

# MICROSOFT TEAMS – VOICE AND MEETINGS WITH ADOPTION

Microsoft Teams is a comprehensive solution that combines communication, productivity and teamwork into one simple package. Combining all these capabilities into a single platform requires careful planning, implementation, and the right people and processes to promote successful adoption. The Microsoft Teams Voice and Meetings with Adoption service will provide the necessary support to make your organization's transition to real-time communications in Microsoft Teams as seamless and effective as possible, while obtaining all the benefits of the journey to cloud collaboration.

**CDW's Microsoft Teams – Voice and Meetings with Adoption Service can help you achieve:**



Operational Efficiencies



Reliability



Faster Innovation

## ORCHESTRATING THE RIGHT SOLUTION

**The CDW Advantage:**

- Administrative training for IT staff
- Migration from legacy Skype for business and/or PBX platforms using industry best practices and experience
- Expert guidance and best practices for voice, meetings and productivity workloads in Microsoft Teams
- Proven adoption experts and methodology to integrate business processes into the Microsoft Teams platform
- Line of business discussions to establish use cases and personas for end-user adoption of Microsoft Teams features
- Training for end users and administrators to provide the necessary skills for a successful implementation
- Analytics via Power BI and Office 365 reporting to evaluate the overall adoption and success of the product

## CDW GETS MICROSOFT

CDW is uniquely qualified to design IT solutions that remove complexity and unnecessary costs from your organization. Our experts become part of your team providing the support you need, when and where you need it.

We can help you navigate Microsoft's robust array of solution offerings. CDW is an end-to-end provider of cloud applications, solutions and services in public, private and hybrid cloud environments. Based on your business demands, we can help you plan, deliver and manage a flexible cloud solution tailored to your needs. We offer best-of-breed providers, risk mitigation strategies and dedicated, personalized expertise to deliver economic and operational benefits.

We get Microsoft. And we can share our knowledge with you, so your organization can spend less time managing software and more time putting it to work.

CDW's full lifecycle of Services can support your business no matter where you are on your journey



## SERVICES OVERVIEW

The following phases are included in CDW's Microsoft Teams – Voice and Meetings with Adoption Service:

SERVICE	INCLUDED
<b>Assessment:</b> Evaluating the existing environment and readiness for a move to Microsoft Teams, which will typically include the existing Lync or Skype for Business environment, legacy platforms, and network readiness.	✓
<b>Envisioning:</b> Working with your team to understand how they work today, and how Microsoft Teams fits into their workflows by developing high-value use cases.	✓
<b>Design:</b> Workshops to identify your Microsoft Teams Room strategy, including room layouts, device decisions and configuration requirements.	✓
<b>Planning and Design:</b> Workshops with your administration team and project stakeholders to ensure that Microsoft Teams meets all of the necessary requirements to support the end-state environment.	✓
<b>Success Planning:</b> Work with the appropriate project team members and stakeholders in a series of formal and informal sessions to discuss the development and execution of the customer training, communication and support requirements that will benefit the organization most.	✓
<b>Build and Pilot:</b> Setup and configuration of Microsoft Teams as specified during the design and planning including hybrid, implementation and testing of policies, legacy integration, and testing and validation through pilot groups.	✓
<b>End-user Enablement:</b> Helping your users not only understand how Microsoft Teams works, but also helping them understand how it works with their workflows through onsite end-user training, video on demand and end-user training guides.	✓
<b>IT Success Sustainment:</b> Uplifting your support staff to continue the success that is built through the rest of the engagement through FAQs, Administrative training, and best practices.	✓
<b>Marketing and Communications:</b> Raising awareness and excitement within your user community by creating engaging communications to your critical stakeholders through items such as email, signage, and newsletters.	✓
<b>Manage and Measure:</b> Reviewing qualitative and quantitative data to provide you with actionable recommendations to increase your adoption of the platform through built-in and custom tools as well as surveys.	✓

To learn more about Microsoft Teams Meeting Room Readiness, call your account manager or 800.972.3922



The terms and conditions of product sales are limited to those contained on CDW's website at CDW.ca. Notice of objection to and rejection of any additional or different terms in any form delivered by customer is hereby given. CDW®, CDW-G® and PEOPLE WHO GET IT® are registered trademarks of CDW LLC. All other trademarks and registered trademarks are the sole property of their respective owners.