

# WE GET HOW TO SOLVE THE COMPLEXITIES OF CLOUD COLLABORATION

## 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 of 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 of 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:

- 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



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based

## Services Checklist

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>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	✓

## Certifications

CDW has earned numerous certifications and awards from Microsoft:

### Recent awards

- FY19 Microsoft Intelligent Communications Partner of the Year Finalist
- FY19 Microsoft Intelligent Communications U.S. Partner of the Year

### Our Gold Microsoft Competencies

- Cloud Productivity
- Collaboration and Content
- Communications
- Messaging

To learn more about Microsoft Teams – Voice and Meeting with Adoption, call your account manager or 800.800.4239.

## CLIENT SUCCESS STORY

**Organization:** Ferguson Enterprises

**Size:** More than 27,000 associates and 1,400 locations

**CHALLENGE:** CDW was engaged to perform the design, planning and phase-one pilot migration from their existing Cisco voice platform to Microsoft Teams with Phone System. The primary challenge was understanding the features and functionality of the Microsoft Teams Voice and Meetings platform and how these would impact or benefit their business. Additionally, Ferguson was interested in consolidating their Meetings and Messaging platforms wherever possible.

**SOLUTION:** CDW helped Ferguson use Teams as its single application to perform collaboration and communication, providing more efficient workflows than the previous mix of applications from different manufacturers. Ferguson also deployed Direct Routing to use Phone System with established phone numbers.

**RESULT:** By combining Calling and Meetings into a single platform with Microsoft Teams, CDW eliminated the need for multiple calling and conferencing tools. CDW's service delivery experience with this customer on the legacy Cisco platform, and familiarity with current Microsoft telephony deployment and investment, made it the ideal partner to help deliver the new solution.

