



THE BEST PATH FORWARD

# PROFESSIONAL SERVICES FOR MICROSOFT TEAMS

# MASTERING MICROSOFT TEAMS

## WE GET IT

Microsoft Teams is an incredibly robust platform. But when paired with Poly Professional Services and support, its value increases exponentially. That's why we've designed a comprehensive set of Professional Services to get you up, running, and thriving with Microsoft Teams.

Our global Poly Services team of credentialed experts – including Microsoft Most Valuable Professionals and Microsoft Certified Professionals – provide comprehensive, results-driven, personalized consultation that helps you plan, accelerate, and drive adoption on your Microsoft Teams journey.



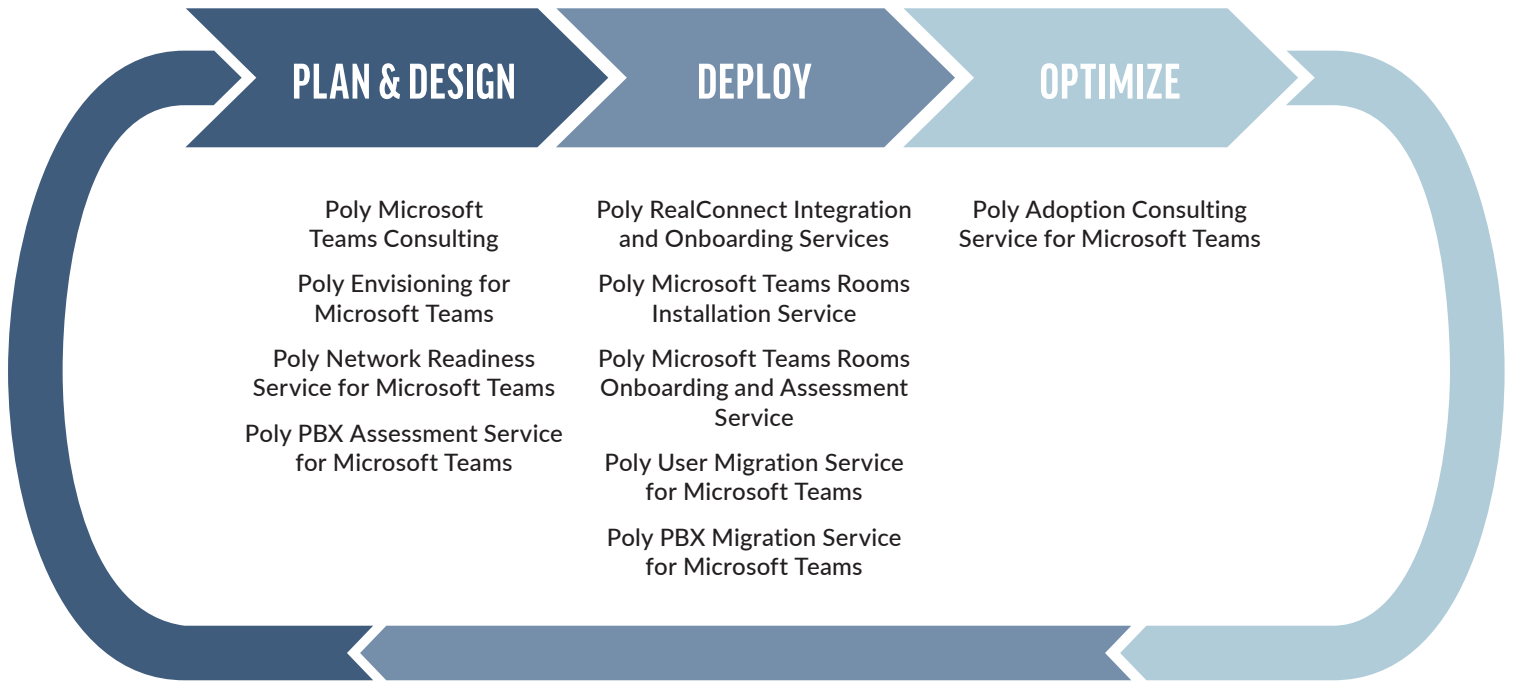


**Microsoft announced a massive 30 billion collaboration minutes per day in October 2020, including time spent on Microsoft 365 apps like Teams, OneDrive, SharePoint, and more.**

*Source: Microsoft Work Trends*



# PROFESSIONAL SERVICES FOR MICROSOFT TEAMS



## POLY REALCONNECT INTEGRATION AND ONBOARDING SERVICES

As you move to Microsoft Teams, you'll need to onboard and connect your existing standards-based video conferencing endpoints and solutions to Microsoft Teams meetings. Poly RealConnect provides just that with a video interoperability platform in the Microsoft Azure Cloud. To help you quickly and easily leverage and experience our industry-leading Poly RealConnect Services within your organization our Microsoft-certified Poly experts are ready to help. Our Services let us help you to onboard and enable you to drive deep adoption with a consistent workflow that brings native Microsoft and standards-based video solutions together seamlessly.

### BENEFITS

- Supported by dedicated Microsoft-certified Poly experts to ensure your success with Poly RealConnect.
- Envisioning and onboarding activities that comprise your network and tenant readiness, rollout planning, configuration, licensing, and adoption.

## POLY MICROSOFT TEAMS ROOMS (MTR) INSTALLATION SERVICE

You need help with the installation and manual configuration of your native mode Poly video endpoint, and we're here to support you remotely or onsite – you choose. We'll help with the configuration to ensure that your Microsoft Teams Room is fully operational to power your meetings and wow your teams.

### BENEFITS

- Complete the full configuration and accelerate deployment times with expert help – either remotely or onsite – whichever you prefer.
- Integrate the solution within your environment to support audio, video and content sharing capabilities.
- Receive user orientation on how to schedule, place, and receive a call on your Poly Microsoft Teams Room.
- Onboard Poly One Touch Dial cloud service to enable scheduling integration.

## **POLY MICROSOFT TEAMS ROOMS ONBOARDING AND ASSESSMENT SERVICE**

This remote service helps you kickstart your Microsoft Teams Rooms end-to-end journey – from assessment, design and deployment through to day-to-day operations and adoption. It's designed as a series of workshops to help you enjoy healthy and well-performing rooms, and have the confidence to expand and deploy our Poly Microsoft Teams Room solution with confidence.

### **BENEFITS**

- Choose the right workshops at the right time for your organization.
- Correctly design and plan the placement of your Poly Microsoft Teams Room solution.
- Be assured of the best video conference experience from your network.
- Have peace of mind that expert installation of your Poly MTR solution means that it's installed right first-time.
- Empower your operations team with specialized knowledge transfer and train the trainer session to maximize the end user experience.

## **POLY MICROSOFT TEAMS CONSULTING**

Whether it's delivering a Microsoft developed and published program or addressing a specific business requirement, a Poly consulting engagement will accelerate your transformation journey to Microsoft Teams.

### **BENEFITS**

- Resolve your specific pain points with your Microsoft Teams deployment.
- Delivered by Microsoft-certified Poly experts with comprehensive knowledge across the endpoint spectrum.
- Potential joint funding with Microsoft.

## **POLY ENVISIONING FOR MICROSOFT TEAMS SERVICE**

Poly Envisioning for Microsoft Teams Service helps you determine the art of the possible with Microsoft Teams and helps you define the right steps to follow as you visualize your transformational journey. We can help maximize your business productivity through the usage and adoption of Microsoft Teams, and equip your teams for success during enablement of Microsoft Teams'

features – Chat, Calling, Meetings, and Collaboration. Our Consultants will host remote workshops with your team, spending time going over your ideal business outcomes, solution options, review a range of use case scenarios, and determine success milestones unique to your organization. At the end of the engagement, you'll receive an Envisioning plan which will be your guide and equip your team for success.

### **BENEFITS**

- Get advice from our Microsoft-certified Poly experts to help you build a holistic plan.
- Develop a holistic view of your future state Microsoft Teams solution.
- Educate and share with you best practices; explore a variety of business cases in real-time and experiences which will drive teamwork.
- Provide you a customized, actionable roadmap and strategy which maps out your journey from where you are today to where you want to be with Microsoft Teams.

## **POLY NETWORK READINESS SERVICE FOR MICROSOFT TEAMS**

You're ready to deploy Microsoft Teams – but is your network? We have Network and Microsoft-certified Poly experts on staff to assist your team. With our network readiness service, we host remote workshops designed for gathering information about your network, and then provide you with key recommendations to make sure your network is ready and capable of performing at a consistent, optimal level to support Microsoft Teams, from the Edge to the Cloud.

### **BENEFITS**

- Get comprehensive guidance and personalized help from Network and Microsoft-certified Poly experts.
- Help you understand bandwidth and general network requirements for optimal performance.
- Learn about Network Bandwidth Modeling, Call Detail Records, Call Quality Dashboard performance analysis, ports and protocols, and the impact that intermediary network devices have on real-time media such as voice, video, and content.
- Educate your network teams while transitioning towards a more collaborative culture.
- We'll give you recommendations for improving performance when supporting any low loss latency, and a set of jitter requirements to support real-time media.



## **POLY ADOPTION CONSULTING SERVICE FOR MICROSOFT TEAMS**

Your help with end user adoption of Microsoft Teams has arrived. Poly's Adoption Consulting Service for Microsoft Teams is designed and equipped to help customers fast-track end user adoption of Microsoft Teams. Poly will assist in developing a unique strategic user adoption plan designed to help you prepare, inform, educate and motivate end users as they work with Microsoft Teams and lead to an overall increase in collaboration and ROI for everyone.

Our Adoption Consulting Service is closely aligned with Microsoft's Adoption and Change Management and Microsoft Service Adoption Frameworks. The output will be a practicable user adoption strategy and plan which you can execute right away.

### **BENEFITS**

- Helps to drive business value and productivity through usage and adoption of Microsoft Teams.
- Accelerate your business' transformation with new and better ways of working, while improving measurable business value.
- Help your end users discover new, efficient ways to use Microsoft Teams, increasing collaboration and creating new, dynamic workspaces.
- Give your end users more agility by providing them with innovative tools and greater functionality.
- Improve and drive a culture of collaboration.

## **POLY USER MIGRATION SERVICE FOR MICROSOFT TEAMS**

Poly User Migration Service for Microsoft Teams provides customers with Microsoft-certified Poly experts to help migrate your organization to Microsoft Teams. We conduct a series of remote workshops to build a personalized user migration plan to finalize a transition strategy.

Microsoft-certified Poly experts outline a plan and deployment strategy based on your defined key use cases, sites, timeline, and success criteria.

### **BENEFITS**

- We help you plan, simplify, and successfully migrate your users to Microsoft Teams.
- Receive consultation and best practices from Microsoft-certified Poly experts with decades of industry experience.
- Count on a personalized, comprehensive plan that speeds up user migration, adoption, and productivity
- Increase your project success rate with data-informed decision planning.
- Ensure users can communicate and collaborate before, during and after migration.





## POLY PBX ASSESSMENT SERVICE FOR MICROSOFT TEAMS

Poly PBX Assessment Service for Microsoft Teams can assess large enterprise grade PBX solutions with tens of thousands of users.

Once we've understood your needs, schedule, and business expectations, our consultants provides total transparency into your system(s) configurations. Using remote data gathering, we collect the necessary information from your PBXs and then provide you with PBX Assessment Reports that provide an overview of each of your existing PBX system(s) and the users, DIDs/extensions, and device details. The reports also provide you readouts on feature parity comparisons between the current features enabled on your PBXs with the features available in Microsoft Teams Phone System. Really informative.

### BENEFITS

- Take hours instead of days to produce PBX Assessment reports.
- Enjoy total transparency into your system(s) configurations, including DID, usernames and numbers, call flows, activated features, ring patterns, hunt and pickup groups, E164 normalization, voicemail, and more.
- Save time with automated analysis and migration readiness reports.
- Minimize migration scoping risk and cost by getting an upfront assessment.

## POLY PBX MIGRATION SERVICE FOR MICROSOFT TEAMS

*Prior to using this service, you are required to purchase Poly PBX Assessment Service for Microsoft Teams.*

We recognize the importance of transforming a company's often overwhelming migration process into one of true effectiveness and ease. Poly PBX Migration Service for Microsoft Teams provides you with the expertise for a smooth transition from a legacy PBX solution to Microsoft Teams. The service guides you through the complex planning, delivery, and required operational activities required for your migration

**PHASE 1:** Our team conduct a series of validation tests to identify all potential issues, conflicts, and dependencies. We continually monitor progress, using the output from this phase to develop a full migration plan.

**PHASE 2:** Next steps are to design and execute a migration plan to Microsoft Teams.

### BENEFITS

- Major cost savings, seamless telephony migration, and easier user adoption.
- Use of automated migration tool and process provides more accurate results than manual effort.
- Enables an accelerated and seamless migration from legacy PBX to Microsoft Teams Phone System.
- Lets you reprioritize workloads while making the most out of reduced post Migration IT support.
- Smooth transition from a legacy PBX to Microsoft Teams.



## FIND THE POLY PROFESSIONAL SERVICES THAT ARE RIGHT FOR YOUR MICROSOFT TEAMS JOURNEY



Poly Professional Services delivers customer success by following a proven methodology, offering best practices, and providing the expertise to enable your company's transformation. You can be confident in our consultants' ability to find the optimal path for your needs. We can handle every aspect of your Microsoft Teams solution, from design, through implementation, ongoing operation, and support.

**Ready to get your teams set up with Microsoft Teams?  
Contact your Poly representative today.**