

Microsoft Teams

Our Commitment to You During COVID-19



With COVID-19 continuing to impact countries around the world, organizations are swiftly transitioning their employees to work remotely. This trend is only going to increase as uncertainties surrounding the virus continue to grow. As an organization, we are encouraging Core BTS teams to work from home as much as possible, aligning to our commitment to ensure the health and safety of our employees, customers, partners, and communities. Core BTS is embracing the efforts made by Microsoft and making Microsoft Teams available to as many people as possible, to support public health and safety by keeping teams connected while they work apart.

Core BTS Your Trusted Cloud Partner



- ✓ Virtual Collaboration
- ✓ Secure, Compliant Communication
- ✓ Anytime, Anywhere Accessibility

Our Intelligent Communications and Change Management experts lead the critical efforts to envision unified communications and collaboration on the Microsoft Cloud platform by first assessing your organization's behaviors and readiness. Catering to the specific needs of your organization, we configure Microsoft Teams and provide customized user adoption and training services designed to bridge the gaps between people, process, and technology. From envisioning your implementation strategy, to optimizing your environment and onboarding your team members, Core BTS provides the strategies and tools to enable better communication and collaboration faster.

Delivered Services

Complementary Consulting Assessment Services

Delivering pre-engagement assessment and envisioning with tailor-made recommendations.

Holistic Approach Around Your Business Objectives

Core will provide a comprehensive approach to secure Collaboration, Communication, and Teamwork with trusted Microsoft Teams platform to ensure data is protected, private and compliant*

Expert Design and Planning Services

Our experts will help you understand the most effective and efficient way to provision and onboard your users in Microsoft Teams and provide provisioning and configuration of your IT environment.

Provisioning of Collaboration Tools

Collaborate internally, coordinate cross-team initiatives and work directly with internal and external customers from any location with compliant productivity and unified tools.

Migration

If applicable, Core can help you with a seamless transition from your legacy environment to the cloud.

Accelerated Adoption of Microsoft Teams

Improve outcomes and streamline collaboration with unique proposition of Change Management and Adoption services.

User Adoption

Provide a strategic framework for faster adoption of Microsoft Teams solutions and tools aligned with your business requirements and use cases. Core will help you with your organization-wide announcement, tips and tricks, and recommendations to ensure user adoption.

FastTrack Services**

FastTrack Considerations: Core BTS is a partner member of the FastTrack Center, under the FastTrack Partner Program. The Microsoft FastTrack Partner (FTC) Program is a complimentary benefit for remote guidance and support provided by Microsoft for customers with eligible cloud licenses. The Core FastTrack team will work closely with Core Consulting Services to carry out all required tasks for the project where and if applicable. **License considerations applied for FastTrack eligibility

Microsoft Teams Package to Support Remote Workers during COVID-19

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Limited Time Offer for Organizations affected by COVID-19

If you work for a business that isn't currently licensed for Teams, you can get free Office 365 E1 offers for six months. Contact Core BTS to get started today. Microsoft Conditions: <https://docs.microsoft.com/en-us/microsoftteams/e1-trial-license>

(Note: the same offer is available in the Government Cloud, but not available in GCC High and the Department of Defense.)

If you work in education and want to set up teachers, students, and administrators on Teams, use Office 365 A1. This free version of Office 365 is available to all educational institutions. Reach out to Core BTS so we can help you accelerate your onboarding in a proper way.

Optional Add-ons and Services

Licensing Considerations:

Calling plan: Subscribe to Calling Plans from Office 365 and use existing phone numbers or get new ones. Microsoft Calling Plans. Easily add Calling Plans to Teams to enable more people to make and receive calls. The plans conveniently come in different sizes depending upon the number of minutes needed.

Direct Routing: Use Microsoft Direct Routing. Enable people to use existing phone numbers with Direct Routing in Teams Phone System for a complete calling experience that includes dial tone.

Audio Conferencing: Attendees can dial into a meeting with a local access number or via the single-touch join option available on PC or mobile.

Modern Voice with Phone System: Make, receive, and transfer business calls anywhere, using any device.

Multi-Geo Capabilities in Office 365: Manage your global data residency needs with per-user data location controls.

Professional Services Considerations

- **Microsoft Teams Room System (Crestron)**
- **Plug and Play Peripheral Devices (headsets/speaker devices) (Jabra)**
- **IP Phones (AudioCodes)**
- **Email Migration Services**
- **SharePoint (files/document) migration services**
- **Standalone Audio Conferencing IP Phones (AudioCodes)**
- **Q&A Bot:** Policy Assistant for businesses to provide greater experience for and reduce turnaround times for common questions
- **Collaboration and Teams Governance:** Taxonomy/ data governance, Information Architecture Intelligent file classification and encryption consulting
- **Microsoft CAS + Teams**
- **Advanced Threat Protection in Teams**
- **SBC Placement and Deployment as Applicable (if applicable)**
- **Teams Online Tenant Dial Plan/Voice Policy Envisioning (license dependent)**
- **Calling and Meetings Planning (license dependent)**
- **Success Criteria Checklist Definition and Creation**
- **User Acceptance Testing**
- **Cloud PBX Setup and Provisioning**
- **Tenant / User Voice Policy and Voicemail Feature Provisioning**
- **Call Routing and Voicemail Testing**
- **Dial-Tone Services:** Provisioning of Teams calling capabilities in Office 365. Dial-tone delivery an option by customer to use Microsoft or customer's carrier of choice. Calling and voicemail policy framework defined. Calling success criteria validation completed. Network readiness and success criteria for calling and meetings completed. Calling and Meeting device down-selection around persona definitions and device function requirements completed.
- **Learning & Resource Center**
- **User Satisfaction Survey**
- **Learning Delta Survey**
- **Adoption Dashboard Analysis**
- **Success Metric Review & Ongoing Adoption Strategy**