Spark Enhanced Teams

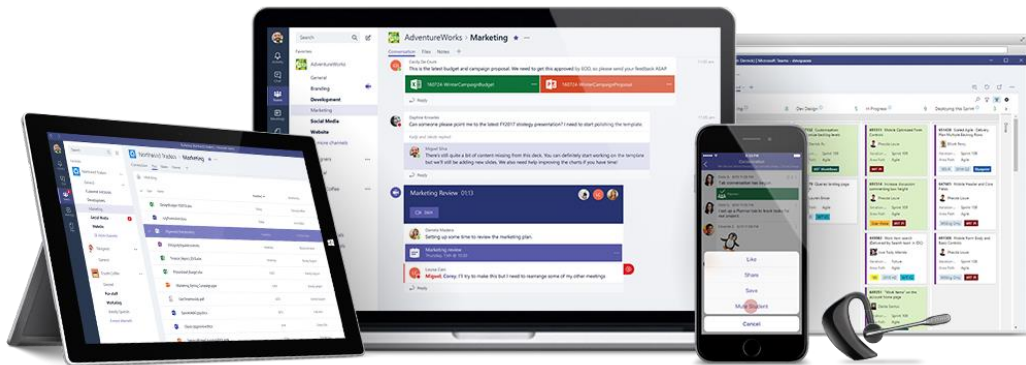## Adding value to Microsoft Teams with Spark

Office 365 and Microsoft Teams

Microsoft Office 365 delivers the power of cloud productivity to businesses of all sizes, helping save time, money, and free up valued resources. Office 365 combines the familiar Microsoft Office desktop suite with cloud-based versions of Microsoft's next-generation communications and collaboration services—including Microsoft Exchange Online, Microsoft SharePoint Online, Office Online, and Microsoft Teams to help users be productive from virtually anywhere across the Internet.

Microsoft Teams is Microsoft's next generation for Unified Communications and Collaboration, replacing Skype for Business Online as primary app for Voice, Video and chat. Teams brings together the full breadth and depth of Office 365, to provide a true chat-based hub for teamwork and enable a more open, fluid, and digital environment.

Teams provides a chat capability, calling, video calling and conferencing, easy access to other components of Office 365 as well as a robust extensibility story. This provides a hub for teamwork that is appropriate for enterprise companies, small organizations and everyone in between.

Teams can run on almost any device, Laptops and Smartphones, Windows, Apple, or Android.

Commercial in Confidence

Spark Enhanced Teams

Spark views Microsoft Teams holistically, and is building products and services attached to Teams in a number of different areas:

- Teams Calling – Add PSTN Calling to Microsoft Teams with Spark
- Teams Meetings – Experience Microsoft Teams Video Conferencing
- Teams Devices – Use Microsoft Teams to collaborate in Huddle Spaces
- Teams Events – Run Presenter style meetings to 100s of participants using Microsoft Teams Live Events, Microsoft Stream and Kollective.

The remainder of this document describes Teams Calling in more depth.

Note that both Teams Calling and Teams Meetings are available to both the commercial and government sectors (through TaaS). The functionality and benefits of Teams Devices and Teams Events can be made available to government agencies as off-catalogue offerings.

Teams Calling

Teams Calling adds PSTN calling to Microsoft Teams running in Office 365. By integrating your Office 365 tenant with Spark's Teams Calling service, Microsoft Teams becomes your staff's primary tool for internal and external calling.

Spark's **Teams Calling** enables secure, highly available and geographically diverse PSTN phone calling to Microsoft Teams, and provides the following benefits to end customers:

- No upfront CapEx cost for hardware.

- All calling to NZ & AUS Local, National & Mobile

- Managed support offering with incident management 24x7.

- Highly available solution design, accredited by Microsoft.

- Voice Connect SIP trunking service.

- Support for Common Area Phone devices and certified handsets.

- No requirement for on-premises infrastructure. Solution is hosted within Spark datacentres.

- Sparks Voice for Microsoft Teams product comprises a hosted Direct Routing solution as a managed service with one base support construct.

Service Diagram

The below image depicts the high level solution architecture of Teams Calling.

Teams Calling for the commercial sector is delivered from two Spark Service Delivery Platform datacentres in Auckland and Wellington.

Teams Calling TaaS for the government sector is delivered from the all-of-govt Revera datacenters in Takanini and Trentham.

Architecturally, both services are similar with geo-diversity across datacentres and Direct Routing connecting to Teams. The Govt TaaS service has the additional benefit of HA (High Availability) within each datacentre where there is a pair of SBCs at each datcentre. The Govt TaaS service additionally supports connection from the TaaS GNet network.
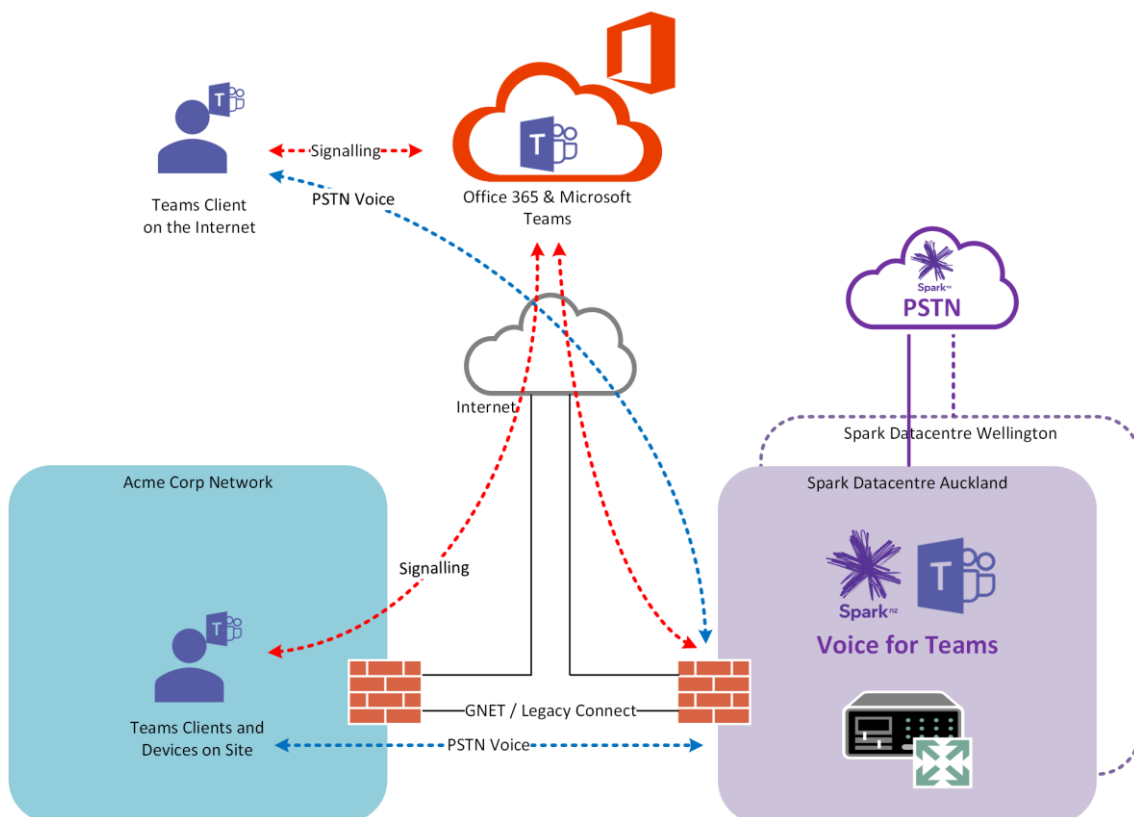
Microsoft Teams Voice Features

Microsoft Teams with Spark Voice for Teams enables following PBX features:

- **Auto Attendants** provide an automated system for call treatment. Auto attendants interact with the callers by using speech recognition or DTMF (touchtone) input, and help to determine the destination of the call. Callers can be presented with a customized menu to support routing to different departments, or they can perform a directory search be routed directly to a person they are looking for.

- **Using Call answer/initiate** (by name and number), you can answer inbound calls with a touch and place outbound calls either by dialing the full phone number or clicking a name in Teams.

- **Call delegation** and call on-behalf enables you to make or answer calls on behalf of a manager you support. Notifications make it clear to all participants when calls are being answered or made for someone else.

- **Call forwarding, and simultaneous ring** allow you to set up forwarding rules so your calls can go with you anywhere, and you can forward calls to colleagues or to voicemail.

- **Call history** allows you to keep track of all your conversations in one place, whether those conversations are from IMs, phone calls, or impromptu and scheduled meetings.

- Use **call hold/retrieve** when multiple calls occur at the same time. When you answer the next inbound call or place an outbound call, and your current call goes on hold automatically.

- C**all queues** allow you to implement an automated call distribution system for incoming calls and match the caller with an available agent. Custom music on hold and custom prompts can be uploaded for use with a call queue.

- **Call transfer** (blind, consult, and mobile) transfers calls between your PC, IP phone, mobile device, or tablet.

- With **caller ID**, calls from inside your company display a detailed caller ID that pulls information from your corporate directory, showing you a picture and job title instead of just a phone number.

- **Call waiting** notifies you when a call comes in while you're on a call or in a meeting, giving you a quiet notification in addition to a regular notification, so you can accept the call or route it to voicemail.

- **Call Park** allows calls to be parked and an orbit code to be socialised that allows another Teams endpoint to pick up the parked call.

- **Clients for PC, Mac, and Mobile** gives you calling features on devices from tablets and mobile phones to PCs and desktop IP phones.

- **Device switching** enables you to play your call or meeting on another device.

- Use **distinctive ringing** to play different ringtones for the different types of calls you get every day, so you quickly know who is calling you.

- **Do-not-disturb** routing controls your inbound communications with presence, enabling you to block all incoming communication except from those you specifically indicate.

- **Integrated dial-pad** allows you to dial by name or by number anywhere in the search bar and in the dial pad, speeding up the process of making outbound calls.

- **Qualified IP desk phones** allows you to choose from a variety of desk phones that are compatible with Microsoft Teams.
- **Team calling** sends your calls to your team either immediately or after a set time period. ---
- **Voicemail** includes personalized greeting, message waiting indicator, and reply with call. You can have all of your voicemail deposited in your Exchange mailbox and made available through Microsoft Teams on your PC, mobile device, and IP phone. Voicemail for Teams also includes active transcription of voicemail messaged directly within the Teams interface.

Office 365 Requirements

Spark Teams Calling enables PSTN calling for your Microsoft Teams users in Office 365. To use Teams Calling the following Office 365 pre-requisites must be met:

- User identity must be available in Office 365 – this can be by synchronising identity from on-premise Active Directory services or by utilising Azure Active Directory services.
- For a full user experience, mailboxes should exist within Exchange Online.
- Users must be enabled for Microsoft Teams and be able to sign into the service from their desktop clients.
  (Note: some functionality such as conference join and PSTN calling are not available via WebRTC).
- The Customer must have the required Office 365 and Phone System add-on licenses to support Phone System Direct Routing for Microsoft Teams.
    - Office 365 E5
    - Office 365 E1 with Phone System add-on
    - Office 365 E3 with Phone System add-on
- The Customer must add Spark's SBC subdomain to their respective tenants and enable Spark access to configure the voice routing.
- The Customer must enable a Microsoft Skype for Business and Microsoft Teams administrative account within their Office365 Tenant for Spark onboarding and BAU support.
- The Customer's infrastructure must meet one of the supported topologies for migration or consumption of Microsoft Teams.

Pricing

NOTE: All pricing for Teams Calling + Devices has not been confirmed.

	Teams Calling User	Teams Calling User with headset	Teams Calling user with delux headset	Teams Calling user with a deskphone	Teams Calling conference phone
0-499 Users	$20.00	TBD	TBD	TBD	TBD
500-999 Users	$18.00	TBD	TBD	TBD	TBD
1000-1499 Users	$16.00	TBD	TBD	TBD	TBD
1599-1999 Users	$15.00	TBD	TBD	TBD	TBD
2000-2499 Users	$13.00	TBD	TBD	TBD	TBD
2500+ Users	$12.00	TBD	TBD	TBD	TBD

Teams Calling is delivered in two phases: Establishment and Transition.

Establishment includes customer setup on voice gateways, set up of SIP Trunks, configuration of Office 365 tenant, and migration of 10 DDIs (or creation of new) on to the Teams Calling off-net service (internet delivered). The intention is to provide customers with a quick and cost-effective way to evaluate the functionality of Teams Calling.

Establishment is a fixed cost of $6,000, or $3,500 where a Spark domain partner manages the customer's IT infrastructure.

The Transition phase covers all additional services related to the post-Establishment rollout, such as audio device procurement, a network readiness assessment, on-net WAN connection, project management, PBX integration for coexistence and migration, professional services for end-user training etc. Transition is priced as a Statement of Work.

Teams Meetings – Teams Room Systems

Teams Meetings – Teams Room Systems offer smarter ways to connect and work together in the ever-changing workplace.

Enable intelligent communications. Bring intelligent meetings and calling experiences to life. Teams Devices are built to help you get the most out of Teams so you can connect and collaborate more effectively.

Designed to fit your work space and work style. Teams devices are purposely designed for your specific work space. Teams Meetings has a Teams Room System to fit all of your meeting rooms and collaboration spaces.

Collaborate with confidence. Teams Devices are certified and deliver reliable, secure, high-quality voice and video to ensure you are seen and heard. Devices can be provisioned and managed at scale through the familiar Office 365 admin center.

Teams Meeting room solutions can be delivered to government agencies via Spark's TaaS Meeting Room Services, as well as to the commercial sector.

Room System Components

The Microsoft Teams Room solution is made of the following components:

Table Top Touch Screen Control

The HP Elite Slice running Teams Room System provides the Centre of Room control, a Microsoft Teams interface with calendar display and One Touch Join

Speaker Phone and Microphones

Polycom Trio 8500 is equipped with the industry's most advanced sound quality including HD Voice and Polycom® Acoustic Clarity™ technologies which combines industry-leading full duplex, echo cancellation, and noise reduction with advanced voice processing. With 14ft/4.3m of pick up, it is ideal for the midsize conference room.

Camera

Polycom® EagleEye™ cameras provide the ultimate experience to optimize video collaboration.

- **Polycom EagleEye IV USB** camera provides a best-in-class quality video collaboration experience for Microsoft-certified Teams Room Systems. Certified by Microsoft as a Skype Room System camera peripheral, Polycom EagleEye IV USB delivers a premium HD video experience with a pan, tilt and 12x optical zoom capability suitable for medium and large sized meeting spaces.

- **EagleEye Director II** takes video conferencing and conference room web cameras to the next level, with people tracking technology as it automatically zooms in on an active speaker without the use of a remote control or camera presets.

All-in-one

Poly Studio combines business-class performance with simplicity for small rooms and huddle spaces. Our USB video bar makes connecting easier than ever, with plug-and-play functionality that works with nearly any video platform and any budget.

Screens and Cabling

Spark can deliver and install your choice of either single or dual 55" or 65" screens, with wall mounting, and in room cabling.

Interactive Solutions

This solution is the latest version of the **Microsoft Surface Hub**. It includes an interactive touch display supporting the Microsoft Whiteboard app, as well as an onboard Windows 10 computer powering a fully integrated Teams Meeting experience.

The rolling stand bundle includes:

55" Surface Hub 2S + 3YR Warranty + Steelcase Mobile Stand + 2x Surface Hub 2 Pen

Small Rooms

The Spark Enabled Teams – Teams Room System includes HP Elite Slice with Microsoft Teams Room, Poly Studio provide camera and audio. This solution is ideal for rooms that seat up to eight people. The product provides a simple user experience for all of your small conference rooms and collaboration spaces.

Includes:

- HP Elite Slice for Meeting Rooms with Skype Room System
- HP Centre of Room Control
- Poly Studio conference system
- LG 55" 4k Display with Wall Mountings

- Content Sharing Adapter
  - HDMI
  - Display Port
  - Mini Display Port
  - USB type-C
  - Lightning Connector
- Installation
- 36 Month Hardware Maintenance

Optional:

- Dual Displays
- On-Site Support
- Polycom Pano for wireless content sharing

The small room and huddle space setup is for when the table meets the screen and there is no need to run cables over the floor.

Medium and Large Rooms

The Spark Enabled Teams – Teams Room System includes HP Elite Slice with Microsoft Teams Room, Polycom Trio Audio Device and Polycom Eagle Eye IV or EagleEye Director II camera. This solution is ideal for rooms that seat eight or more people. The product provides a simple user experience for all of your medium and large conference rooms.

Includes:

- HP Elite Slice for Meeting Rooms with Skype Room System
- HP Centre of Room Control
- Polycom Trio conference phone
- Polycom Eagle Eye IV or Director II Camera
- Dual LG 65" 4k Display with Wall Mountings
- Content Sharing Adapter
  - HDMI
  - Display Port
  - Mini Display Port
  - USB type-C
  - Lightning Connector
- Installation
- Port Replicator
- 36 Month Hardware Maintenance

Optional:

- Single Display
- On-Site Support
- Polycom Pano for wireless content sharing

The medium and large room configuration features an extension module to minimize the number of cables that need to be run between the control unit on the table and the screens and camera mounted on the wall.

Teams Meetings – Video Interoperability with Polycom RealConnect

Video Interoperability Simplified – Polycom RealConnect Service is a cloud video interoperability service that lets existing video conferencing technologies connect into Microsoft Teams or Skype for Business meetings. Polycom RealConnect enables you to move to Microsoft Teams while still leveraging your investment in existing Video Conferencing systems.
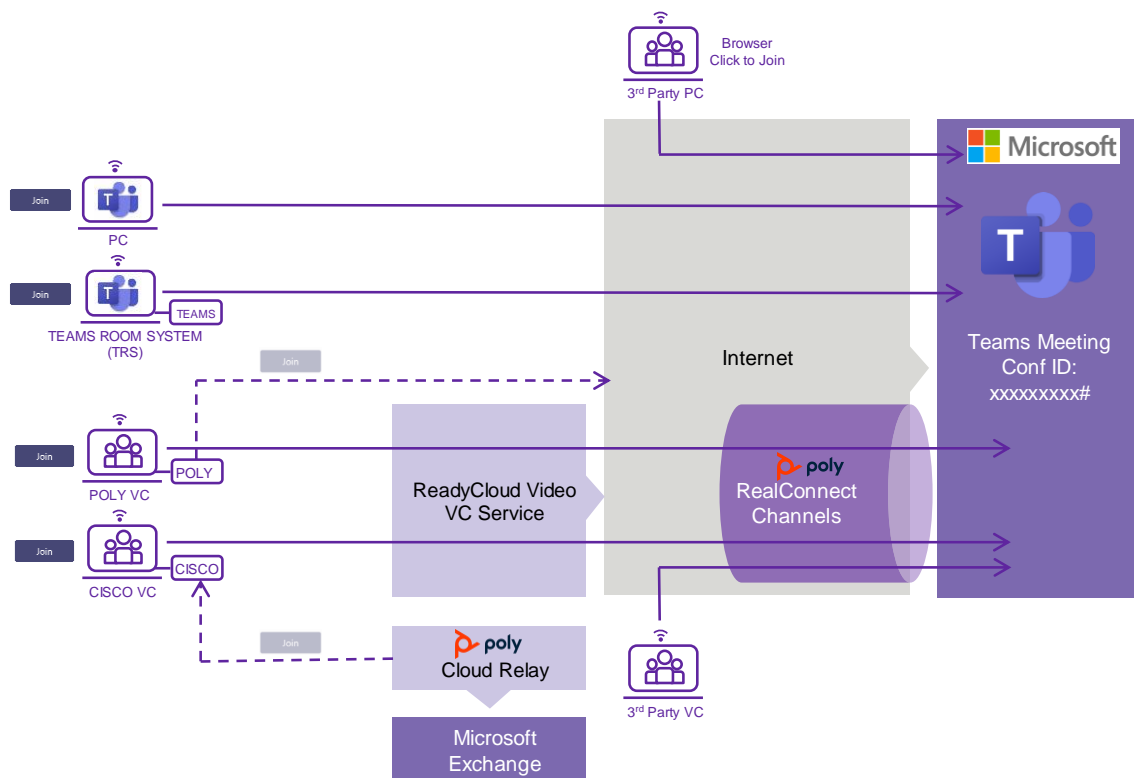
RealConnect service integrates with Microsoft Outlook to make it simple to schedule meetings across Microsoft Teams, Polycom, Cisco and other standards-based room systems. Polycom One Touch Dialing makes meetings simple to join.

Hosted within Microsoft Azure Cloud and operated and supported by Polycom.
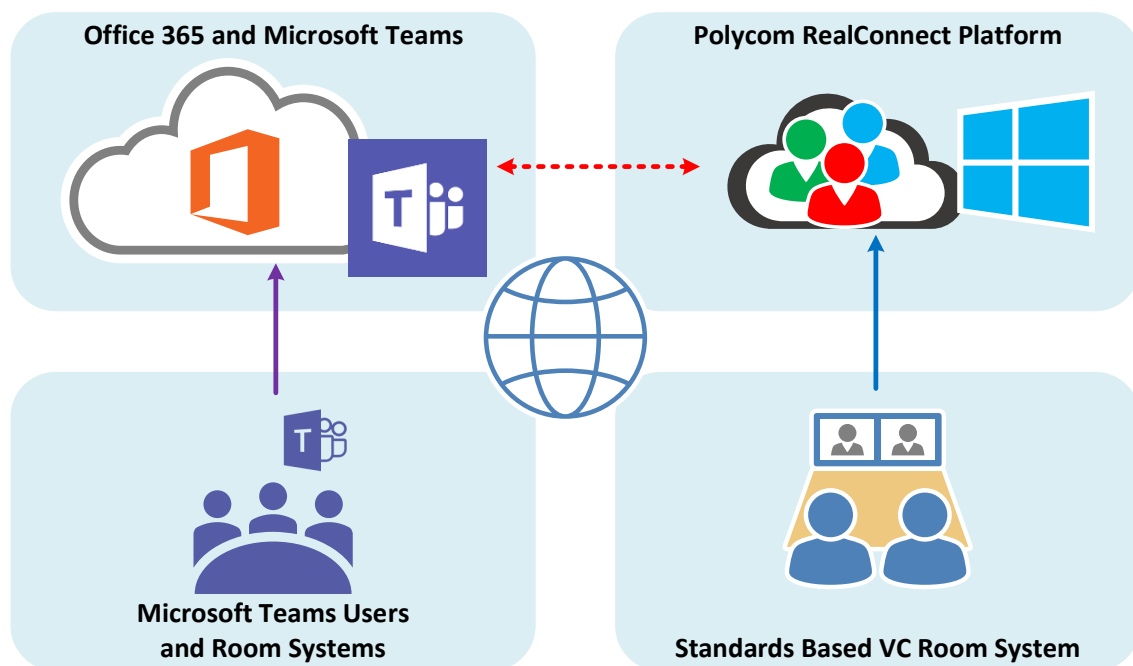
Teams meeting invites will include a SIP address to allow the customers and 3rd party VC rooms to join their Teams Meetings. Each call will consume one of the customers RealConnect Chanel licences.

To simplify the meeting experience further the Poly Cloud Relay service integrates with Microsoft exchange to extend the One Button Join experience out to a Cisco VC room touch panel.

Browser
Click to Join

3rd Party PC

Join

PC

Join

TEAMS

TEAMS ROOM SYSTEM
(TRS)

Join

Join

POLY

POLY VC

Join

CISCO

CISCO VC

Join

ReadyCloud Video
VC Service

Internet

Microsoft

Teams Meeting
Conf ID:
xxxxxxxxx#

poly
RealConnect
Channels

poly
Cloud Relay

Microsoft
Exchange

3rd Party VC

Teams Devices

Spark Enhanced Teams can provide devices for all your Microsoft Teams requirements.

A full range of Poly (formerly Plantronics) headsets certified for Microsoft Teams.

Headsets that can cater to all staff needs, including wireless Bluetooth and DECT, wired, double and single ear, and speakerphone options. All headsets are certified for Microsoft Teams and Skype for Business, and qualified for Cortana and hands free usage.

A full range of Poly and Yealink Media Phones supported by Microsoft Teams.

Deskphones with options including touchscreen, colour and monochrome screens, and expansion modules.

Inventory and lifecycle management

Cloud based lifecycle and inventory management for deskphones and conferencing phones.

Quick replacement of failed devices

Next day replacement of faulty handsets while under warranty.

No big hardware bills

Devices for Microsoft Teams are ordered on a monthly rate for a fixed term.

Teams Devices: Headsets

Spark Enhanced Teams has a full range of Plantronics headsets available. All headsets are certified for Microsoft Teams, and qualified for Cortana and hands free usage.

Device	Features	Ideal for	Price
Voyager Focus UC	• Bluetooth USB mini adapter • Active Noice Cancelling • 12 hours talk time on a single battery change • Desktop charging stand	Office workers Receptionists	$x per month on an 18 month term
Voyager 8200 UC	• Dual-mode active noise cancelling • Bluetooth with extended range – up to 30 meters from supported Bluetooth Class 1 devices • Extended battery provides up to 24 hours of music and calls • Boomless design features dual omni directional microphones and enhanced noise cancelling	Executives	$x per month on an 18 month term

Blackwire 725 series	• Corded USB headset • Active Noise Cancelling • Inline controls for volume, answer and mute.	Office workers	$x per month on an 18 month term
Blackwire 3200 series	• Corded USB headset • Noice cancelling mic • USB and 3.5mm connectivity • Inline controls for volume, answer and mute • Available with both single or double • Light and durable for all day use	Office workers Receptionists	$x per month on an 18 month term
Voyager 6200 UC	• Active Noise Cancelling • Neckband with earbuds • Bluetooth with extended range – up to 30 meters from supported Bluetooth Class 1 devices • Up to 9 hours of talk time	Mobile workers Receptionists Executives	$x per month on an 18 month term

Voyager 5200 UC	• Four mic noise cancelling • WindSmart technology • Voice Control • Bluetooth with extended range – up to 30 meters from supported Bluetooth Class 1 devices • Moisture resistant	Mobile workers Receptionists	$x per month on an 18 month term
Voyager 4200 UC	• Wireless Bluetooth headset • Up to 12 hours of talk time • Call answer/end, mute and volume controls • USB-A or USB-C connectivity	Virtual workers	$x per month on an 18 month term
Savi 8200	• Active Noise cancellation • Noise cancelling microphone with close conversation limiting • DECT wireless with up to 180m range • Up to 13 hours talk time	Receptionists	$x per month on an 18 month term

Elara	• Mobile phone station to enhance Smartphone collaboration • Wireless and Corded phone charging options • Headset Integration • Built in Speaker Phone • Optional Handset	Office Workers Executives Mobile Workers	$x per month on an 18 month term

Calisto 7200	• Bluetooth Speakerphone with 4 directional microphones • USB and Bluetooth connectivity • Battery provides up to 6.5 hours talktime	Virtual Workers	$x per month on an 18 month term

Teams Devices: Deskphones

Devices for Teams has a complete range of Polycom Desk phones available. All desk phones are certified for Microsoft Teams and Skype for Business.

Device	Features	Ideal for	Price
Plantronics Elara	• Mobile phone station to enhance Smartphone collaboration • Wireless and Corded phone charging options • Headset Integration • Built in Speaker Phone • Optional Handset	Mobile Workers Hot desk Workers	$x per month on a 24 month term
Yealink T58A	• TBD	Exec deskphone	$x per month on a 24 month term

Yealink T56A	• TBD	Exec deskphone	$x per month on a 24 month term
Yealink T55A	• TBD	Deskphone for knowledge worker or shared space.	$x per month on a 24 month term

Polycom Trio 8500	• Simple to use touch screen interface • Calendar integration and one touch join • 4.3m microphone pickup range	Meeting Room Phone	$x per month on a 24 month term

Teams Events

Improving the performance of Microsoft Teams Events and Skype for Business Broadcast Meetings.
Note that Teams Events can be delivered to government agencies as an off-catalogue offering.

What Is Kollective?

Want large scale video broadcast events but don't have the bandwidth?

Kollective is a cloud based Enterprise Content Delivery Network (ECDN) and Analytics platform that integrates with Microsoft Teams Events and Skype for Business Broadcast meetings in Office 365 to optimize video traffic across your network.

Kollective have partnered with Spark to enable better Microsoft Teams Events and Skype Broadcast meetings for our customers.

Who is Kollective for?

Kollective is targeted at Businesses and Enterprises using Office 365 for Video Conferencing and wanting to run All Hands meetings to hundreds of participants.

What Else can Kollective Do?

- Kollective Analytics integration with Microsoft Stream, Teams and Yammer serves dashboards based on an employee's role, so they can easily see the metrics that matter most to them. In just two clicks, content owners can see how their video performs, and network admins can watch a videos impact on the network.
- Kollective integrates with Microsoft System Centre for software delivery across the network. Deploying and maintaining Windows as a Service (WaaS) will severely impact any enterprise with a distribution point (DP) network infrastructure. Kollective simplifies the delivery of Windows' major monthly and semi-annual updates and accelerates your Windows 10 migration.
- The Kollective Video on demand portal (VOD) is an effective way to deliver important content to your employees, but creating and sharing those videos should be easy or it won't happen. MediaCenter, Kollective's video on demand portal, is customizable, interactive, mobile, and secure.The cloud-based video platform is highly configurable, fast to deploy, and an effective tool for professional development, and formal trainings.

How Kollective Works
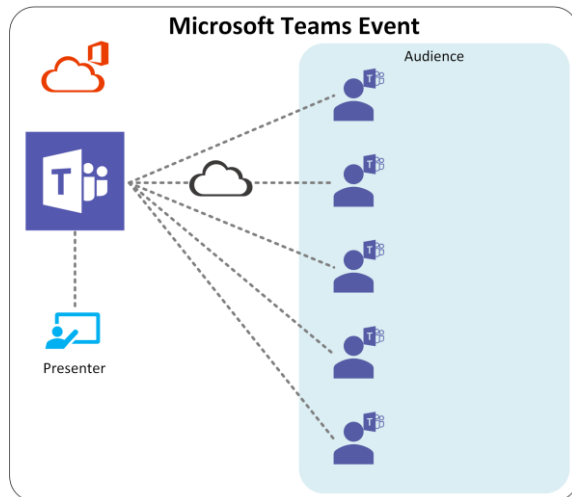
Kollective is a cloud based Enterprise Content Delivery Network (ECDN), integrated into Office 365 and deployed as a ECDN agent to corporate PCs and Laptops.

In a Microsoft Teams Event, or Skype for Business Online Broadcast Meeting each participant will have an individual session to Microsoft Azure Streaming services to receive video content.

When integrated to Kollective the ECDN agent will cache content and deliver to other agents on the Corporate LAN. This content sharing reduces internet bandwidth consumption by over 90%.
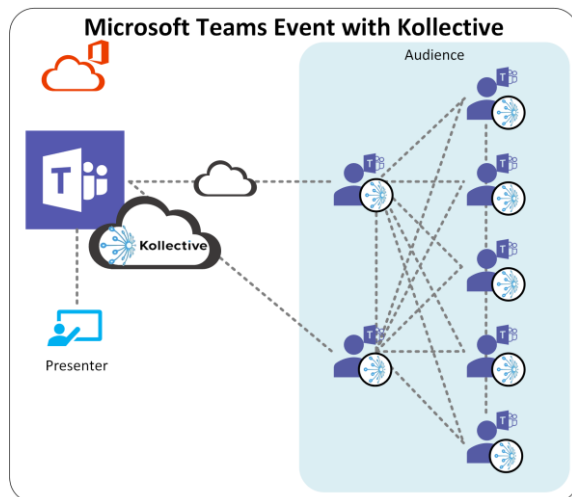
The Kollective Analytics portal collects network data and provides insights into network performance and bottlenecks.

Deployment is simple:

- The Office 365 Tenant is integrated with Kollective
- A light weight agent is installed on company laptops and PCs.
- Firewalls and Proxies are configured to allow video to stream from Kollective

More Information

For more information talk to the Voice and Collaboration Tribe, and Business Collaboration Squad.

Kollective Online Brochure:

https://kollective.com/ecdn-solutions/microsoft/stream/