

WE GET HOW TO ACCELERATE YOUR TEAMS CALLING JOURNEY.

CDW Amplified™ Collaboration
Microsoft Teams Calling Workshop



Now more than ever, organizations 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. Because implementation of calling solutions can be complex and involve network remediation, Office 365 service deployment, telephone number provisioning/porting and device deployment, customers need a trusted partner with this highly specialized skill set. CDW can be that partner.

The Microsoft Teams Calling Workshop can help you achieve:

-  Operational Efficiencies
-  Reliability
-  Agility

Orchestrating the Right Solution

Introducing the Teams Calling Workshop – 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.



Assess

Gather information on current environment and practices for calling



Evolution of Voice

Showcase modern calling capabilities powered by Microsoft Teams



Build the plan

Build the plan for how to deploy and adopt Microsoft Teams Calling

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 solutions. 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 outstanding 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 organization no matter where you are on your journey



**CDW AMPLIFIED™
SERVICES**

Services Overview

The following elements are included in the Microsoft Teams Calling Workshop:

Service	Included
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 third-party applications and devices that can complement the Teams Calling experience.	✓
Customized, actionable recommendations you can follow to enable and adopt Teams Calling.	✓

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
FY20 U.S. Surface Hub Partner of the Year

Our Gold Microsoft Competencies

Cloud Productivity
Collaboration and Content
Communications
Messaging

Microsoft Endorsements and Advanced Specializations

Modern Work – Adoption and Change Management
Modern Work – Calling for Microsoft Teams
Modern Work – Teamwork

For additional Microsoft Teams and CDW information, [click here](#).

CUSTOMER SUCCESS STORY

Organization: Wholesale plumbing organization

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 the customer's existing 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, the customer was interested in consolidating their Meetings and Messaging platforms wherever possible.

SOLUTION: CDW helped the customer use Teams as its single application to perform collaboration and communication, providing more efficient workflows than the previous mix of applications from different manufacturers. The customer 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 platform, as well as familiarity with current Microsoft telephony deployment and investments, made us the ideal partner to help deliver the new solution.