



Voice & Video Services for Microsoft Teams

Workplace Offering





Voice & Video Services for Microsoft Teams

The Digital Workplace enables new and more effective ways of working; raises employee agility and engagement; and exploits consumer-oriented styles and technologies.

iCubed provides the best hardware, software and services to help businesses - plan, builds, deploy and support a digital workplace based on Microsoft 365 cloud platform.

The voice & video services for Microsoft Teams is for Enterprise that needs to:

- **Decide which Microsoft voice solution is right for your organisation**
- **Plan and transition from legacy PBXs to Teams Voice**
- **Integrate Cisco voice solutions with Teams Voice**
- **Integrate standard H323/SIP video conferencing endpoints with Microsoft Teams**
- **Porting DID's to Microsoft Teams**

How we can help:

- **Workplace Vision, Strategy & Roadmap**
- **Video Conferencing Integration Strategy**
- **Voice Site Survey**
- **Sonus & Audiocodes Deployment**
- **Contact Center integration for Microsoft Teams including Genesys, Anywhere365 and Luware**
- **Network Assessment and Remediation**
- **Surface Hub Deployment**
- **Polycom & Yealink Telephony Deployment**
- **End User Adoption and Training**

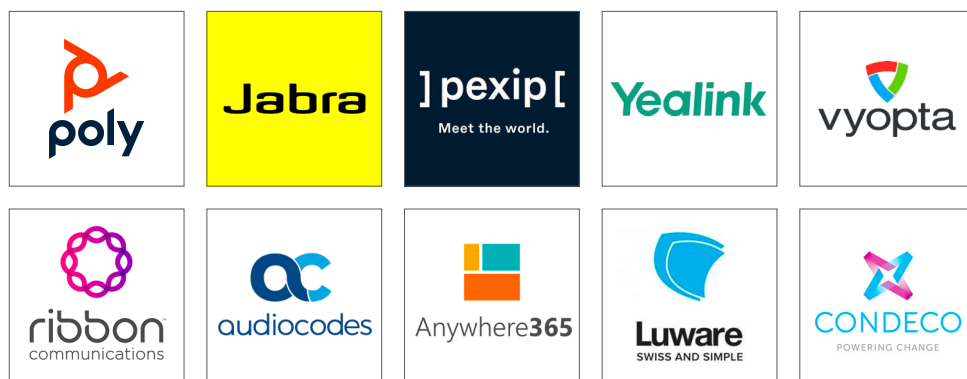
iCubed is a **Microsoft Center of Excellence** in Italy specializing in Microsoft 365 and Azure architectures. We offer consulting and training services for medium to large companies, ensuring high standards of quality and flexibility in all phases of the project.

We have gained solid experience at the international level and we can assure business needs thanks to hardware and software partnerships that complement Teams' offer as a business communication system.

Delivering Success Outcomes

The PBX change, and more generally the way we communicate, is always seen with great concern by users. To have a good user experience, we have developed a communication process, survey and corporate training involving users from the very first stages of the pilot and accompanies them through to final adoption. This process ensures a smooth transition and a very positive acceptance by the user.

Tecnology Partner Ecosystem



Voice Site Survey

The PBX replacement requires a complete environmental discovery to evaluate all aspects relating to your IT and telephony infrastructure, networking, and operations to confirm that your organization is ready to implement the solution.

Thanks to the cross-industries experience gained in the last 10 years implementing Microsoft-based telephony solutions, we have created a tool that allows us to collect all the necessary information in order to plan a correct implementation of Teams as a voice system. This tool generates the Bill of Materials, including Microsoft 365 licenses/add-on, SBC configuration and licenses, Audio devices and Headsets, A/V devices and third-party tools.



Phase	Outcomes	Activities
PLAN	<ul style="list-style-type: none"> ✓ Capture business requirements. ✓ Define architecture and approach. ✓ Assess readiness. ✓ Undertake remediation and preparation. 	<ul style="list-style-type: none"> ✓ ENVISIONING Workplace Vision Workplace Discovery Workshop Workplace Business Cases Workplace Roadmap ✓ ASSESSMENT Network and Voice Assessment User adoption and reporting ✓ DESIGN High and Low Level Design Migration and Transition Plan User adoption and reporting ✓ PREPARATION Voice and Video Optimization Voice Site Preparation
DELIVER	<ul style="list-style-type: none"> ✓ Deliver high quality Microsoft Teams Online services on a site by site basis while driving adoption and initiating operations. ✓ Identify personas to target new features and capabilities as these are released 	<ul style="list-style-type: none"> ✓ DEPLOY Video / Voice / Endpoints / Messaging LoB Applications Implementation ✓ ENABLE Test and enablement ✓ ADOPT End User Training
OPERATE	<ul style="list-style-type: none"> ✓ Maintain and enhance the delivery of a high quality and reliable Microsoft Teams Online service to end users over time 	<ul style="list-style-type: none"> ✓ MONITOR / REPORT User adoption and reporting ✓ SUPPORT / RUN Technical support and hardware replacement
ADD-ON	<ul style="list-style-type: none"> ✓ Video conferencing integration strategy ✓ Telecom Cost Analysis ✓ Licensing strategy ✓ Software + hardware evaluation ✓ Voice Site Survey ✓ End-User communication and training strategy ✓ Migrate to a Global SIP Provider 	