

Modernize Communications: 3-Week Workshop by Exelegant & Microsoft



This provider has demonstrated competency in the following areas

Gold	Communications
Gold	DevOps
Gold	Data Analytics
Gold	Data Platform
Gold	Cloud Productivity
Gold	Security
Gold	Cloud Platform
Gold	Windows and Devices
Gold	Collaboration and Content
Gold	Messaging
Silver	Small and Midmarket Cloud Solutions
Silver	Enterprise Mobility Management
Silver	Application Development
Silver	Project and Portfolio Management
Silver	Datacenter

Explore our solutions at Microsoft Azure & AppSource Marketplace



About us

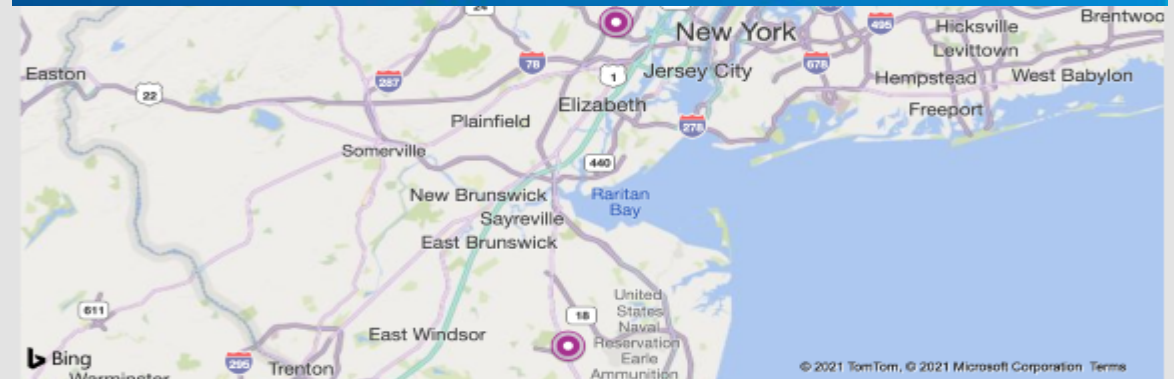
Exelegant is a cyber security and professional services company where efficiency is standard, and our customers are our partners. Headquartered in Freehold, NJ with supporting offices in Newark, NJ and L'viv Ukraine, Exelegant leverages years of experience to bring about a world-class experience for our clients.

Our specialties include:

[More](#)

Skills and Capabilities

- Advanced Analytics
- Agriculture, Forestry, & Fishing
- Application Integration
- Artificial Intelligence
- Azure
- Azure Security & Operation Management



Clients

What our clients say:

- "Exelegant helped our company migrate from G-Suite to Microsoft Office 365 with zero downtime and zero data loss. During the process, over 3,500 users continued to collaborate and run critical business functions seamlessly."

Robert Florescu, CISO, CityMD

- "Switching to Exelegant has been a major contributing factor to the growth of our group. As a company looking to expand, we really value our employees' time and productivity. Exelegant's IT Support has enabled our business to run as efficiently as possible."

Bruce Lucarelli, CTO, DermOne

- "Exelegant has been with our hospital since we've opened our doors. Their experience in a wide range of projects and solutions, and management of vendors has made a tremendous impact on our efficiency"

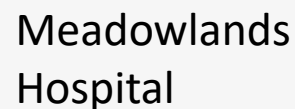
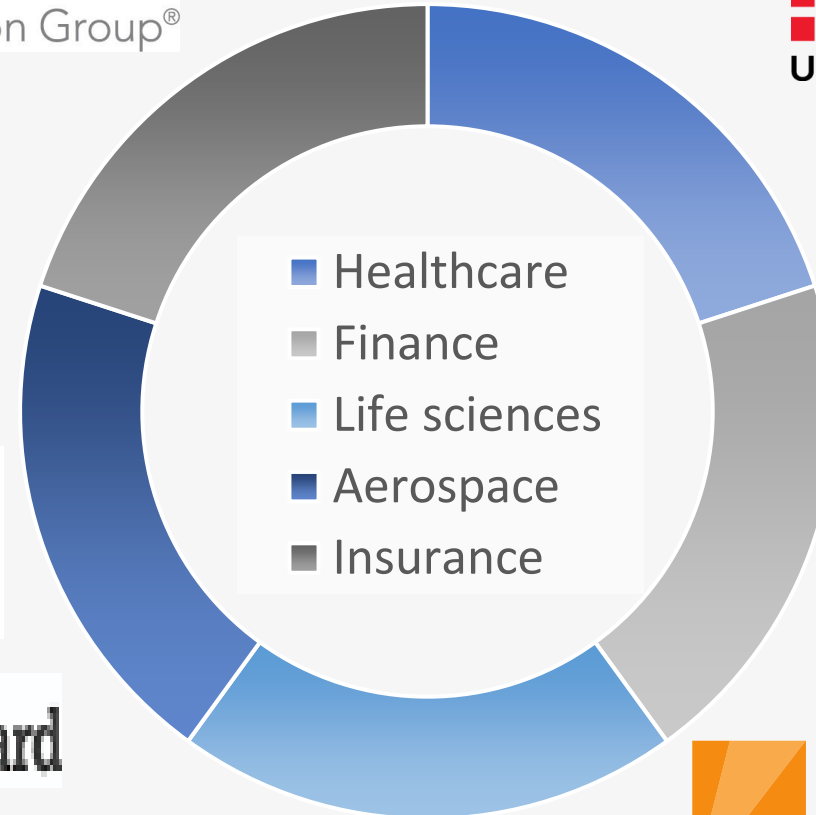
Alexey Gololobov, CFO, Columbus Hospital LTACH

- "Exelegant has become our trusted business partner and completed migration on time, alleviated hosting responsibilities, and gave us capabilities to enable team productivity and data security."

Kevin Hannigan, President, ACC Inc.



Industries we serve



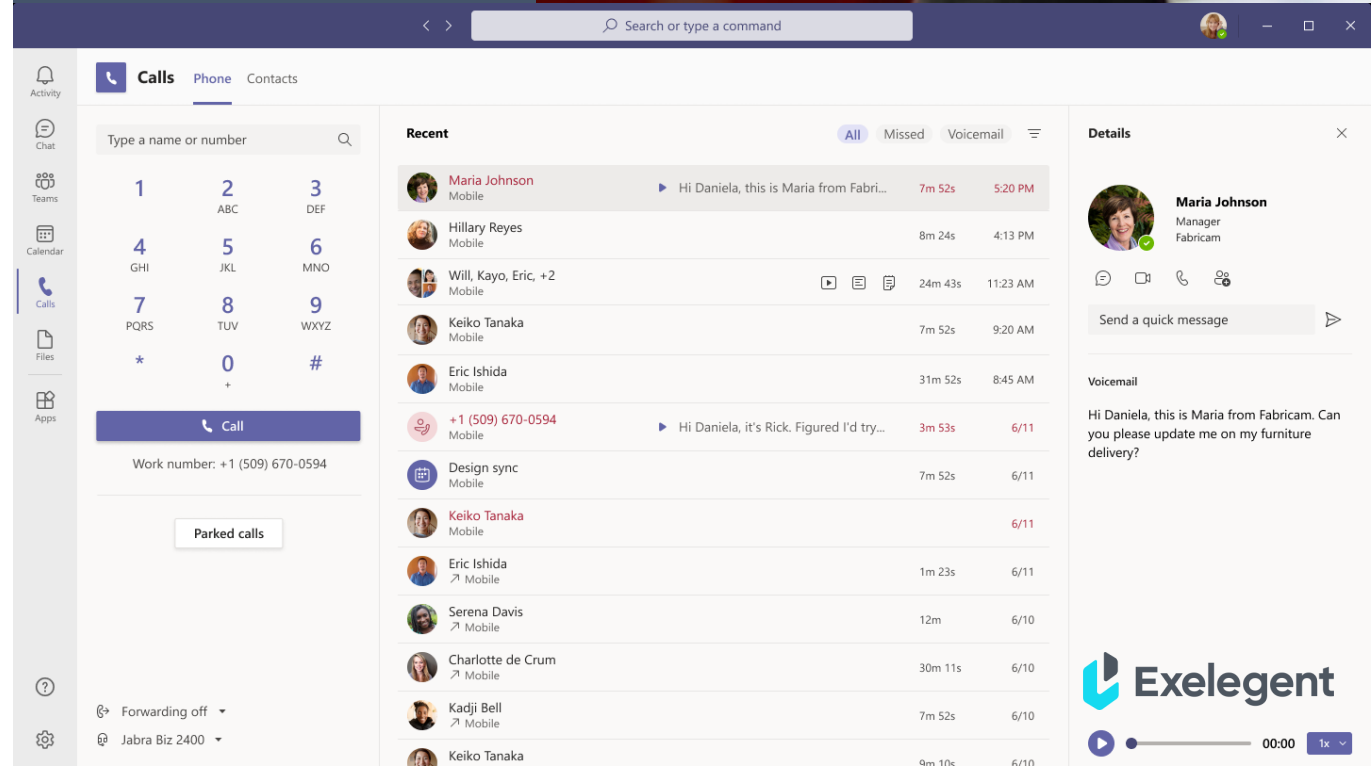
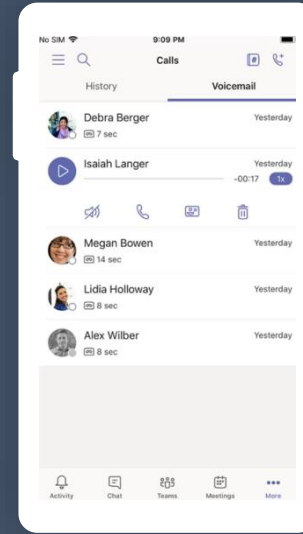
Integrate calls seamlessly into the flow of work

Provide a secure, productive employee experience with calls, chat, meetings, and Microsoft 365 apps united in one easy-to-use tool

Quickly start a call from chat, contact card, Outlook, or the Calls app

Collaborate in Microsoft 365 apps directly from calls and meetings

Leverage full suite of calling features from any device or location



Teamwork across spaces and devices

United by Microsoft Teams



Individual workspaces

Individual office or dedicated workspace
On the go or in transit at home



Group workspaces

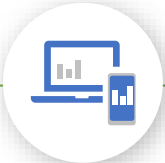
Small, medium and large meeting rooms
huddle/focus spaces and touchdown spaces
collaboration workspaces



Personal devices



Audio & video peripherals



PCs and Mobile



Phones

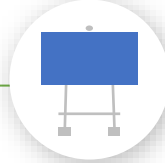
Shared devices



Conference phones



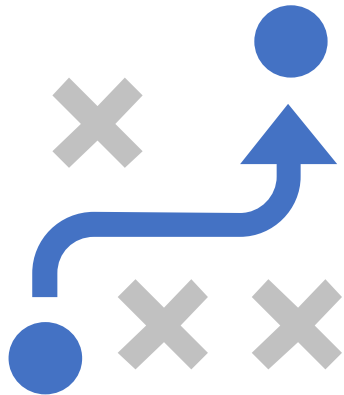
Teams Rooms



Surface Hub

Optimizing for quality

A combination of proper planning and operations management will help ensure that users have a consistent and reliable experience



1 Deploy Quality of Service (QoS)

Media workloads should be prioritized into proper queues to protect packets on managed networks

2 Bypass proxy for Office 365 traffic

Bypass on-premises proxy devices and cloud-based proxy services commonly used for generic Internet browsing

3 Implement split tunnelling for VPN solutions

Facilitate direct connectivity to these cloud endpoints for VPN users by implementing split tunneling

4 Ensure the right ports and protocols are open

UDP ports 3478-3481, Subnets: 13.107.64.0/18, 52.112.0.0/14, 52.120.0.0/14, <https://aka.ms/teamsips>

5 Use certified phones and devices

Certified devices work out of the box (plug & play) with no additional configuration required and offer call control with Microsoft Teams and Skype for Business.

Survivable Branch Appliance

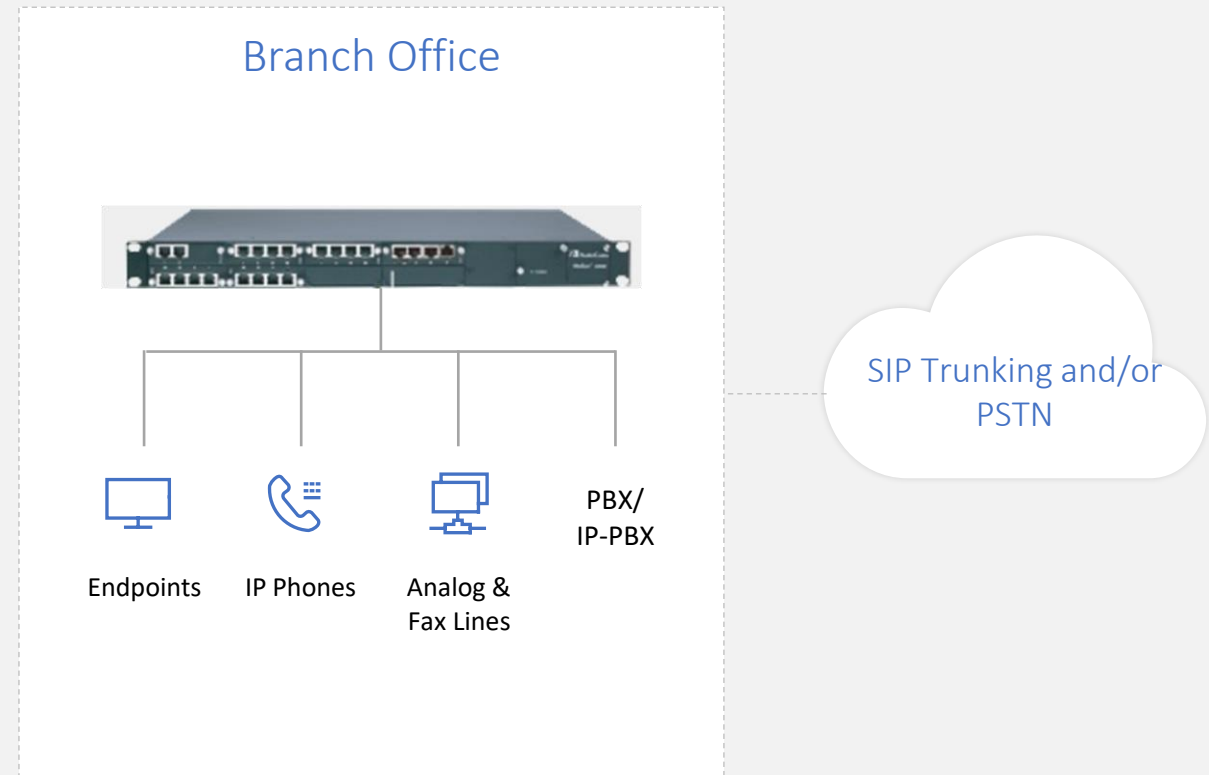
Support call activity even when connections are down

Works with Teams Offline Mode

Virtual Machine runs Microsoft software on partner Session Border Controllers

WAN outage is survivable – Calls can be made and received

Future – Enable P2P calling so Teams users at affected site can make VoIP calls to each other



Team Management Tools

Graphical user interfaces

Microsoft Teams Admin Center

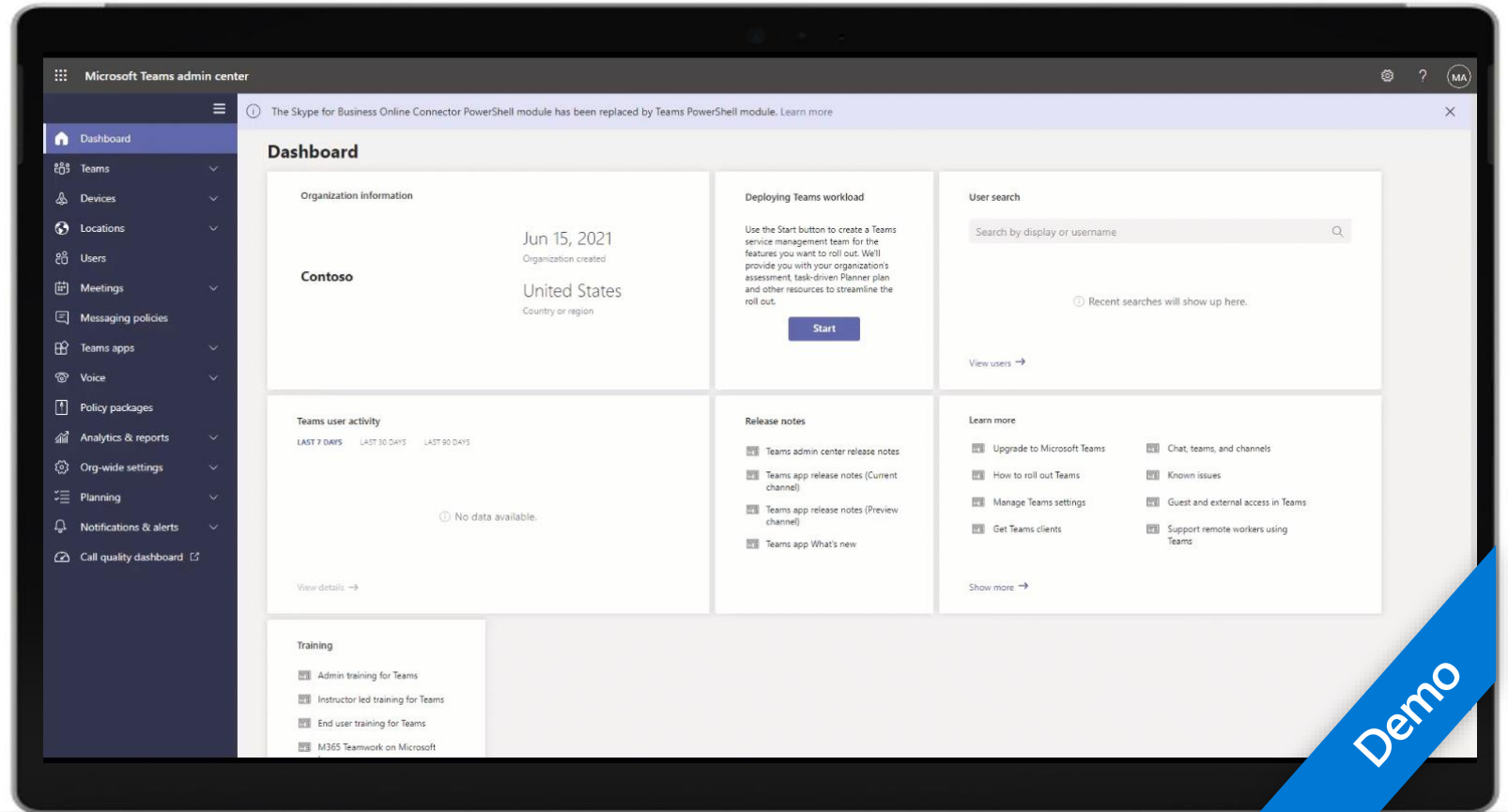
Azure Active Directory Admin Center

Security & Compliance Center

Command-line and automation

PowerShell - provides powerful features for automation that can be leveraged for managing your Teams workload. <https://aka.ms/teams-powershell>

Graph API: Automate team lifecycles
<https://aka.ms/teams-graph>



Benefits of Audio Conferencing



Setup in minutes

Easily setup and manage infrastructure-free dial-in audio conferencing from the Microsoft 365 admin portal.



Reach across the world

Provide dial-in from 90 countries and 400 cities with 44 supported Interactive Voice Response (IVR) languages and dialects.



Flat toll dial-in cost

Audio Conferencing allows organizations to control their costs by providing a flat per user cost commercial model for toll dial-in usage.



Toll-free numbers

Organizations can optionally add toll-free numbers and pay usage on these numbers on a per minute basis.



Simplified billing

The Audio Conferencing service is billed with all other Microsoft 365 services.



Microsoft 365 integration

Dial-in conferencing information is automatically added to online meetings.



Dynamic conference IDs

Each meeting has a dedicated Audio Conference ID that prevents users who join early or leave late to interrupt a back-to-back meeting.

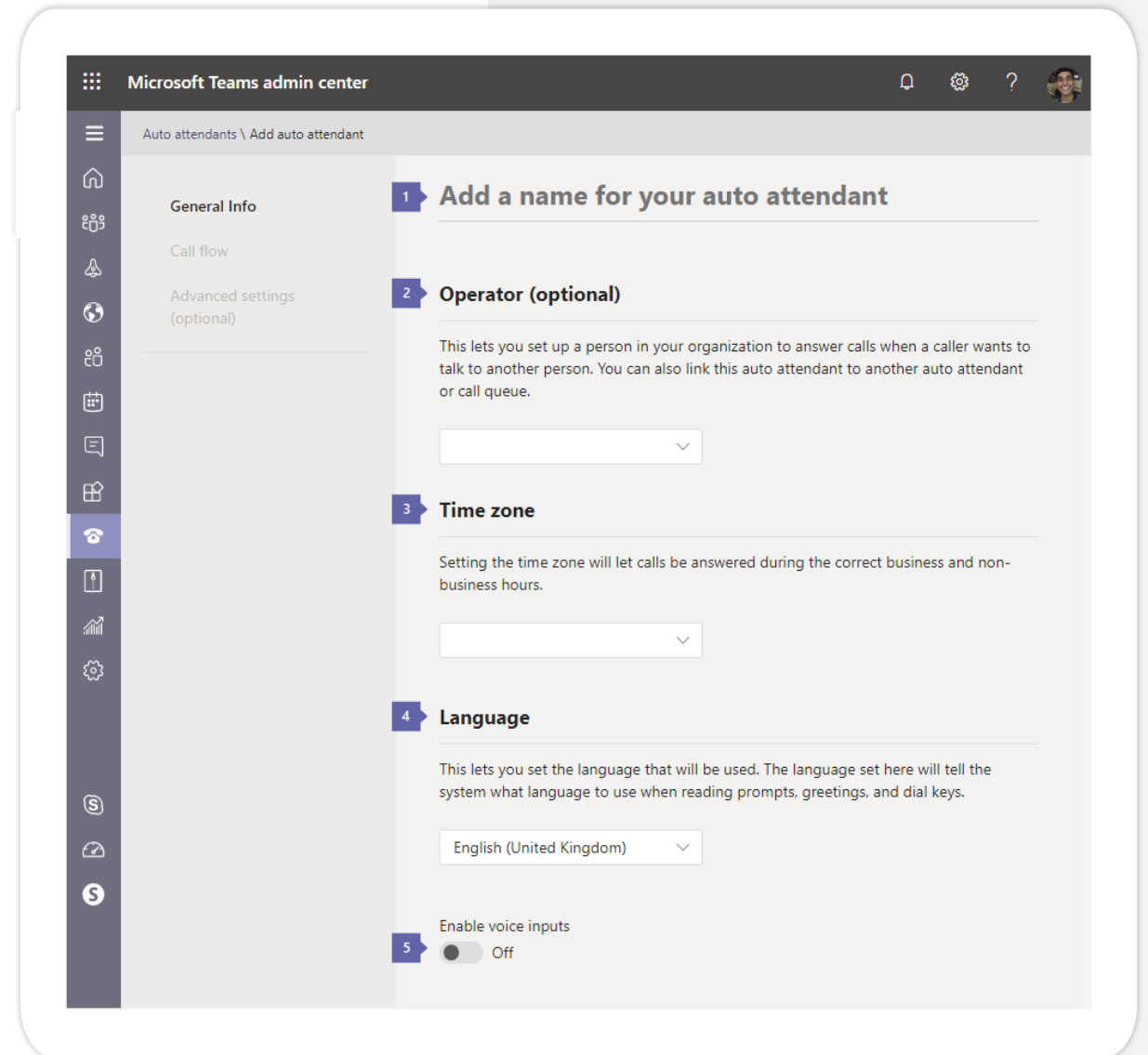
Auto Attendant and Call Queues

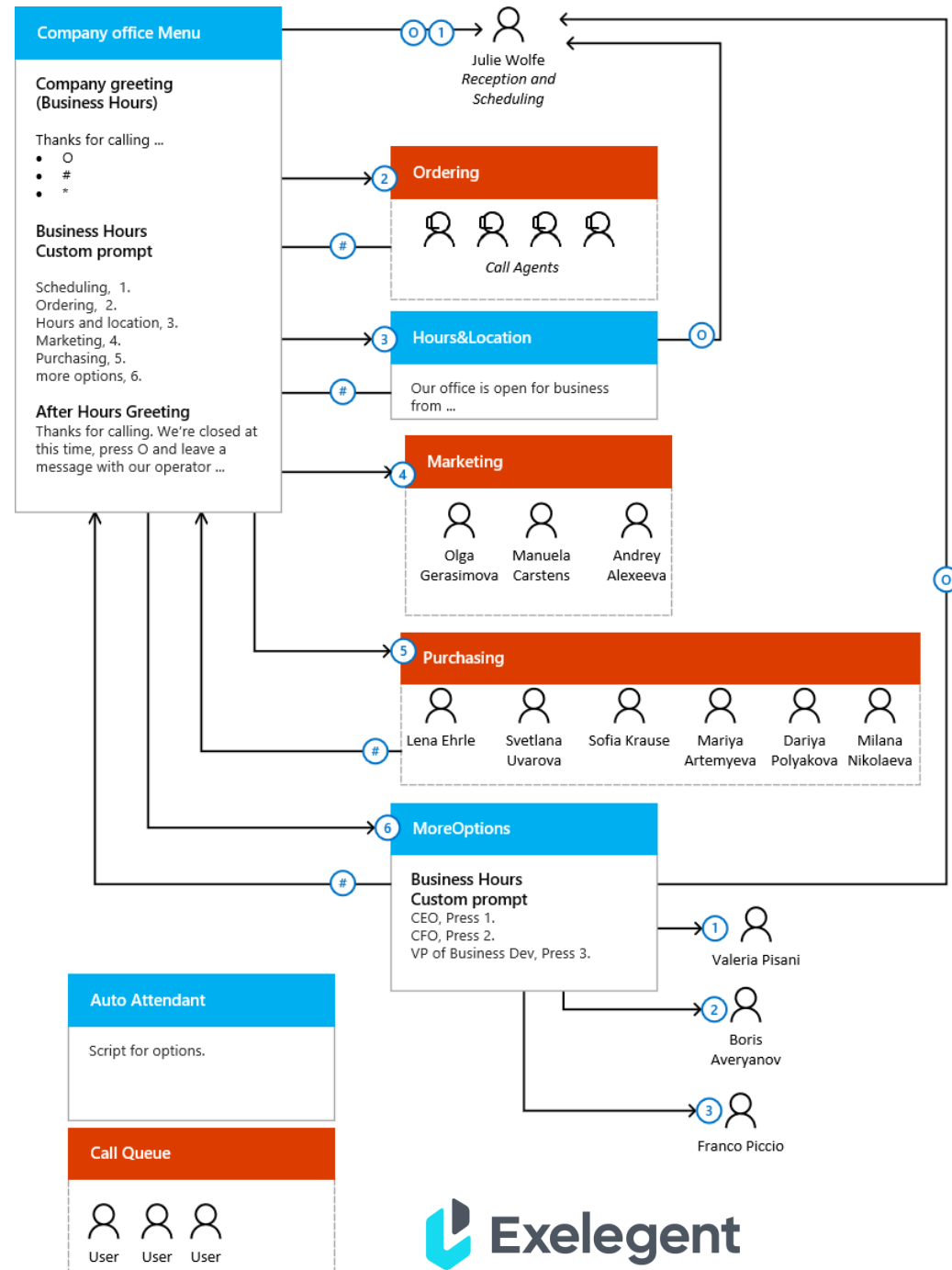
Auto Attendant supports:

- Toll-Free and local service numbers
- Dial-by-name directory search
- Custom greetings and menus
- Operator option Speech recognition in 14 languages
- Admin portal UI and PowerShell cmdlets

Call Queues supports:

- Custom greetings
- Music while people are waiting on hold
- Redirecting calls to call agents
- Setting different parameters such as queue maximum size, timeout, and call handling options
- Shared voicemail for callers to leave a message for an organization





Recording requirements

Each of the categories entails different requirements for how recordings are initiated, what is recorded, where recordings are stored, who is notified, who controls access, and how retention is handled.

Type	Convenience (regular Teams recording)	Org - regulated (compliance recording)
Initiator	User	Admin (system)
Target	Per-call / meeting	Per-user
Storage owner	User	Compliance
Notification required?	Yes	Yes
Access owner	User	Compliance
Retention policy?	Optional	Yes

Path A

Overlapping capabilities, considerations, and impact



Feature requirements and overlap

Calling features available in both PBX and Microsoft Teams Phone

Requires setup of Direct Routing as well as Microsoft Teams Calling Plans or Operator Connect

Dial Plan planning is critical

Allows both solutions access to most of the other systems resources



Moving users one at a time or in groups

Granular control: Migration experience can be controlled on a per user or per group basis

Individuals: Champions and super users can be early adopters leading to greater exposure and building excitement around the solution

Groups: Organizational groups can be moved together for a shared experience



Additional considerations

Proof of Concept testing of solution to ensure the separate systems will function as expected

Setup dial plans to allow for individual numbers to be routed to specific destinations - requires more administration during migration

Plan which non-user devices will move during which stages. For example, common area phones, analog devices, and integrated solutions

Emergency calling needs to be fully functional in both systems

Path B

Overlapping capabilities, considerations, and impact



Feature requirements and overlap

Calling features available in the system of choice until the decided cutover time

Fastest method of moving users to Microsoft Teams Phone

Requires all users to be moved at one time

May create points of no return where the ability to back out of the change is not feasible, such as porting telephone numbers or removing and replacing telephones.



Moving users on a PBX all at once

Quick velocity: All users have the same capability and experience at once which simplifies adoption

Site level move: May be able to move high-level sites at a single time rather than entire PBX. This depends on the setup of carrier services and PBX configuration.

Shorter runway: Allows for an organization to focus intense effort on moving users quickly to Microsoft Teams Phone.



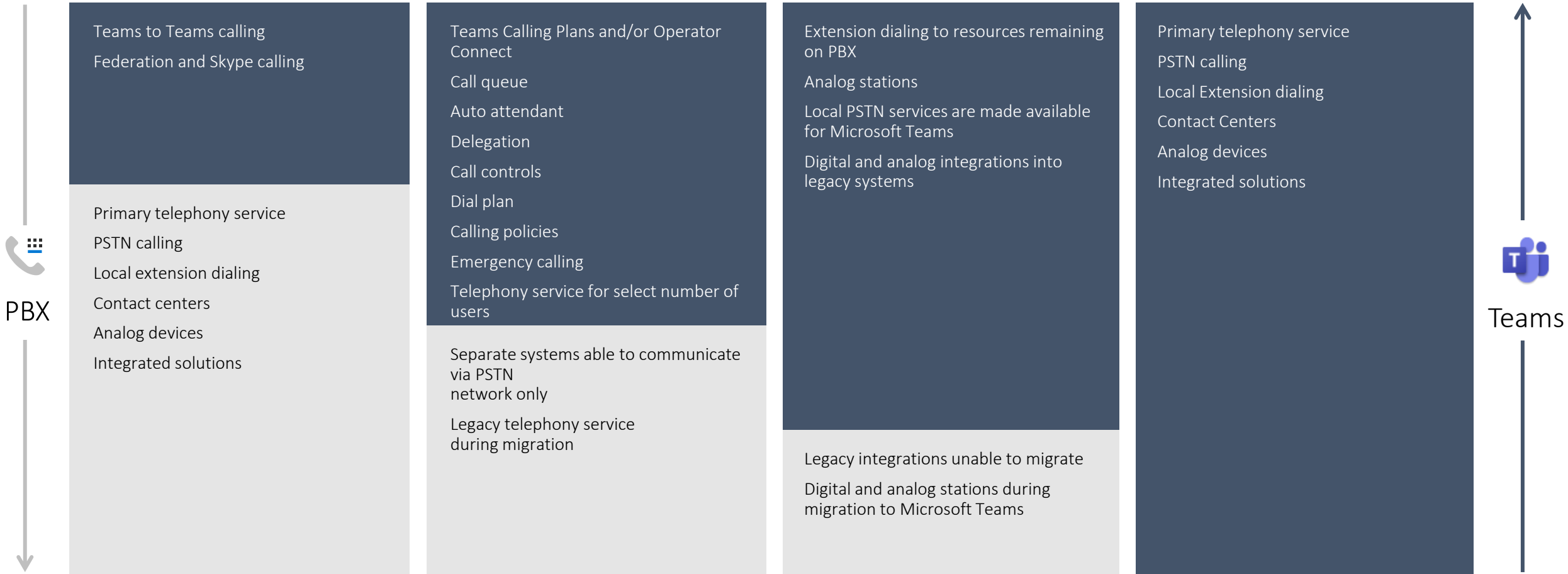
Additional considerations

Adoption and change management is crucial for user acceptance of new solution.

Extensive testing in proof of concept will avoid many issues found during cutover.

Full discovery of non-user devices will ensure that no services are missed during cutover.

Microsoft Teams Phone user experience



Teams to Teams calling
Federation and Skype calling

Teams Calling Plans and/or Operator Connect

Extension dialing to resources remaining on PBX

Primary telephony service

PSTN calling

Local Extension dialing

Contact Centers

Analog devices

Integrated solutions

Primary telephony service

PSTN calling

Local extension dialing

Contact centers

Analog devices

Integrated solutions

Call queue

Auto attendant

Delegation

Call controls

Dial plan

Calling policies

Emergency calling

Telephony service for select number of users

Separate systems able to communicate via PSTN network only

Legacy telephony service during migration

Analog stations

Local PSTN services are made available for Microsoft Teams

Digital and analog integrations into legacy systems

Legacy integrations unable to migrate

Digital and analog stations during migration to Microsoft Teams

Phase 1

Microsoft Teams only mode without calling features

Phase 2

Microsoft Teams Phone with Calling Plans and/or Operator Connect

Phase 3

Microsoft Teams Phone with Calling Plans and/or Operator Connect with Direct Routing

Phase 4

Microsoft Teams Phone



Modernize Communications Workshop overview



Assess



Pre-engagement Questionnaire
Workshop Kick-Off



Art of the Possible



Art of the Possible modules
Optional modules
Immersive experiences



Build the Plan



Report and Recommendations
Next steps and actions