Building the ultimate

Microsoft Teams experience

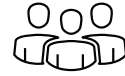**Xylos**

Boosting your business productivity with Microsoft Teams

time savings

increased efficiency

improved collaboration

Microsoft Teams? Tell me more

Microsoft Teams is the hub for teamwork. It's a cloud-based workspace that enables teams to be more productive.

How? By giving them a single and secure location that brings together everything a team needs:

MESSAGING (CHAT)

FILES

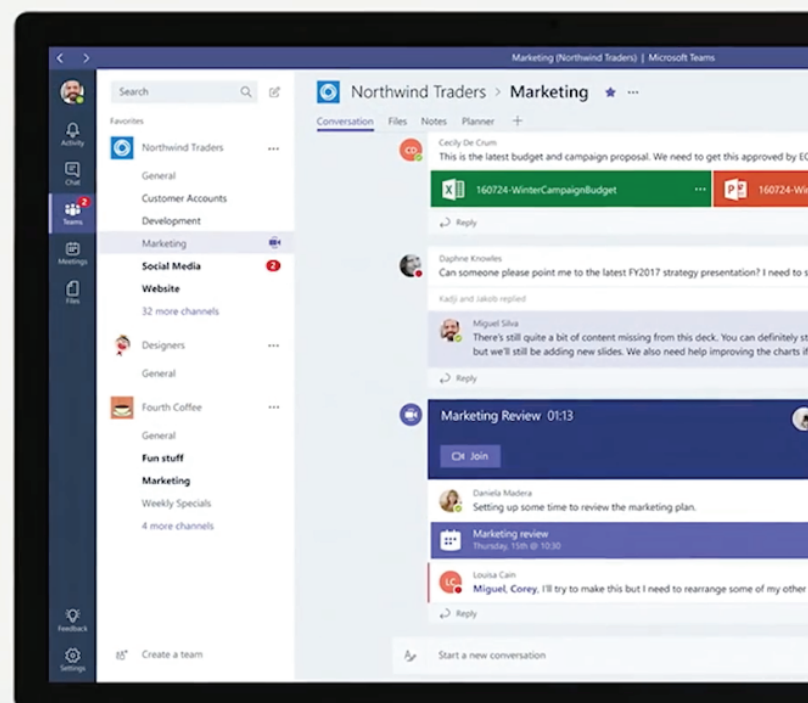**MEETINGS**

CALLING (TELEPHONY)

APPS & CONNECTORS

Microsoft Teams is setting a new standard in how teams collaborate and communicate efficiently, all from one location, boosting the productivity of your teams and organization.

Play video in YouTube

Microsoft Teams
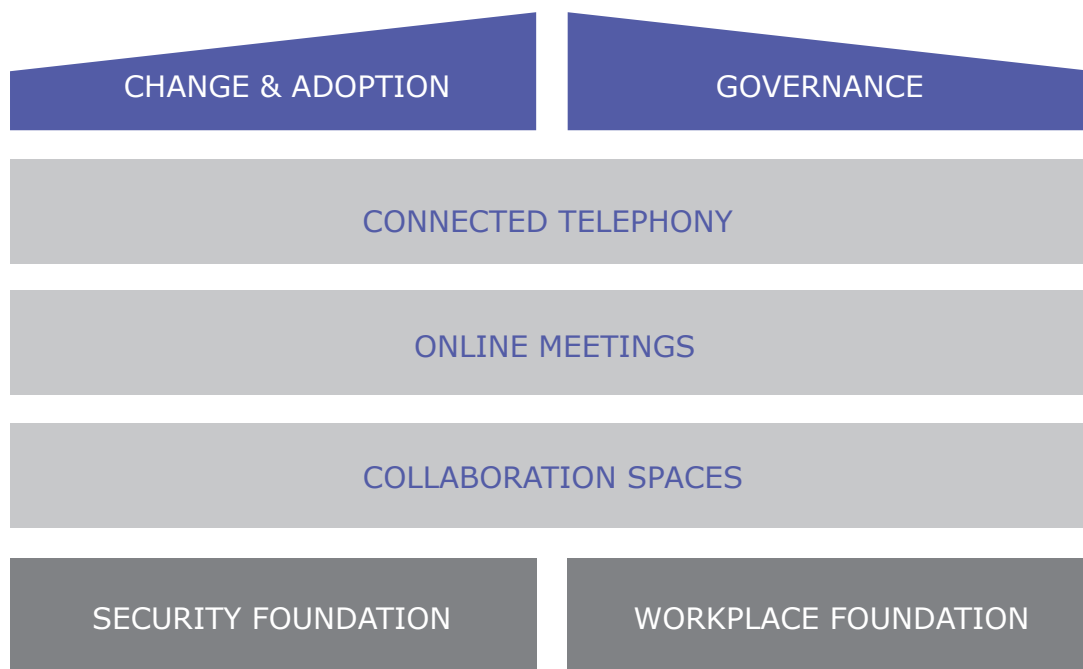the chat-based workspace in Office 365

Building the ultimate Microsoft Teams experience

Based on our +35 years of experience and our strong expertise in the ICT technology and Change & Adoption landscape, Xylos can be your partner for the transformation path when deploying **Microsoft Teams.**

Microsoft Teams provides your organization extensive possibilities and will enable you to drive positive impact on your business processes. To guarantee a successful outcome to all our customers, we advise a step-by-step approach. This enables us to build the solution on strong foundations and drive the adoption to your business in the right way.

Following overview describes the most important building blocks that we propose for a solid Microsoft Teams project:

CHANGE & ADOPTION	GOVERNANCE
CONNECTED TELEPHONY	
ONLINE MEETINGS	
COLLABORATION SPACES	
SECURITY FOUNDATION	WORKPLACE FOUNDATION

- Start with the technical foundations, that are required for a fluent user experience and an optimized data security and access management

- Introduce self-service collaboration spaces to allow your employees access to the state-of-the-art collaboration tools both internally and externally

- Facilitate connected online meetings with audio, video and content collaboration, so your end-users and their external partners can experience live collaborations from any device and any place.

- Enable Microsoft Teams with telephony functionalities to drive a really consistent experience for all your communications from one single user interface, but still on the device of choice for your end-users

But most important, don't forget about the behavioral, people change when you want to make your Teams project a success story. This is why we guide each of the above building blocks with extensive Change and Adoption actions, while keeping an eye on roles and responsibilities in the overall Teams Governance Plan.

Solid Foundations

Prepare your security and workplace fundamentals

Security Foundation

Data Governance & Protection

Data can be accessed and located anywhere, on any location, at any time. It can be shared with partners or customers and can even contain sensitive information. For all these reasons, it's obvious that data security requires the necessary attention. The time when file servers were the security boundary of your data is long gone. What you need to do today is classify your data, protect its content appropriately and define what others can do with your information.

Identity Management

Since identities are central in the IT environment, it's important to invest in securing and protecting them. Strong password policies and password rotation is a must-have these days, but you can also add an additional security layer by deploying technology like Multi-Factor Authentication for example.

Device Management

When using collaboration tools on any device, some potential data loss can occur. Especially the loss of devices, with access to or copies of company assets can really become an event that can have a great impact on your business. This is why it is key to have measures in place to manage those devices from within the company borders. Technologies like Mobile Device Management and Mobile Application Management provide visibility and control over your company data by encryption, additional authentication requirements, secure browsing, secure document viewing and much more.

Workplace Foundation

Network readiness

When migrating to a cloud-hosted environment like Microsoft Teams, this might considerably change the use of your network connectivity towards this public cloud service. Delivering Quality of Experience towards your end-users is one of the key factors to keep them motivated and deliver efficient collaboration. By performing a network readiness assessment we will be able to proactively manage risks, guarantee quality for real-time communications and identify potential network challenges.

Devices

Collaborating in a new way does require specific devices for both personal and shared use. Most people think of smartphones and tablets for personal collaboration when your employees do their work on the road. But have you also considered upgrading your offices with the most flexible shared devices for audio & video conferencing, brainstorming, printing, scanning and docking stations and monitors? The new way of work is not only about software. Hardware that supports the business needs in the easiest possible way, is an indispensable foundation for a successful launch of tools like Microsoft Teams.

Office spaces

When preparing for a new way of collaborating and communicating, don't forget the 'bricks' in your solutions. Different ways of working and related new technology often require a new way of setting up your daily working locations and offices. Think out of the box and invest in re-engineering your offices by using dedicated office spaces with specific business needs: a silent area for focused work, quick meeting places, video-equipped meeting rooms and separate phone boots for voice meetings that might disturb your colleagues.

Collaboration Spaces

Improve your teams' efficiency with the self-service collaboration toolset they need

Microsoft Teams is a new and refreshing way of collaborating both internally and externally. This self-service enabled application opens endless possibilities to your employees that enrich their daily work with an advanced collaboration toolset for integrated communication, modern document management, basic task management and much more.

However, on the other side of this end-user flexibility is the IT organization's growing fear of releasing and even losing control of overview and possibly of intellectual property.

As Xylos we advise to decide on all governance topics around collaboration tooling, to design solutions that tackle these challenges and to invest in technology which automates these remediations as much as possible. Topics that should be handled, can range from Teams creation and archiving to operational monitoring and security.

Intelligent Communications

Delivering the best experiences for connected online meetings and telephony integration

In 2008, Xylos founded his brand 'INIA', to focus on rich Unified Communications that bring together solutions with telephony (fix/mobile), presence status, chat, online video conferencing-meetings and customer interactions (reception, contact centers). For more than a decade, we are using our blended expertise from telecommunications, IT and Change & Adoption to help organizations migrate from their 'legacy' telephony systems towards Microsoft Lync, Skype for Business and now also Microsoft Teams as a full featured Intelligent Communications solution.

Since April 1st 2019, our brandname INIA will no longer be used towards the market and we will position our complete Intelligent Communications solutions as an integral part of the Xylos proposition.

Microsoft Teams Online Meetings

Intelligent Communications within Microsoft Teams delivers immersive experiences that help organizations boost productivity. With Microsoft Teams connected online meetings, people can have live virtual collaborations with their team, colleagues & external partners, supported with audio, video and content sharing on any device.

The Microsoft Teams online meeting service consists of following parts:

- Starting ad-hoc online meetings or scheduling online meetings with up to 250 participants in each of this meetings

- Enhancing the online meeting with Audio Conferencing functionalities, which facilitate audio dial-in numbers (international telephone numbers delivered by Microsoft)

- Microsoft Teams Live Events, were we can extend a Microsoft Teams online meeting towards a large audience (broadcasting) with up to 10.000 attendees

- Recording a Microsoft Teams online meeting or Live Event, including integrated AI features for transcription and translation to facilitate real-time subtitles and intelligent search on the recording

Next to implementation, configuration and support of the Microsoft Teams online meeting service, we do focus on delivering the online meeting experience on any device and in any space:

Personal Microsoft Teams meeting devices

Personal Microsoft Teams meeting devices provide the end-user with the best audio, video and/or content experience. Most of the time those devices are peripherals like a headset, webcam, ... solution which needs to integrate the pc, smartphone or tablet of the user.

Plantronics Calisto 7200   Plantronics Calisto 3200/5200   Yealink VP59 Teams

Shared Microsoft Teams meeting devices

Shared Microsoft Teams meeting devices are more focused on delivering the best audio, video and/or content experience into the meeting room or executive office. In this category of devices we find native IP conference phones for Microsoft Teams as well as the Microsoft Teams Room (MTR) systems and Microsoft Surface Hub 2S.

Teams Room Systems

Collaboration displays

And if you are already using 'legacy' Video Conferencing systems today, it is even also possible to integrate those solutions of Polycom, Cisco, Tandberg, LifeSize, ... with Microsoft Teams by enabling the online Video Interop Service in Office 365.

Pylycom RealConnect Cloud Video interop Service

- Hosted within MS Azure Cloud for "Video interop as a service"

- Operated and supported by Polycom cloud team

- Supports throughout customers' journey to the cloud

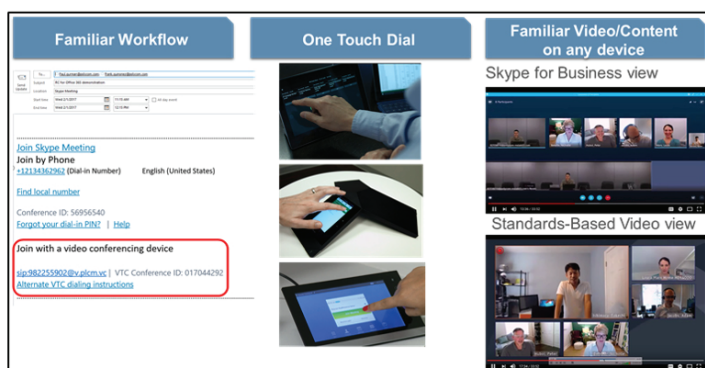- For MS teams, SfB Server and SfB Online

Familiar Workflow

Ease to Use

Financial Peace of Mind

Traditional H.323 & SIP endpoints

Familiar Workflow | One Touch Dial | Familiar Video/Content on any device

Microsoft Teams Telephony

When Microsoft Teams is already used for a broad range of communication tools like Teams chat, audio calling, video calling and online meetings, the logical next step will be enabling your end-users with Microsoft Teams telephony functionalities and delivering a really consistent user experience for all type of internal & external communications.

Based on our experiences with migrations from legacy PBX (telephony) solutions to Lync & Skype for Business, we have created a unique expertise that we will utilized for YOUR migration towards Microsoft Teams cloud telephony.

In a first step we look at your actual as-is situation and how we can integrate Microsoft Teams in co-existence with the existing telephony solution. It's our goal to make the migration towards Microsoft Teams Cloud Telephony as smooth as possible, so by building this co-existence architecture we can perform a phased migration by moving user groups to Microsoft Teams telephony without losing the connection with the users who are still on the 'old' telephony system. In this way of migration YOU as a customer can determine the pace of the migration, without disrupting your running business processes.

Following picture shows an example of co-existence setup where we will use an AudioCodes SBC (or ISDN) Gateway to make the integration between Skype for Business (Server and/or Online), your existing telephony system, Microsoft Teams and the external SIP or ISDN telephony network:
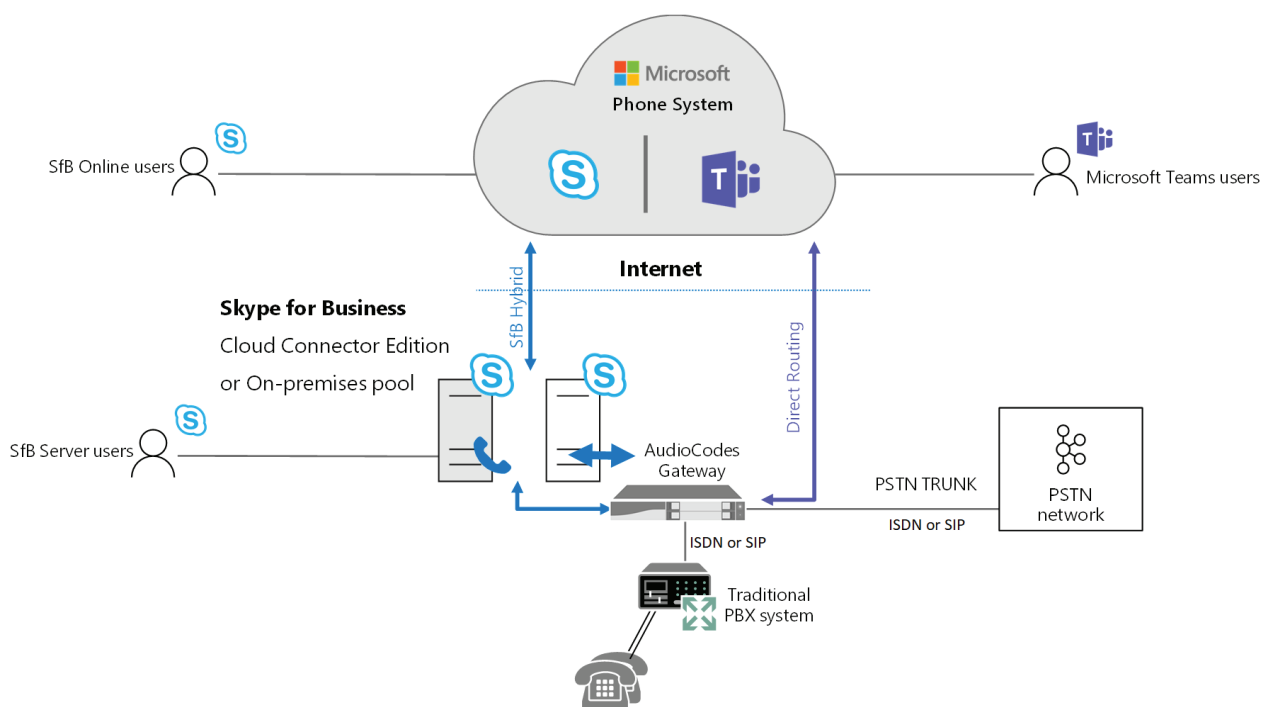
As you can understand from the picture above, the AudioCodes Gateway will play a very important role during the co-existence period, but this importancy will also be there after the migration, when you're moved into a complete Microsoft Teams Cloud Voice solution.

Main functionality of the AudioCodes Gateway with a Microsoft Teams Cloud Voice solution is delivering the connectivity of your own telephony lines towards the Microsoft Teams Cloud (Office 365), which has received the naming "Direct Routing Connection".

With a direct routing connection we can connect your existing ISDN line(s) (PRA or BA) with Microsoft Teams, which will require to place this gateway "on-premises" and create the physical connection.

But we can also connect your SIP Trunk line(s) with Microsoft Teams, and as this is a connection based on software configuration, it's possible to provide a virtual edition software gateway that can even be hosted in Microsoft Azure Cloud, with setup possibilies directly from the Azure Marketplace.
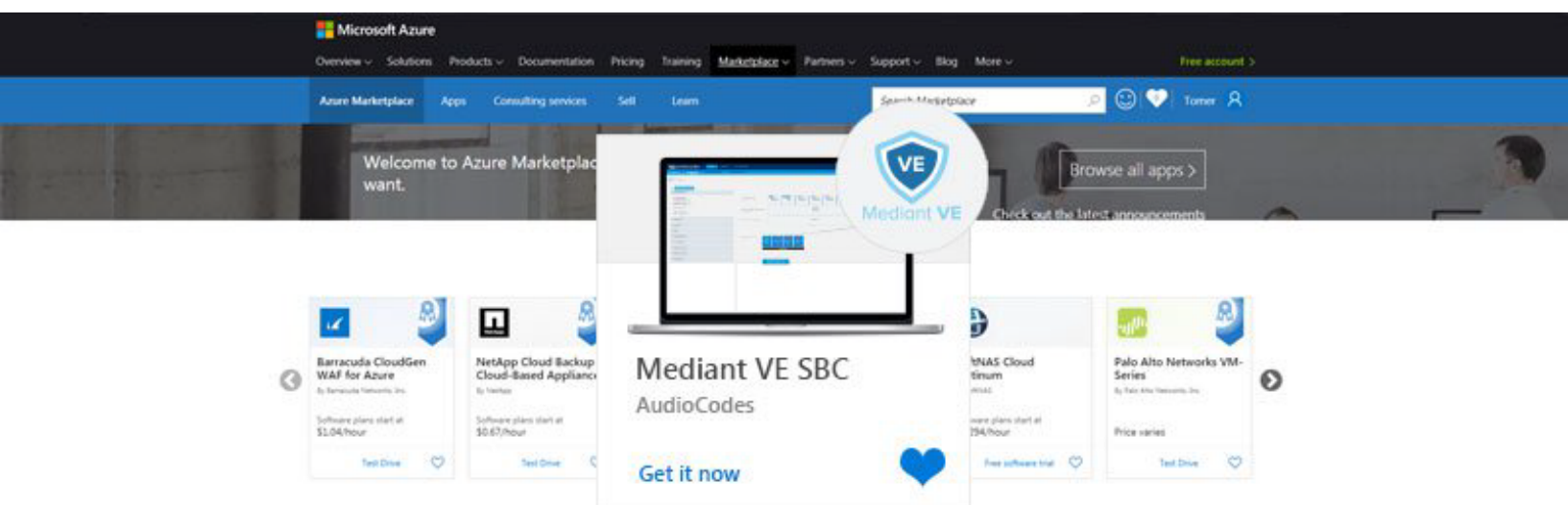
After creating the right architecture for our Microsoft Teams Cloud Voice setup, it's time to look at your users by looking at how they work, how they should work in the future and how we can bring them to this new way of working.

Probably your users daily telephony activities will be handled with a desktop telephony device or with a mobile (DECT) handset.

When your users are getting adopted to Microsoft Teams, they will find out that the most rich experience will be delivered from the pc desktop software client and it will be very easy to extend this software based experience towards telephony by utilizing a user-matching headset solution. And I want to come back directly on the "user-matching" part, because research has proven that the successful adoption of Intelligent Communiation tooling is more likely when the end-users are provided with a device that matches their daily workstyle.

For this reason the headsets portfolio has developed even more over the past months, resulting in a broad choice on different wired & wireless model to fit with each of your end-user profiles.

Please find some examples of todays modern workplace headset devices in following overview:

Plantronics Blackwire C5210	*Plantronics Blackwire C5220*	*Plantronics Voyager 5200 UC*	*Plantronics Savi W440-M*	*Plantronics Voyager Focus UC*	*Plantronics Voyager 6200 UC*

Next to the above headset solutions, which are delivering the flexibility to work from everywhere, there is also the possibility to implement 'native' Microsoft Teams IP desktop telephones, because you will definitely need this for some user profiles in your organization and it can be important to still place telephones in some of your common areas.

Over the past few months, a complete line-up of Microsoft Teams native IP desktop telephones and Audio Conference phones became available, so you will have a full choice to select the right type of model for the right type of profile/area:

Polycom

audiocodes

Yealink

Polycom Trio 8500 & 8800

AudioCodes C450HD

Yealink T55A

Yealink CP960

Yealink T56A

Yealink T58A

Yealink VP59

And then, last but not least, a lot of organizations will have some more specific telephony needs like Receptionist (Operator) functionalities, Advanced Enterprise Routing (incl. xRM integration, reporting, ...) or an Omnichannel Contact Center solution to support your internal and external customers.

Although these very specific functionalities do not come 'out-of-the-box' within the Microsoft Teams Cloud Voice solution in Office 365, we can deliver all of those functionalities into the native Teams user interface via integration with the Anywhere365 cloud solution.

Anywhere365 Contact Center and Enterprise Dialogue Management is able to leverage the capabilities of Microsoft Teams to route calls to Teams powered agents with all the rich features of Anywhere365, such as; Call recording, Real-time Translation, IVR, Supervisor, Reporting, Wallboards and many more.

Anywhere365

Please take a first experience on the power of Anywhere365 functionalities and Microsoft Teams by watching the following short demonstration video.

Anywhere365
for Microsoft Teams & Skype for Business
gives you an unfair advantage

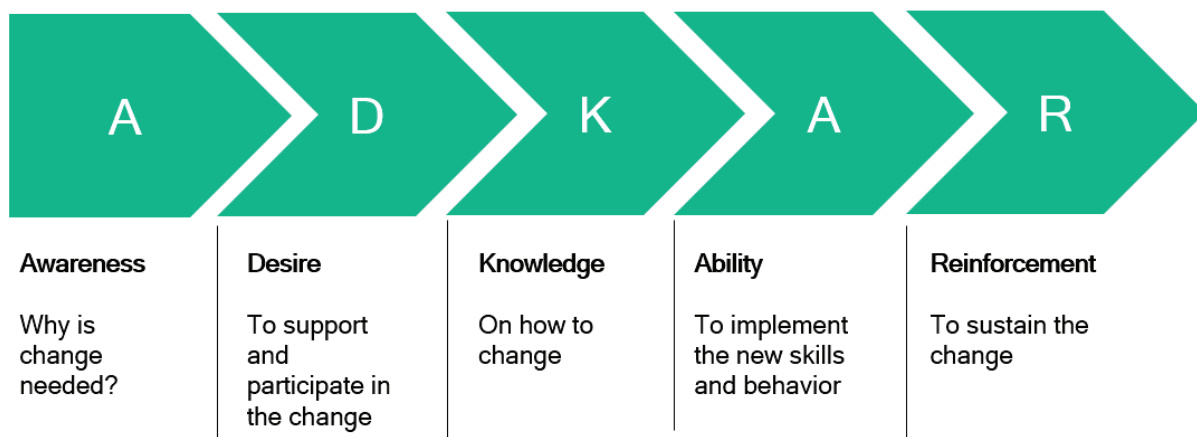Contact Center, Enterprise Dialogue Management and Advanced Features

Change & Adoption

Guiding people through change on their digital journey

Often, when introducing new and changing technologies within the organization, this 'people' aspect is considered covered with some communication and training initiatives. Without minimizing the positive effect of these 2 initiatives, the broader picture that needs to be addressed when enabling change in your organization, is often overlooked.

At Xylos, we address Change and Adoption by using the ADKAR change model (Awareness, Desire, Knowledge, Ability, Reinforcement).

A	D	K	A	R
Awareness	**Desire**	**Knowledge**	**Ability**	**Reinforcement**
Why is change needed?	To support and participate in the change	On how to change	To implement the new skills and behavior	To sustain the change

With the 5 ADKAR stages in mind, we have defined 3 levers that together define our approach:

Communication is a key element within any change project. Especially when the business and personal messages of the project needs to be voiced, using the right communication to address the right stakeholders in the project is crucial to achieve the desired changes within your organization.

Learning is the most important element when introducing a new software platform in a working environment as it secures that your employees are able to adopt these new application(s). Having the right knowledge on how to use the new tools is crucial, but as important is to focus on improving the ability, the skills of the user. Xylos has extensive experience with providing those tools that can really help your organization to embrace the new way of working. Our Digital Coaches have proven their success at several clients, as well as OASE, our online O365 knowledge platform.

Sponsorship to achieve successful change that will stick into your organization, you need to have a sponsorship coalition in place that supports the change. The role of your leadership and of supporting ambassadors that are willing to really drive the change in your organization cannot be underestimated. Xylos helps you to set up this internal coalition of support to ensure Teams as a tool truly gets embedded within your organization, so you can maximize your intended benefits and achieve your project goals.

KNOWING

DOING

WILLING

LEARNING

COMMUNICATION

SPONSORSHIP
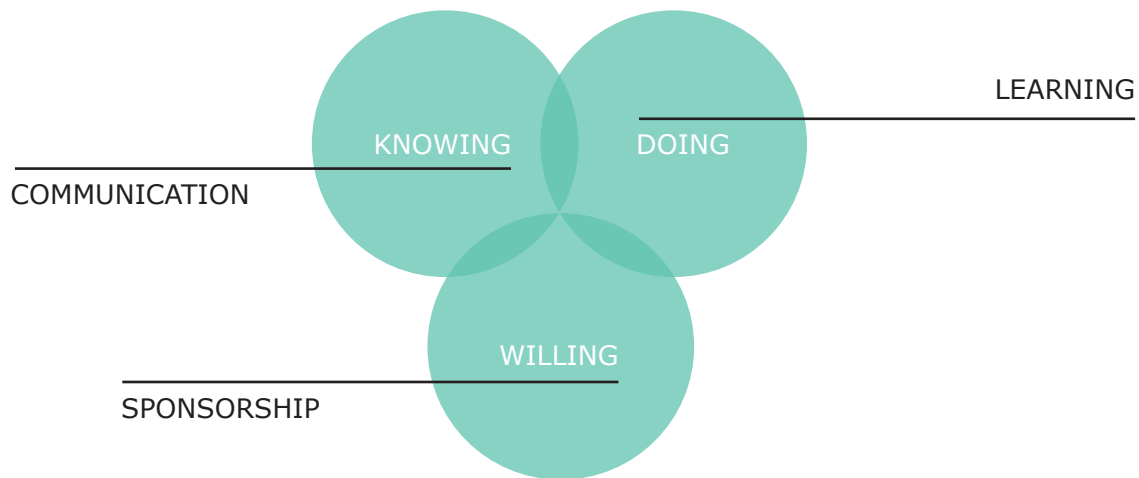
OASE

Why Xylos?

In this era of digital transformation, we offer our customers a end-to-end approach from envisioning to the delivery of the projects. The goal of all our projects is to create Smart Digitals.

For us, Smart Digitals are productive employees and engaged customers that use technology in a smart way. In doing so, they add to the company's achievements.

We also focus on operational excellence and smart products to solidify digital transformation with our customers.

We are passionate people. We have an eye for solutions regarding Change, Social, Digital Work-place, Intelligent Cloud and Smart Products.

Xylos is unique in the market for 3 main reasons.

Firstly because of our ability to make business projects out of IT projects. We transform the way people work, communicate and collaborate. We train our customers and implement a culture of change.

Secondly, what makes us unique is our people. Our ideas, insight, motivation, everything originates from our people. Our customers are delighted about the quality of our services and our people. That is always the feedback we get from our customer surveys.

The third main element that makes us unique is that we are on top of new technologies, for the benefit of our customers. Innovation is at our core.

Some key figures:
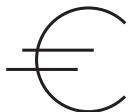
35+ years of
ICT experience

Healthy financial
structure, with an equity
of €12,000,000

250+
professionals

Microsoft Gold Partner
in 7 domains:
Cloud Platform,
Cloud Productivity,
Collaboration and Content,
Devices and Deployment,

38+ million €
in revenue

Client delight
index of 105

Multi-brand company with
Neo (e-learning),
IntoApps (mobile Apps)
and Bagaar (Internet of Things)

Important strategic
partnerships with
HPE, Citrix, Mitel,
Polycom, AudioCodes, ...

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Contact us through our contact page

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Xylos