



Introducing the Modernize Communications Workshop – a modular engagement to experience the vision for Microsoft Teams Phone and advanced communication scenarios. This workshop is designed to guide you through the process of a simplified enterprise voice solution with reliable, high-quality, integrated calling.

Now more than ever, businesses need a modern voice solution and phone system capabilities that combine unified communication and teamwork. Calling in Teams provides the features organizations need to deliver seamless, collaborative experiences for employees, business partners and customers.

Operator Connect is Microsoft’s latest offer allowing you to integrate our voice services directly into Microsoft Teams. Poly are one of a limited number of global providers who have been selected by Microsoft to provide PSTN directly to your Teams environment and this workshop will support your transition for both the people and technology aspects of the change.

INTRODUCING THE MODERNIZE COMMUNICATIONS WORKSHOP

This complimentary engagement is funded by Microsoft* and you will receive a modular engagement to experience the vision for Microsoft Teams with phone system capabilities and advanced communication scenarios. This workshop is designed to guide you through the process of a simplified enterprise voice solution with reliable, high-quality, integrated calling. Through ‘art of the possible’ demonstrations, use case design and deep-dive planning, you will obtain actionable recommendations to deploy and adopt Microsoft Teams Calling with phone system.

INTRODUCING THE MODERNIZE COMMUNICATIONS WORKSHOP

We have developed the Modernize Communications Workshop to be delivered remotely or in-person and they’re typically completed over the course of two days. The workshops will be delivered by our professional services team, engaging with your business decision makers, technical team and change managers, to ensure we cover all aspects of your Teams deployment.

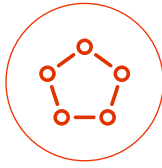


ENJOY BUSINESS BENEFITS

- An evaluation of your current telephony and PBX needs.
- Environmental and workload analysis, including existing infrastructure and telephony state.
- Demonstration of the end-to-end Teams Calling experience to showcase Microsoft Teams Calling as your telephony solution.
- Direction on how to transition various user profiles into a modern collaboration and communication environment.
- Showcase the rich portfolio of 3rd party applications and devices that can complement the Teams Calling experience.
- Customized, actionable recommendations you can follow to enable and adopt Teams for Calling.

INTRODUCING THE MODERNIZE COMMUNICATIONS WORKSHOP

Our certified Microsoft professionals provide a comprehensive consultative engagement to help you understand and visualize the future use cases for Microsoft Teams, keeping your customers' business priorities in mind and demonstrating scenarios that drive modern transformation. As a FastTrack Ready Partner, Poly are one of few selected Operator Connect Partners and this workshop will help organizations of all sizes migrate to Teams securely with minimum disruption. The 3-step methodology is approved by Microsoft and our professional services team can tailor the agenda of the workshop to meet your teams' needs to get the best outcome for your business.



ASSESS

Get a clear picture of your current solutions and practices.



ART OF THE POSSIBLE

Showcase modern experiences catered to the unique needs of your business.



BUILD THE PLAN

Map the journey to deploy and adopt Microsoft Teams workloads.

MODERNIZE COMMUNICATIONS WORKSHOP AGENDA

Core:

ASSESS	
PRE-ENGAGEMENT KICK-OFF	30 mins
TEAMS CALLING OVERVIEW	90 mins

ART OF THE POSSIBLE	
ART OF THE POSSIBLE KICK-OFF TEAMS	15 mins
TEAMS CALLING ROADMAP	30 mins
HYBRID WORK	45 mins
CALLING WITH TEAMS PHONE	60 mins
MOVING TO TEAMS PHONE	60 mins
DEVICES FOR TEAMS PHONE	30 mins

BUILD THE PLAN	
BUILD THE PLAN KICK-OFF	15 mins
ADOPTION AND CHANGE MANAGEMENT	60 mins
SCENARIO DISCOVERY	120 mins
WORKLOAD ANALYSIS	120 mins
NETWORK READINESS	45 mins
REPORT AND RECOMMENDATIONS	60 mins

Optional modules include:



PSTN CONNECTIVITY

- MICROSOFT TEAMS CALLING PLANS 30 mins
- MICROSOFT DIRECT ROUTING 45 mins
- OPERATOR CONNECT 30 mins
- AUDIO CONFERENCING 20 mins



MANAGEMENT

- TEAMS PHONE ADMINISTRATION AND MANAGEMENT 60 mins
- MANAGING CALL QUALITY AND REPORTING 30 mins



ADVANCED

- CALL QUEUES AND AUTO ATTENDANTS 45 mins
- CONTACT CENTER 30 mins
- CALL REPORTING 20 mins
- SESSION BORDER CONTROLLERS 30 mins
- SURVIVABLE BRANCH APPLIANCE 20 mins



FOUNDATIONS

- WHAT IS MICROSOFT TEAMS 30 mins
- SECURITY AND COMPLIANCE 30 mins
- GOVERNANCE AND LIFECYCLE 30 mins
- UPGRADE TO MICROSOFT TEAMS FROM SKYPE FOR BUSINESS 15 mins

Immersive experiences

Teams Calling and Devices | Teams Phone | IT Pro Guided Simulations

CONTACT US

Please contact your Poly Representative for more details.