

## Calling for Microsoft Teams

### Presidio Solution Overview



Recent years have seen wide adoption of Microsoft Teams for collaboration and meetings. Now companies are looking to increase the value of their Office 365 licensing by evaluating Microsoft Teams for telephony services, replacing aging phone systems and consolidating the number of applications on employee desktops.

#### CALLING FOR MICROSOFT TEAMS PROOF OF CONCEPT

Presidio can help determine if Calling for Microsoft Teams is the right fit for your organization by letting your users experience it for themselves with a Proof of Concept (POC).

- ◆ Design workshop
  - Review business requirements and define success criteria
  - Review overall features, functionality, and best practices, including security considerations
  - Review networking requirements
  - Review dynamic emergency calling (E911) requirements
  - Create a testing and validation plan
- ◆ Configure global and user voice polices
- ◆ Configure features and functionality
  - Configure Teams native desk phones
  - Configure call park and call pickup
  - Configure shared lines, hunt groups, and auto attendants

Microsoft  
Partner



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Silver Security



#### CALLING FOR MICROSOFT TEAMS IMPLEMENTATION

From POC to global rollout, Presidio can assist with complex scenarios such as Session Border Controller (SBC) configuration for direct routing, legacy phone system integration, analog conversion, and 3rd-party applications such as call recording, attendant console, and contact center. These components act as building blocks that bridge the gap between current and future state.

- ◆ Configure Direct Routing
  - Install, license, upgrade, and configure a certified direct routing SBC
  - Assist with firewall, DNS, and certificate generation
  - Configure PBX integration including SIP trunks, call routes, translations, and transformations
- ◆ Assist with phone number porting to Operator Connect, Direct Routing-as-a-Service, or Microsoft Calling Plan
- ◆ Install, license, upgrade, and configure analog devices
- ◆ Integration of 3rd-party applications

#### PRESIDIO PROJECT MANAGEMENT

Presidio will provide a project manager experienced in best practice methodologies that owns the responsibility for scope, schedule, and budget.

- ◆ Project plan development and management
- ◆ Regularly scheduled status meetings
- ◆ Agenda, meeting minutes and risk tracking

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