

Microsoft Teams calling with Direct routing

Marionnaud

APPROACH

Customer Situation

- End of support of the current telephony solution
- The current solution was based on Cisco telephony
- Marionnaud group has chosen Microsoft Teams as their collaboration tool and zoom as their meeting solution

Partner Solution / Services & Microsoft Technology

- EXAPROBE's approach is to unify the usage around a unique client: Microsoft Teams and to capitalize on the investments already made in O365.
- EXAPROBE starts this project by a consulting mission to give a clear roadmap of this transition and costs
- EXAPROBE has set up a direct routing with Ribbon SBC to enable calling features for Marionnaud users
- EXAPROBE supports and manage changes around Teams meeting.

IMPACT

Key Drivers & Business Objectives

- Microsoft Teams:
 - has reduce the day to day management costs thanks to Microsoft Teams portal.
 - Increase productivity and remote work specially during this health crisis.

Value Provided & Business Outcomes

- Microsoft Teams calling has surpassed all functional expectations and becomes the tool used for selling remotely during covid period. Marionnaud's operators use Microsoft Teams on their tablet and can advise their clients remotely.



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Win Insights

- On premise Cisco telephony to Microsoft Teams Direct routing
- Zoom to Microsoft Teams meetings

Lessons Learned

- The proposed solution is repeatable and the success story should be shared with others customers in the same or different sector

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SEQENS (Ex Novacap)



APPROACH

Customer Situation

- Seqens (ex Novacap) has deployed Skype for Business Voice for their users.
- Seqens has chosen Microsoft Teams as their collaboration tool to replace Skype for Business client.

IMPACT

Key Drivers & Business Objectives

- Microsoft Teams:
 - has reduce the day to day management costs thanks to Microsoft Teams portal end less VM to manage

Win Insights

- Skype for Business on premise to Teams transition

Partner Solution / Services & Microsoft Technology

- EXAPROBE's approach is to unify the usage around a unique client: Microsoft Teams and to capitalize on the investments already made in O365.
- EXAPROBE starts this project by a consulting mission to give a clear roadmap of this transition and costs
- EXAPROBE has set up a direct routing with existant Ribbon SBC to enable calling features for Seqens users
- EXAPROBE has deployed some natives IP Phones for VIP users

Value Provided & Business Outcomes

- Increase productivity and remote work specially during this health crisis.

Lessons Learned

- The proposed solution is repeatable and the success story should be shared with others customers in the same or different sector

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TESSI

tessi

APPROACH

Customer Situation

- The current solution was based on Avaya telephony
- Marionnaud group has chosen Microsoft Teams as their collaboration and meeting tool and would like to capitalize on the investments already made in O365.
- The relocation of its headquarter at Grenoble will be the opportunity to deploy Microsoft Teams calling.

IMPACT

Key Drivers & Business Objectives

- Microsoft Teams:
 - has reduce the day to day management costs thanks to Microsoft Teams portal.

Win Insights

- On premise Avaya telephony to Microsoft Teams Direct routing

Partner Solution / Services & Microsoft Technology

- EXAPROBE's approach is to unify the usage around a unique client: Microsoft Teams and to capitalize on the investments already made in O365.
- EXAPROBE starts this project by a consulting mission to give a clear roadmap of this transition and costs
- EXAPROBE has set up a direct routing with Oracle SBC to enable calling features for TESSI users
- EXAPROBE supports and manage changes around Teams meeting.

Value Provided & Business Outcomes

- Increase productivity and remote work specially during this health crisis.

Lessons Learned

- The proposed solution is repeatable and the success story should be shared with others customers in the same or different sector and also in other TESSI sites