




ConvergeOne



Microsoft



ENSURING A SUCCESSFUL MICROSOFT TEAMS DEPLOYMENT



Customer Challenge

A large, global company had invested a great deal of time and money in moving to a Microsoft-based voice and collaboration environment. Over the past two years, it had implemented Skype for Business on its own, but the deployment and user adoption had not been successful. The company's IT department ran very lean, so it lacked the resources needed to holistically address the networking, security, and telephony considerations that such an extensive and complex project required.

The company now wished to transition its on-premises deployment of Skype for Business to the cloud with Microsoft Teams. Since this would add even more complexity to the project, the IT department realized it would not be able to handle the migration on its own.



The Customer's Desired Outcome

The IT department desired to work with a trusted partner and advisor to achieve a successful Microsoft Teams deployment, with full user adoption of the solution.



Unified Communications
Case Study

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The ConvergeOne Response

ConvergeOne had a strong understanding of the company's IT environment and knew all the elements that needed to be addressed. The company also recognized ConvergeOne's extensive Microsoft experience and expertise, as well as its ability to conduct network assessments and assist with user adoption and corporate change management. These factors made ConvergeOne the perfect partner and advisor for such a complex migration.

The initial project involved a global Microsoft Teams pilot that would be used as a roadmap for the eventual deployment for several thousand users. The pilot included network assessments and consulting support, workshops, ConvergeOne Microsoft deployment services, and a complete user adoption and corporate change program to ensure excellent adoption.

Results

With ConvergeOne's assistance, the company anticipates a successful adoption that will improve productivity and help users collaborate more effectively outside of email. Ultimately, the company plans to move its entire unified communications user base to Microsoft Teams, which will facilitate more effective intra-company communication and increase efficiencies, save time and money, and make the collaborative elements of the work users do easier by getting everyone on the same platform.

The migration to Microsoft Teams is also expanding the company's ability to support a productive remote workforce while reducing the dependency on its traditional IT infrastructure that kept users bound to an office. Regardless of whether users are working in the office, working from home, or flex scheduling, productivity and collaboration remain high for users due to the Microsoft Teams enterprise voice and video conferencing capabilities implemented by ConvergeOne.



ENABLE COLLABORATION ON YOUR OWN TERMS

Empower your employees with the best collaboration technologies to ensure they can do their jobs effectively:
convergeone.com/partners/microsoft

