

Enterprise Telephony Modernization Accelerator



Over the years, businesses have continued to add multiple voice systems and platforms. Today, however, these businesses realize that simplicity is at the heart of the hybrid workplace, which means they are looking to unify their communication and collaboration stack, while reducing CAPEX spends.

Microsoft Teams Calling, a high-quality, integrated calling solution built on Microsoft Cloud, is enabling them to do just that, on their own terms and while leveraging their existing investments.



Teams Calling saves 1.25 hours per week per employee, on average and has a payback period of less than 6 months after going live.*

Simplify your telephony modernization journey

While most businesses understand the importance of modernizing their voice systems, they are uncertain about how to approach it, what systems and use cases to prioritize. They may be using a different platform at the front office, a different one for customer service, and a different one for conference rooms and they may still want to make them work together, *somehow*.

At New Era Tech, we have our roots deep into enterprise telephony. Dating back to the days of OCS, our experience enables us to create a seamless interface out of whatever complexity and technology combination you bring to us.

In this accelerator, we will demonstrate our depth of knowledge and provide you a path to push through your telephony complexity and legacy barriers, while leveraging Teams Calling as the base platform.

Our delivery process



Assess

- Evaluate your current telephony and PBX environment, both from a technical and user perspective.
- Conduct network readiness assessment, including an analysis of bandwidth, call quality, ports and protocols, etc.



Envision and Plan

- Provide an overview of Teams Calling and determine your future telephony state.
- Create a plan to integrate existing solutions: VoIP, PBXes, hosted voice providers, etc.



Proof-of-concept

- Acquire the required licenses and configure Teams Calling platform for the pilot users.
- Deploy the solution and help you experience the integrated telephony system with a pilot group.



Share

- Socialize the engagement with the leadership.
- Share the telephony modernization roadmap, along with an operational plan.

 **Duration: 5 Days**

 **Cost: \$7,500**



Ready to get started? Get in touch with us.

Susan Barry, Partner Alliance Manager | susan.barry@neweratech.com

Case Study: Modernizing communication for Dana Manufacturing, a Fortune 500 manufacturer



Situation

Founded in 1904, Dana Incorporated is an American supplier of critical components for light vehicles, commercial vehicles, and off-highway equipments.

When COVID-19 caused the mass shift to remote work, Dana did not have company-wide policies or documented standards to dictate how employees would make calls, initiate or join conference meetings in a remote world. As a result, employees embraced whatever calling method they were most comfortable with, including Cisco Jabber softphone, Microsoft Teams softphone, various hard phones, headsets, and cell phones. Conferencing was convoluted and consisted of a non-standard mix of Zoom, Cisco Webex, GoogleMeet, and Microsoft Teams.

Solution

As Dana started adopting a permanent hybrid/remote scenario, they realized the need to standardize protocols and equipments.

Since majority users were using Teams as the primary communication and collaboration tool, New Era Tech worked with Dana to integrate the extensive on-premises Cisco UC solution with Teams Calling using the Direct Routing solution.

Behind the simplicity

New Era Tech deployed a pair of redundant Ribbon SBCs at Dana's two US Data Centers.



We then configured the dial plans on both systems to route calls according to need without the end-user modifying how they dial.



The new flow: A Cisco user picks up the phone and dials a five-digit number, and a Microsoft Teams user searches for the end-user and places a call.

Next steps

Dana is expanding the solution globally, by leveraging its data centers in Germany, providing the same seamless experience to everyone.

"New Era is a direct extension of our team. Our employees don't know where our team ends, and CX support starts – we are all one team, and I could not manage or support our employees without New Era".

Cathy Pawlicki, Global Director, Network and Telecom, Dana Inc.

About New Era Tech

New Era is a global technology solutions provider, offering end-to-end managed services with a consistent methodology for the entire unified collaboration environment. Our vendor-agnostic approach enables us to integrate and manage multiple vendors and collaboration technologies, including audio visual technology, telephony, audio conferencing, web conferencing, video conferencing, unified messaging, instant messaging, digital signage, and more.



12,000+
Customers



70+
Offices worldwide



**#52 CRN's Solution
Provider 500 List
for 2022**



**Solutions Partner for Modern
Work Enterprise**



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