

Cloud Communication Exploration: Navigating Your **Teams** and **Telephony** Options



With over 300M users and counting, chances are your organization is already using Microsoft Teams in some capacity. Teams has had a transformational impact on how many businesses connect, collaborate, and meet, putting IT leaders under pressure to capitalize on their already significant investment.

**How do you integrate
Teams and Telephony
to build a customized,
cohesive cloud
solution?**

But, as you may already know, the calling feature that comes with Teams works only between your Teams-to-Teams users. However, your staff may have varying needs. Many cloud vendors and partners tend to blanket an entire workforce in the same solution, but the truth is some of your users may be okay with Teams only, and some (we call them power users) may need more than Teams.

**Adding telephony features
to Teams may sound
simple, but organizations
with any complexity will
quickly find it a daunting
task.**



What are my Teams and Telephony options?

Your Teams telephony options are numerous and depend upon your company objectives, size, budget, and user profiles, amongst other factors.

Microsoft offers an E3 license that is best for small to midsize businesses. They also provide E5 licensing, a better choice for larger organizations because it is typically more cost-effective, secure, and feature-rich; it includes the phone accessing privilege in the licensing bundle. There are four types of direct routing options for businesses with E5 licensing:



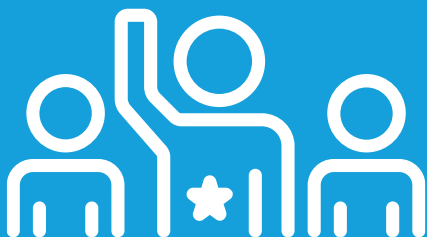
1 E5 + UCaaS Direct Routing

2 E5 + Operator Connect

3 E5 + Teams Direct Calling Plan

4 E5 + Classic Direct Routing

What is everyone else doing?



The fourth option, E5 + Classic Direct Routing, is the most popular. It provides a customizable solution that can meet the different needs of specific users, is reliable due to its long track record, works well for hybrid situations, is cost-effective, and ultimately gives businesses the most control over their telephony.

Teams' telephony options are not a one-size-fits-all scenario. To ensure you're getting the most appropriate solution for your organization, you'll need an unbiased evaluation of your current system and objectives and recommended options that most closely align with your goals.

For example, when our Enterprise Consultants and Solution Architect teams conduct discovery, it typically includes:



**How do I choose
the best option for
my organization?**

- ✓ Auditing your existing architecture to decide which systems and applications will be utilized and which ought to be replaced (as well as which ones you don't need)
- ✓ Identifying your business' specific needs for communications (such as messaging, contact center functionality, integrations, features, and so on)
- ✓ Understanding what resources your team will need to migrate your communications efficiently
- ✓ Vendor Analysis & Executive Summary to help you evaluate each vendor's strengths, weaknesses, and prices, along with analyst insights, including Gartner Magic Quadrant leading partners
- ✓ Set up of customized vendor demos to show you only the features and benefits that matter to you so you don't waste time sitting through long, tedious presentations that have no bearing on your business



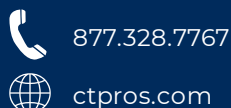
**What about
migration and
ongoing support?**

Once you've decided on a vendor and licensing option our Technical Account Management (TAM) team maps out your migration journey:

- Sets timelines and milestones for the migration process.
- Designs and programs your new system.
- Appoints a migration architect to perform your migration in-house or oversee the implementation if it's conducted by the vendors.
- Creates a training plan so user adoption of your new solution is seamless.
- Recommend post-implementation support options where needed.

Only through thorough discovery and planning can you figure out the most affordable, practical path to take—including ensuring all your platforms work together.

For more detailed information on how Teams and telephony can work in your organization, or if you have questions, contact one of our Teams experts now!



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**Cloud Consulting, Professional Services & Implementations
Communication Solutions from Discovery Through Support**