



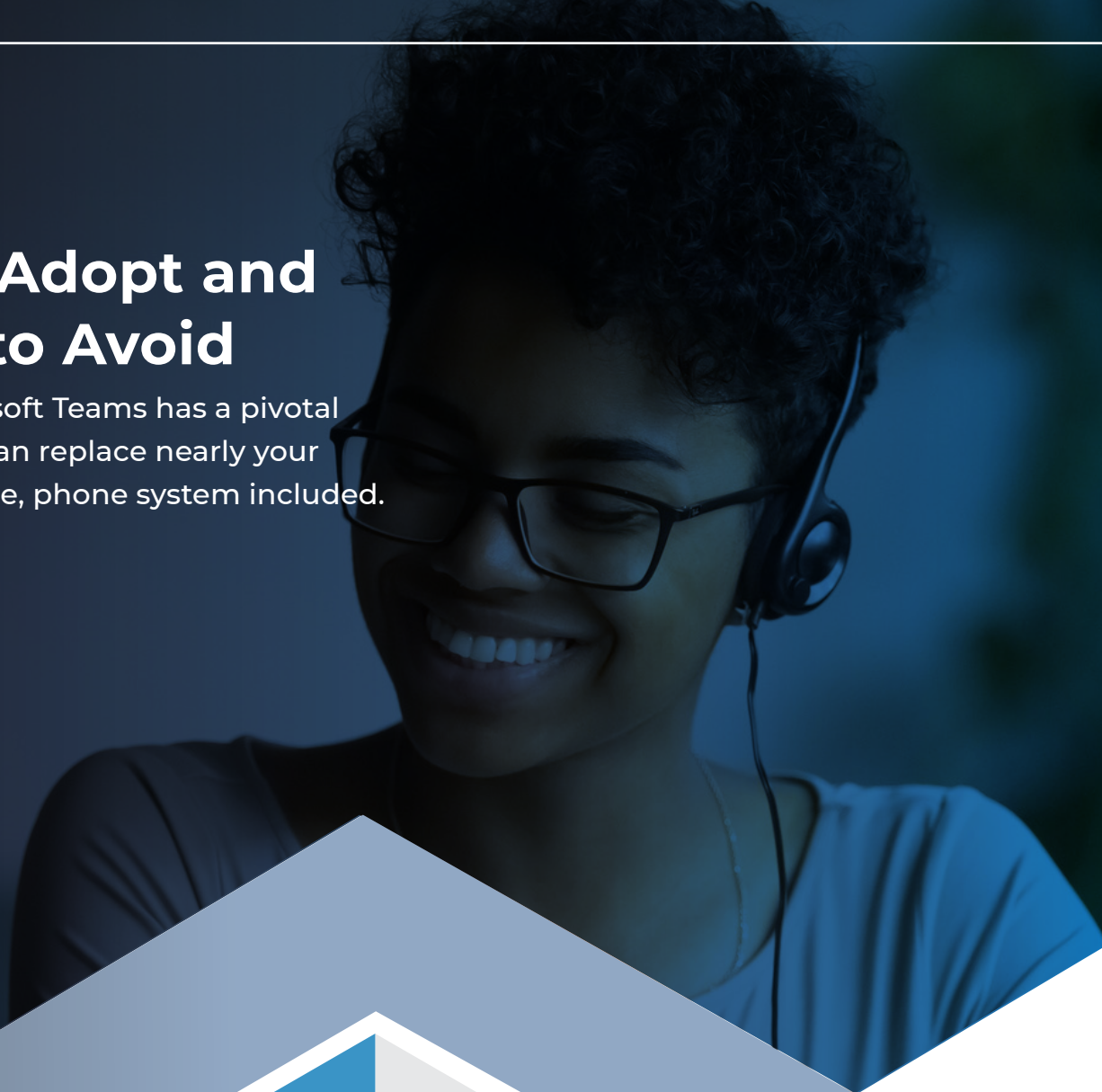
GET THE MOST OUT OF YOUR TEAMS
DEPLOYMENT

Making Microsoft Teams Your Phone System



Best Practices to Adopt and Critical Mistakes to Avoid

Hybrid work is the future, and Microsoft Teams has a pivotal role to play. Configured properly, it can replace nearly your entire communications infrastructure, phone system included.





Teamwork in the Digital Age

Already a popular platform for workplace collaboration prior to COVID-19, Microsoft Teams saw both usage and revenue skyrocket during the pandemic.

- It was one of the fastest growing apps of the pandemic, adding 95 million new users in 2020.
- There are currently 145 million daily active Microsoft Teams users.
- Over 500K organizations use Microsoft Teams as their default messaging platform.
- In 2020, Microsoft Team's revenue increased by an estimated 700% year over year.
- Microsoft Teams grew at a faster rate in 2020 than even Zoom.

"If 2020 was the year of the video meeting, 2021 could be the year when the apps that went mainstream during the crisis cement their position at the centre of working life."

— Financial Times¹



"Teams was the critical piece of our response to COVID-19. It was by far the most important way to maintain continuity with our clients and with our people, period."

— Stuart Brown, Managing Director,
Microsoft Business Group, Accenture.

The Foundation of the Hybrid Office

Microsoft has significantly expanded its platform's functionality during the pandemic. Teams is now a digital workplace hub, supporting everything from real-time collaboration to business calling. But how exactly does one translate that to business value?

- Improve productivity and reduce turnover with greater flexibility
- Reduce complexity through centralization.
- Integrate seamlessly with existing Microsoft products.
- Support remote work with secure communication and file sharing.

WHY YOU SHOULD CONSIDER REPLACING PBX WITH MICROSOFT TEAMS

- Greater flexibility compared to traditional PBX.
- Support for advanced features via a powerful API.
- Simpler to deploy, manage, and configure.
- Ideal for organizations already invested in Microsoft.
- Better cost control/scaling.

Best Practices for Replacing Your Phone System With Teams

DO	DON'T
Map your network & eliminate bottlenecks	Forget about call flow documentation
Plan for data governance and security	Ignore business continuity and disaster recovery
Establish a roadmap for user migration	Set unrealistic goals.
Communicate with your users	Neglect onboarding, training, and support
Test with pre-built environments	Fail to establish clear user roles
Understand your PBX needs	Expect a feature-by-feature match with PBX
Decide how you'll integrate Barebone Full Transition Hosted PBX IP PBX	Assume hardware compatibility
Choose your deployment Microsoft Calling Plan Direct Routing	Choose the wrong plan or number of licenses
Connect with an expert	Invest in Teams without other Microsoft solutions

Critical Mistakes When Deploying Teams for Business Calling

EXPECTING TEAMS TO BE A FEATURE-BY-FEATURE MATCH TO AN EXISTING PBX.	INVESTING IN TEAMS WITHOUT PLANS TO USE ANY OTHER MICROSOFT SOLUTIONS.	FAILING TO MAKE CERTAIN YOUR NETWORK HAS THE NECESSARY BANDWIDTH.	IGNORING BUSINESS CONTINUITY & DISASTER RECOVERY.
FAILURE TO COMMUNICATE WITH USERS DURING AND AFTER THE MIGRATION	FORGETTING ABOUT GOVERNANCE AND COMPLIANCE.	ASSUMING YOUR HARDWARE WILL BE COMP	CHOOSING THE WRONG PLAN/PROVISIONING THE WRONG NUMBER OF LICENSES.
LACK OF CALL FLOW DOCUMENTATION.	FAILURE TO ESTABLISH CLEAR USER ROLES/ REQUIREMENTS.	PLANNING THE DEPLOYMENT WITHIN AN UNREALISTIC TIME FRAME.	LACK OF PROPER USER TRAINING/SUPPORT

9 Tips to Ensure a Seamless Phone Deployment for Your Business

Not all phone systems are created equal. But if you're investing in upgrading yours, don't you want it done right the first time? Here are the top tips you need to know when deploying a new business phone system.

1 **REVIEW** ALL THE ELEMENTS THAT MAKE UP YOUR EXISTING SYSTEM

Begin with a thorough discovery phase so nothing gets overlooked.

2 **PLAN** FOR THE WORKFLOW NEEDS SPECIFIC TO YOUR BUSINESS

Understand and execute business-specific workflow scenarios.

3 **CONSIDER** UPGRADING YOUR CABLING

Old cabling could lead to poor signal being delivered to your devices.

4 **EVALUATE** YOUR WIRELESS NETWORK DESIGN

Ensure your wireless capabilities can effectively handle any new devices.

5 **KEEP** YOUR AUDIO AND VIDEO QUALITY CLEAR AND CRISP

Verify your digital flow supports your QoS setup.

6 **MAKE** YOUR DIALING PLAN SIMPLE

Configure an extension and calling plan that's easy to use and maintain.

7 **KNOW** THE RULES FOR EMERGENCY 911 SERVICE DIALING

Effectively manage emergency calling and setup with Microsoft Teams.

8 **AVOID** COMPLICATED AND CONFUSING CALL FLOWS

Implement advanced call flows to keep your employees and customers happy.

9 **HAVE** A DEPLOYMENT STRATEGY IN PLACE

Minimize the impact on your business by tactically solving unexpected issues.

Ready for a seamless transition?

G12 can help. 1-877-311-8750 | sales@g12com.com





Start your free 14-day free now.

Schedule a meeting and experience Cloud PBX, Teams Direct Routing, & Contact Center Connect FREE for 14 days.

READY TO UPGRADE YOUR CUSTOMER EXPERIENCE?

Book a meeting with our hybrid workplace specialists today!

hello@g12com.com