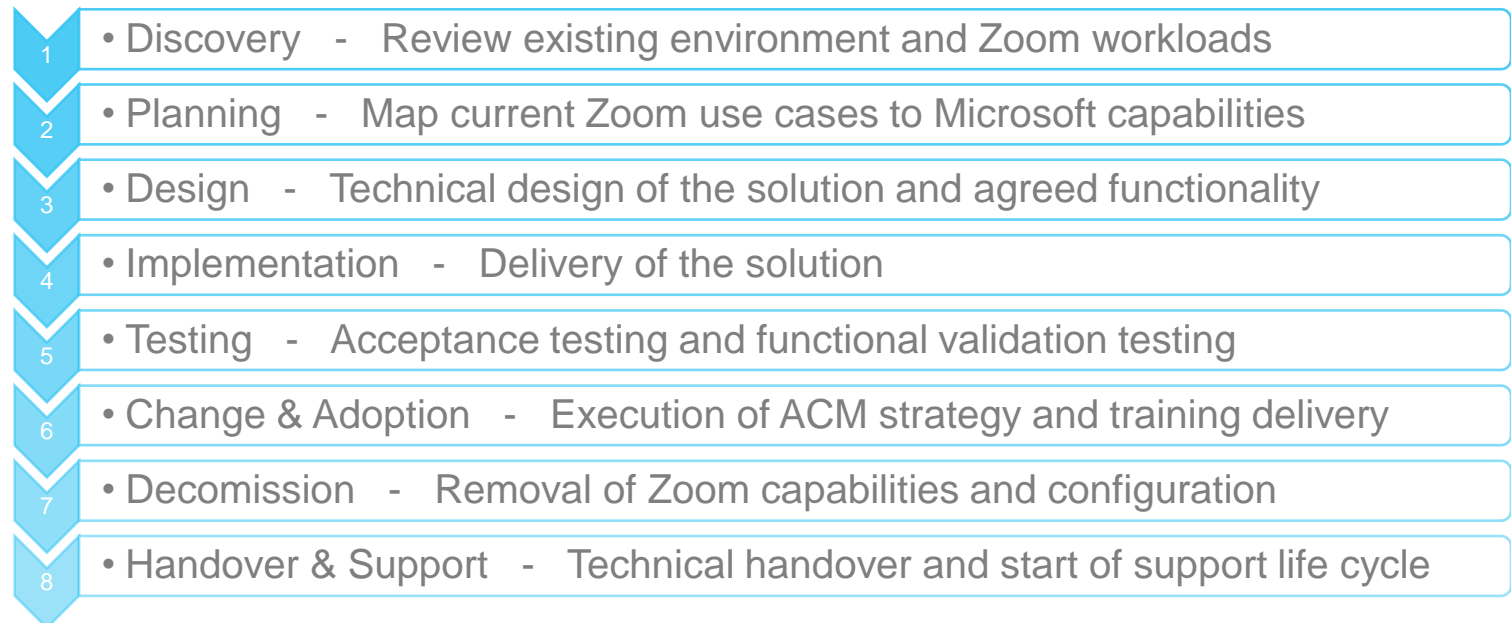
Our strategy and approach are made up of 8 intricate areas which are clearly defend in making the migration a success.

JOINED UP
SOLUTIONS

Framework

A common delivery framework is leveraged to transition any number of Zoom workloads to Microsoft Teams. Although content and activities within the phases will vary by requirement, the framework is applicable to any organisation regardless of how mature their Zoom estate might be, or the number or workloads involved.

1. • Discovery - Review existing environment and Zoom workloads
2. • Planning - Map current Zoom use cases to Microsoft capabilities
3. • Design - Technical design of the solution and agreed functionality
4. • Implementation - Delivery of the solution
5. • Testing - Acceptance testing and functional validation testing
6. • Change & Adoption - Execution of ACM strategy and training delivery
7. • Decomission - Removal of Zoom capabilities and configuration
8. • Handover & Support - Technical handover and start of support life cycle

JOINED UP
SOLUTIONS

Discovery workshop stage

Discovery workshop(s) are leveraged to provide an insight into the organisations current collaboration capabilities and use cases. They fuel discussion around the migration of Zoom capabilities to a Microsoft Teams platform by addressing items including but not limited to;

- Zoom Workloads
- Zoom Features & Capabilities
- Zoom Endpoints
- Zoom Telephony
- Office 365 Tenant Posture
- Directory Sync State
- Existing PSTN Infrastructure
- Improvement Opportunities

- Licensing Posture
- Azure IaaS Availability
- Existing Microsoft UC Solutions
- Compliance Requirements
- Business Requirements
- Clients & Hardware
- Ways of Working
- Pain Points

JOINED UP
SOLUTIONS

Planning workshop stage

Planning workshop(s) map the current Zoom capabilities and workloads to Microsoft Teams, allowing an organisation to envision a Microsoft solution of their requirements as proposed by CPS. Supporting dependencies such as licensing, hardware, training, and migration etc. are addressed in line with the output of the previous Discovery workshop(s)

JOINED UP
SOLUTIONS
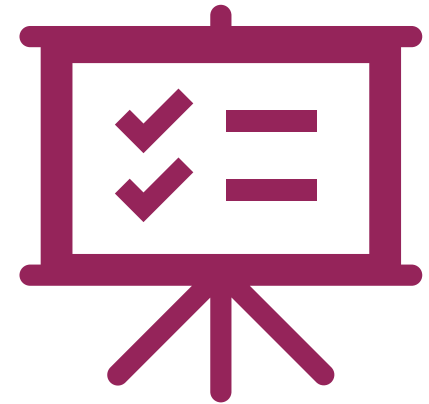
Design workshop stage

Technical design workshop(s) discuss the technical options for implementing the envisioned Microsoft Teams capabilities as per the planning phase, and the supporting policy, setting, configuration changes. Explanation and delivery of any prerequisite activities are identified and agree, with a view to establishing technical readiness of the proposed solution. These activities are supporting through the creation of High-Level Design (HLD) and Prerequisite documents.

JOINED UP
SOLUTIONS

Implementation stage

Working closely with the organisation to successfully deploy the solution as well as cross skill and provide a technical understanding of each component that is being provisioned and implemented. All components will be deployed in line with Microsoft best practices and all configurations will be documented throughout the implementation phase which will provide the customer with a detailed lower level design document at the end of the project.

JOINED UP
SOLUTIONS

Testing stage

Production and execution of test plans that will be executed by both the CPS consultant(s) and the customer to ensure the platform is fully operational across all expected features and modalities. If any issues are identified during the testing stage, then these will be remediated prior to enabling any production usage.

JOINED UP
SOLUTIONS
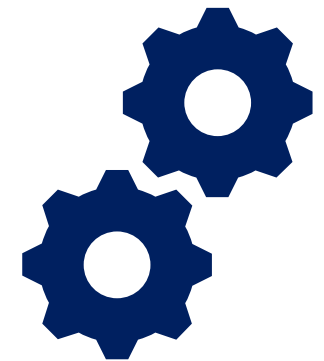
Change and Adoption stage

Execution of the agreed Change and Adoption strategy, the content and approach of which will vary by organisation and be developed from the planning phase onwards. Activities include but are not limited to; floor walking on go-live days, champion programmes, classroom-based training, train-the-trainer, intranet content, digital training aids, awareness & promotion campaigns etc.

JOINED UP
SOLUTIONS

Decommission stage

Decommissioning activities vary by project and are subject to numerous factors such as whether a migration is phased or immediate, the scale of the project, and any retention requirements etc. This project phase exists to ensure that any superseded components or services are removed from the organisation in good time and stands as a clear indication of 'no further usage'. In the event that decommissioning activities are not imminent, suitable time frames for these are drawn up as part of future actions.

JOINED UP
SOLUTIONS
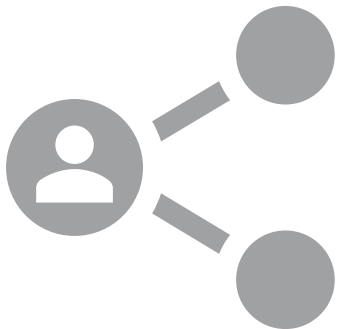
Handover and Support stage

Offers optional support wrappers beyond that which is typically associated to post-project support. To ensure organisations maximise the business benefits, CPS include a tailored support package for Microsoft Teams for the fixed duration of 12 **months and** can provide differing levels of support cover through to third-line-line with both standard and out-of-hours contracting.

JOINED UP
SOLUTIONS
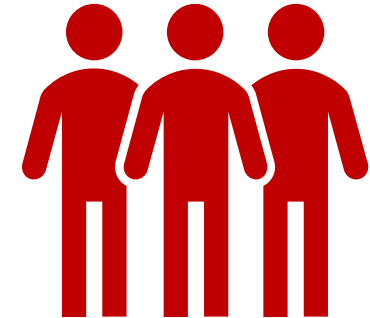
About

- Over 750 successful engagements
- Over 100,000 seat enablement
- 12 Prosci™ Adoption & Change Management Practitioners
- Accredited Consulting Organisation (ACO)
- 85+ employees
- Microsoft Partner of the Year 2016 & 2018 (PPM)
- Cyber Essentials Plus | ISO 27001:2013 | ISO 20000-1:2018
- Established 1995

CONTACT US
☎ +44 (0)1628 321321
✉ Sales@cps.co.uk

Microsoft Partner

Microsoft

Gold Data Analytics
Gold Cloud Platform
Gold Messaging
Gold Project and Portfolio Management
Gold Application Development
Gold Collaboration and Content
Gold Datacenter
Gold Cloud Productivity
Gold Communications

JOINED UP
SOLUTIONS

Thank you

www.cps.co.uk