

Paragon Micro Canada's **End-user Experience (EUX)** practice is proud to offer a professional service engagement for Canadian mid-sized organizations (500-1000 users), who are looking to standardize user collaboration on the **Microsoft Teams** platform. This offering is specifically tailored for clients who wish to enable telephony services on the Microsoft Teams platform, for which they have existing license entitlement.

Our Solutioning Philosophy

Paragon Micro's aim is to help our customers unlock business value through their technology investments using a 4-phased approach: we assess the current environment, design + implement a solution, and help your organization adopt + use the newly deployed technology to its fullest potential. Our north star is your business outcome, and as such, our goal is to have our you, our customer, be a testimonial and reference for us. In line with our approach, our End-user Experience (EUX) practice has developed an add-on to our MS Teams Migration and Adoption Services offering specific to **telephony capability enablement** within the Microsoft Teams platform.

Who is this offering for?

- Organizations looking for alternatives to on-premise voice solutions
- Organizations who have on-premise PBX or Call Manager solution, but no Contact Centre requirements
- Organizations who are looking to take advantage of soft phone capabilities within Microsoft Teams
- Organizations who are currently using a multitude of tools for collaboration and are struggling to standardize on a single platform using Microsoft Teams for collaboration and wish to add voice and telephony services
- Organizations who are challenged with lean IT staff that don't have dedicated voice/telephony staff
- Organizations lacking an end user onboarding and training plan for new technology rollouts
- Organizations looking for ways to increase remote worker productivity through telephony and collaboration services
- Organizations who wish to standardize on a single, secure, and highly integrated collaboration platform
- Ideal for existing Microsoft customers with 50+ seats of existing Office M365 licenses (E3 - E5)
- Organizations who already have or are looking to add Teams Enterprise Voice licenses including Audio Conferencing, Phones System, and Microsoft Calling Dial Plan

What are the benefits?

Standardizing your collaboration technology tools under a single platform offers a myriad of benefits including ease of management, operational efficiencies, as well as employee productivity improvements and job satisfaction.

Three categories of benefits to adopting a single MS Teams-based collaboration strategy:

Technical (IT) Benefits:

- Operational improvements due to centralized management and standardization
- Alleviate potential capacity constraints with on-premise solutions
- Improved data sharing governance policy control via SharePoint and O365 integration

Employee Benefits:

- A seamless collaboration experience enabling quick access to Office 365 applications like Outlook, SharePoint, Planner, Excel, Word, and the ability to collaborate on documents in real time
- Enhanced remote work efficiency capabilities via IM, video conferencing, recording/playback, as well as AI-enabled features such as real-time closed captioning and multi-language chat translation features

Business Benefits:

- Replacing expensive handset hardware with multi-purpose smartphone devices
ROI ratio estimate (50k project = 10:1 ROI over 5 years)
- Employee productivity improvements and a seamless work-from-home experience
- Lower operational costs and eliminating the need for capital investments in on-premise collaboration solutions

MICROSOFT TEAMS VOICE ENABLEMENT



The following services shall be delivered as part of a fixed cost engagement model. The approximate duration of the engagement varies from client to client, but a typical engagement should last no longer than 3 weeks.

Phase 1: Discovery:

Our highly qualified Microsoft Teams Voice SME will deliver the following services:

Perform discovery workshops to understand:

- Existing telephony configurations, use cases and workflows
- Existing telephony carrier arrangements and contacts
- Existing telephony software licensing costs
- Current and future Office 365 architecture guidelines around Enterprise Voice configuration
- Provide a configuration plan for Enterprise Voice in Office 365 with Microsoft Teams
- Provide a business cost assessment and return on investment with Microsoft Teams
- Deployment of Enterprise Voice in Office 365 with a Microsoft Teams framework and strategy for implementation.

This will include a review of:

- Phone System in Office 365
- Phone System with Calling Plans
- Phone System using Direct Routing
- Enterprise Voice deployment
- Teams devices (handsets, headsets, and meeting rooms)

In Scope

- Teams tenant licensing review
- Lite network readiness check

In Scope (Continued)

- Provide scenarios for Key Actions, such as:
- Phone System (Office 365) locations or offices for implementation
- Connection to the PSTN (Microsoft Calling Plans or Alternative Carrier)
 - Azure Voicemail Service
 - Dial plans
 - Voice Policies
 - Call queues
 - Auto attendants
 - Call Delegation
 - Emergency Dialing (E911)
 - Devices and Room Systems
- Set up and enable Phone System and PSTN Connectivity
- Configuring Phones System Services including:
 - Dial plans
 - Voice Policies
 - Call routing
 - Call park
 - Emergency Dialing (E911)
 - PSTN Connectivity/PBX integration
 - Azure Voicemail Service
 - Auto Attendants
 - Call Queues
 - Delegate Call Handling
- Voice user personas and devices workshop
- Pilot deployment – up to 25 users

Deliverables

- Assessing, Envisioning and Planning Workshops
- Assessing current Telephony costs and Microsoft Team Enterprise Voice ROI
- Build, Configure and Stabilize Microsoft Teams Enterprise Voice Architecture
- Deploy Microsoft Teams Enterprise Voice Pilot

Assumptions

- Client will provide Microsoft 365 Teams Enterprise Voice licenses including Audio Conferencing, Phone System and Microsoft Calling Dial Plan
- Existing DID number porting is out of scope for the POC
- No remediation will be performed on the existing Microsoft 365 Teams environment

Total Cost

\$10,000 fixed-cost

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Call Us to Find Out How We Can Support Your Goals
When It Comes to Microsoft Teams



Microsoft Teams
Governance, Migration, and Adoption Services

