

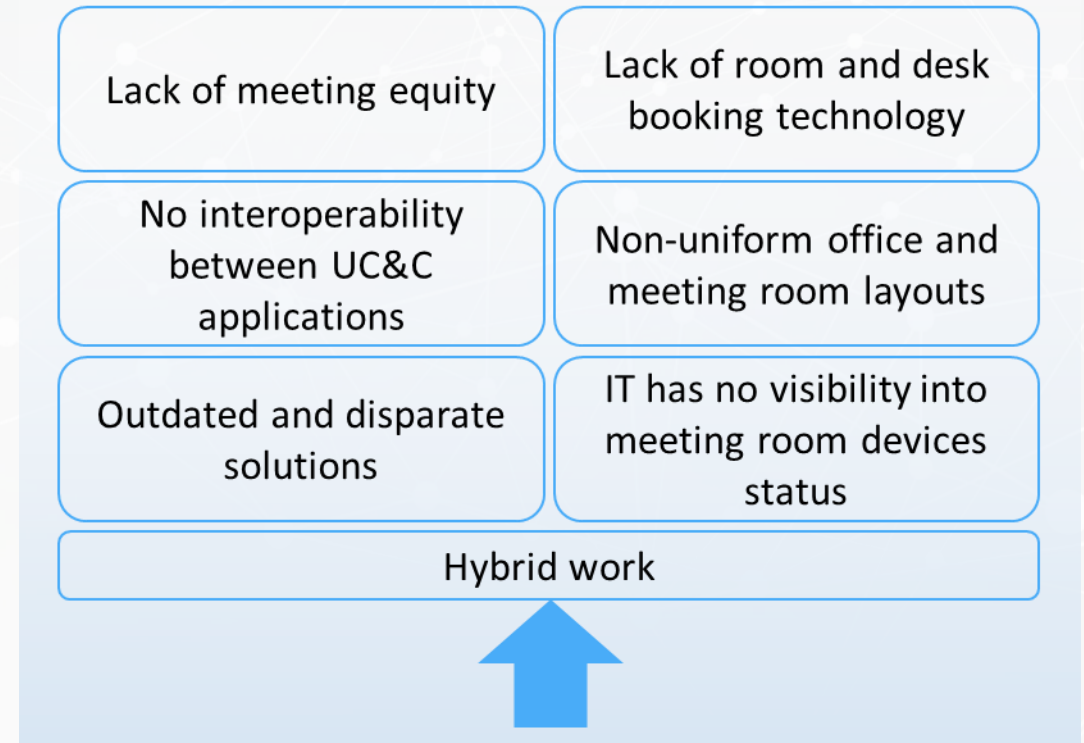
GLOBALRAPIDE ENDPOINT MANAGEMENT FOR MICROSOFT TEAMS ROOMS

Seamless control.
Smarter collaboration.



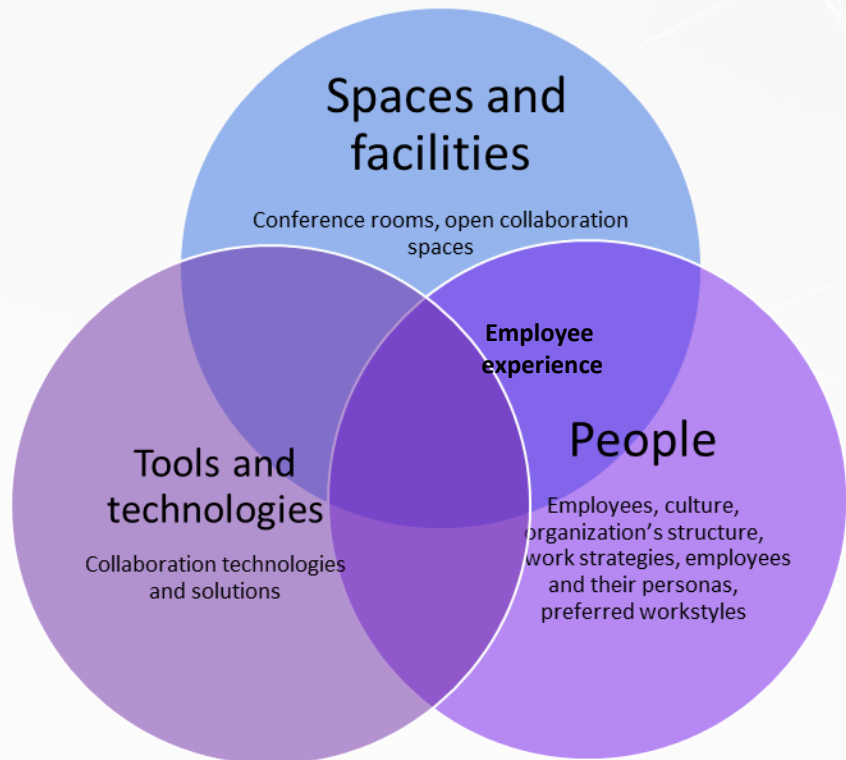
COLLABORATION PAIN POINTS IN ENTERPRISES

- Attracting employees back to the office has become a big challenge for enterprises globally.
- Many enterprises are finding that collaboration in the hybrid workplace cannot be addressed using spaces and layouts developed before COVID-19.
- A mix of legacy and old technologies that do not talk to each other and unclear hybrid work strategies are further exacerbating the collaboration problems.



DRIVE EMPLOYEE EXPERIENCE BY BLENDING PEOPLE, TECHNOLOGIES, AND SPACES

To address meeting room challenges, the focus should be on understanding your employees and their collaboration requirements



Spaces and facilities
What kind of spaces do we have?

- Huddle spaces
- Small, midsize, and large meeting rooms
- Open collaboration spaces
- Hotdesking spaces
- Phone booths
- Common areas
- Curated spaces
- Private office
- Dedicated desk spaces

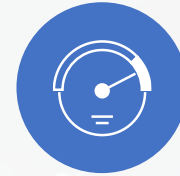
Tools and technologies
What tools and technologies do we use/require?

- Room scheduling
- Wayfinder software
- Collaboration boards
- Whiteboard camera
- Video conferencing kits
- Wireless sharing solutions
- Monitoring, reporting, and analytics tools

People
What are the workstyles and culture of our organization?

- Organization's culture
- Work styles and preferences
- Management style

WHY YOU NEED TATA COMMUNICATIONS GLOBALRAPIDE ENDPOINT MANAGEMENT



ENHANCED PRODUCTIVITY

Connect and collaborate faster, to get more done



MORE CONVENIENCE

Make any location a Teams space, wherever your people are



FASTER TIME TO MARKET

Enjoy efficient deployment, management and migration



SIMPLIFIED ENVIRONMENT

Consolidate multiple platforms and vendors, integrate all devices

HOW DOES TATA COMMUNICATIONS GLOBALRAPIDE END-POINT MANAGEMENT WORK



Smarter management for Device Ecosystems

'Room aware' framework detects nearby devices and tracks functionality across the entire group



Intune-based enrolment and policy enforcement

Intune/AAD-powered device enrolment - apply compliance and CA policies utilising the existing Intune pipeline



Consistent management across device types

Perform management tasks (e.g. software updates) across all devices in a group/ location, regardless of manufacturer and model



Telemetry and data-driven diagnostics / insights

Continuous device health monitoring to proactively detect issues, plus advanced insight based on utilization metrics and more



Low friction for SMB / Enterprise

Zero-touch enrolment flow makes device provisioning simple and fast, without interruption for your users



Manual / Dynamic Device Grouping

Manual and dynamic grouping



Scheduling of updates and other activities

Automate the management of devices to keep users connected, and your deployment secure



Location-Aware Device Policies

Enjoy closer control when performing software updates and other management tasks on devices - down to individual building level



Fully managed services

- Microsoft licensing
- Legacy transformation
- Change management
- End-point and its management

WHAT YOU GET



SIMPLIFYING ENDPOINT CHALLENGES OF MICROSOFT TEAMS ROOMS



















Envisioning	Enablement	Usage	Support
Infrastructure migration (Exchange, SfB, AAD)	Licensing	A/V peripherals setup	Physical Device Remediation and Break-fix
A/V enhancement options (peripherals)	Hardware OPEX vs CAPEX offers	Microsoft Teams Rooms Managed Services Device Setup and Test	Teams Rooms Managed Services
Advisory	MTR Supply and Procurement	User Adoption / Training	Infrastructure and Teams configuration (network and environment)
Spaces Survey	MTR Lifecycle service	Help Desk Integration	End User Support MTR Devices
Facility Management		Rollout Planning and Delivery	Insights Analytics and Reports
Network assessment		Change Management	Secure Monitoring
		Architecture and Guidance	Remote Device Management

HOW IT IS IMPLEMENTED

	Envisioning Lay groundwork	Enablement Project based engagement	Usage Drive adoption	Support Managed support services
Type of services offered	<ul style="list-style-type: none"> • Plan and design services • Develop a Spaces and Device Strategy • Standard Room Template Development • Meeting room and meetings spaces assessment 	<ul style="list-style-type: none"> • Devices procurement • Network and room remediation • Rooms account provisioning • Teams Rooms deployment • Project Management Services • Cloud Video Interop • Deploy Microsoft Teams Rooms Managed Services 	<ul style="list-style-type: none"> • Meeting Room transition services • Ongoing training and adoption services • Ongoing change management services • Migration assistance 	<ul style="list-style-type: none"> • Quality reporting and monitoring • Network and usage monitoring • Device management • Room Systems break fix • Meeting Room insights • Support Managed Meeting Rooms
Scenario	<p>A customer is moving from a standards-based video conferencing to Teams Rooms. Help to develop a devices strategy including persona and spaces assessment.</p>	<p>A customer is embracing Microsoft Teams for Live Events and is looking for a partner to support them. Partner will provide production services and support of Audio and Video equipment during event.</p>	<p>A customer is looking to modernise their project management process and needs a partner to enable the entire meeting lifecycle to improve standups and information sharing.</p>	<p>A customer is using Microsoft Teams Rooms and a partner is providing device health and remediation.</p>

RECOMMENDED DEVICE CONFIGURATIONS

Room Type	Large executive office	Focus Room	Small Conference Room	Small Conference Room	Medium Conference Room	Large Conference Room	Extra Large Meeting Space
Room Capacity	1 to 4 people	0 to 4 people	0 to 4 people	4 to 8 people	12 to 20 people	18 to 20 people	20+ people
Room Dimensions	Within 2.3-meter radius	3 meters by 3 meters	Within 2.3 - meter radius	3 meters by 4.5 meters	4.5 meters by 6 meters	4.5 meters by 8.5 meters	8.5+ meters

Meet and Present	 Integrated device	 Integrated device	 Surface Hub 2S 50"	 Modular TEAMS ROOM	 Modular devices	 Modular devices	 Modular devices	
Meet and Co-create	 Surface Hub 2S 50"	 Surface Hub 2S 50"	 Surface Hub 2S 50"	 Surface Hub 2S 50"  Surface Hub 2S + A/V peripherals	 Modular devices  Modular devices + Coordinated Meetings +			 Modular devices
	 Surface Hub 2S	 Surface Hub 2S	 Surface Hub 2S					

OUR PARTNERSHIPS

OEM Neat are is under partner onboarding

A wide range of certified endpoints are available from Tata Communications including...



IP phones



Teams Meeting Room



Conference phones

From some of the world's top tech brands and services...



GLOBAL FINANCIAL SERVICES PROVIDER CHOOSES MANAGED MICROSOFT TEAMS ROOM (MTR) SOLUTION FROM TATA COMMUNICATIONS FOR WORLDWIDE COLLABORATION AND MEETING REQUIREMENT

“We chose **Tata** because the way it **blends global service with technical capabilities** is a **powerful combination** we simply couldn’t find elsewhere.”

- Financial Services Company Spokesperson

Challenges

- **Complexity** - The customer is a global financial market data and infrastructure provider serving over 40,000 institutions in 190+ countries.
- Non-Standard and multi-OEM estate with disjointed experience
- High Maintenance cost of existing On Prem setup
- The company was seeking a standard worldwide UC solution for **video-first internal and external meetings**

Solutions

- A managed native Microsoft MTR solution from Tata was chosen as an end-to-end solution.
- 80+ Sites - New Poly Microsoft Teams native video conferencing devices adopted for different types of meeting rooms globally.
- End to End Managed MTR solution with Proactive Monitoring and Management

Results

- Single service provider - No need to deal with multiple suppliers
- End-to-end project management and number porting expertise
- Customer portal - Enables reporting, ordering, billing, ticketing and user management
- Centralised architecture to support business continuity
- 24x7x365 service support desk and 99.99% SLA

Service and Support

A multi-tower service architecture was created by Tata to standardise delivery and quality assurance processes. Integration with the customer’s IT systems and 24*7 support across the UCaaS platform assures seamless business operations.



100+ global sites linked by Microsoft Teams



300+ meeting rooms across 4 regions use Poly video devices; additional 450+ to be rolled out in subsequent phases



Higher productivity through worldwide collaboration



Cost optimisation with single supplier

TATA COMMUNICATIONS ADVANTAGE



1st

initial launch partner for MS Teams Direct Routing



30%

typical savings when customers choose our SIP solution over conventional PRIs

No. 1

international voice carrier
15Bn

Voice minutes per annum.
1 in 7 calls on our network



26%

of total Internet routes globally managed by us



GLOBAL COVERAGE

We provide SIP services with unmatched coverage for freephone access numbers to contain costs and enhance access options (110+ countries, relationship with over 1600 carriers) PSTN replacement in 32+ Countries and Rapidly expanding



SUCCESSFUL MANAGEMENT EXPERIENCE

Decades of experience in Managing deployments globally including highly regulated countries like India



95%

of customer incidents pro-actively monitored



Business continuity is core to our design, with global

POPS ON ALL CONTINENTS

and multi-region registration

Accolades from



AWARDS AND RECOGNITION

Tata Communications' customers can feel confident thanks to an impressive awards track record in India and worldwide including:


Tata Communications bags eight awards in Frost & Sullivan ICT awards


 Enterprise Telecom Service Provider - Large Enterprise Segment Award (6th time winner) 

 Unified Communications Service Provider of the Year Award (third consecutive year) 

 Enterprise Data Service Provider of the Year Award (11th time winner) 

 Managed Security Service Provider of the Year Award (Telco) (second consecutive year) 

 Managed Video Services Company of the Year Award (second consecutive year) 

 SDWAN Service Provider of the Year Award (third consecutive year) 

 Managed Multi Cloud Service Provider of the Year Award (third consecutive year) 

 Cloud Interconnect Service Provider of the Year Award (second consecutive year) 

 Frost & Sullivan 2022 Global Session Initiation Protocol Connect Technology Innovation Leadership Award 

THANK YOU

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<http://tatacommunications-newworld.com> | www.youtube.com/tatacomms

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INTELLIGENT BY DESIGN

Enjoy seamless UC experiences thanks to our Intelligent Collaboration Monitoring (ICM) software - managing your endpoints, end-to-end.



ICM SOFTWARE

Intuitive GUI offers a visual representation of all functions

SIMPLE DASHBOARDS

See real-time network performance and status display at a glance

ADVANCED REPORTING

Assess device performance, resource utilisation, network assessment, call quality and more

POWERFUL TROUBLESHOOTING

Identify and isolate issues with network, gateway, device, voice, tenant, or other carriers

PROACTIVE ALERTS

24/7/365 monitoring provides proactive alerts and speedy resolution

SLA/TAT MANAGEMENT

One-stop solution with end-to-end SLA

SEAMLESS SUPPORT

Automated service request generation with integration to our service desk

MS TEAMS DR MANAGED SERVICES

End to end managed service - Plan , Deploy and Run.