Cloud Enablement - Deployment Services

Getting your Teams telephony configured and connected quickly and seamlessly.

What Is It?

Pure IP's Cloud Enablement Deployment Service takes your Teams telephony solution from design to reality, providing you with a smooth and hassle-free final step to cloud telephony.

Led by our team of Cloud Enablement experts, the service includes all the required configuration and set up of voice services within your Microsoft 365 tenant, along with gateway integration and user migration delivering you a solution that is ready for active use and roll out. The individual activities that make up this service can be consumed in their entirety or selected individually to compliment your own teams' activities.

What Is Included?

Tenant Configuration

- Microsoft 365 tenant gateway integration and voice configuration
- Domain, gateways and channel settings
- Voice routing configuration
- Dial plans

Policies & Features

- Set up voice policies
- Creation of call queues and auto attendant

Testing

- System Acceptance Testing
- Creation of User Acceptance documentation

User Deployment

- Set up user profiles
- Deploy early adopters
- Migration of existing Microsoft 365 users to Teams

How Does It Work?

Assuming all the pre-requisites have been met and design agreed, Pure IP's Cloud Enablement Deployment Team will start building and setting up your Teams telephony service in the following way under the careful guidance of a Pure IP Project Manager:

STEP 1 › Microsoft 365 Tenant Gateway Integration

The first stage is to integrate the supplied custom sub domains which are fully managed via Pure IP. Our voice engineers will work within your O365 tenant to configure the new domains. Once the domains are configured, we add the Direct Routing Gateways which form the basis for your Phone System and access to the SIP/PSTN.

STEP 2 › Microsoft 365 Teams Voice Tenant – Voice Routing Configuration & Dial Plan

Extending the build of the Voice Gateways, we will configure your O365 tenant with regionalised voice routing to support class of restriction levels (local, national, international) and add the designed dial plan (both regionally and globally to meet the business requirements). This stage configures the Microsoft 365 Phone System with the base functionality to match the old Telephone system.

STEP 3 › Set-up Voice Policies

Within this stage we configure the profiles to suit the intended design and match those to the agreed personas. The voice policies allow for certain functionality of the O365 Phone System to be applied to groups of profiled users.

STEP 4 › Creation of Call Queues & Auto Attendants

Deploy the business-critical call flows and groups to you Microsoft 365 Phone System with Direct Routing, allowing main and group numbers to be answered, queued and delivered to groups of users. This also includes setting up options such as queue music, IVR systems and business hours divert.

STEP 5 › Functional Testing – System Acceptance Testing (SAT)

Once the Phone System is fully configured, we will run through a structured system acceptance test to ensure that all deployed features work as intended with the Direct Routing service. This testing is performed remotely by Pure IP external to the your network and devices.

Cloud Enablement

Our Cloud Enablement services are designed to streamline your journey to the cloud, and eliminate complexities and delays

STEP 6 › Deploy Early Adopters

In this phase of deployment we introduce the new Teams Voice service to a group of Early Adopters (Teams Champions). A defined group of users are configured to have the newly deployed Teams Voice settings applied to their Teams accounts.

STEP 7 › User Acceptance Testing Documentation

Structured Testing of features and settings with the early adopters using the services in your environment and on company devices and networks. Outcomes are captured and any issues identified at this stage will be logged, analysed and rectified 'where applicable' ready for the main user roll out.

STEP 8 › Migration of Existing Office 365 users to Teams

This is the main roll-out of the live Teams Voice Phone system features to each Teams user. This step can be phased. This can be prior to number porting, to allow the users to have all outbound functionality or aligned to number porting so that all inbound and outbound telephony is released as active at the same time.

STEP 9 › Make Call Queues & Auto Attendants live

This step is performed in alignment with the migration of the Office 365 users to Teams Voice. This step ensures that the business-critical call flows are delivered through to Teams users at the point whereby the users have been made live in Teams Voice.

STEP 10 › Handover & Knowledge Transfer

Once the Phone System is fully configured, we will run through a structured system acceptance test to ensure that all deployed features work as intended with the Direct Routing service. This testing is performed remotely by Pure IP external to the your network and devices.

Cloud Enablement

When You Would Use This Service

The Cloud Enablement Deployment Service is made for customers migrating to Pure IP's Direct Routing voice services. They can be consumed in any mix to meet specific customer and project requirements or bundled into a full Teams Voice Managed Service wrap.

EXPERTISE

Proven approach diminishing the risks and uncertainties

SPEED

Accelerate the migration to Microsoft Teams Voice

KNOWLEDGE

The know-how to handle complex requirements & troubleshoot effectively

FOCUS

Keeping focus on delivering the project without distractions

Associated Services From Pure IP

Pure IP's Cloud Enablement Services are designed to support a seamless transition of your telephony system to Microsoft Teams. We offer bespoke services tailored to your specific needs, taking you from the initial survey and readiness assessment to deployment and ongoing operational support. View the entire portfolio of Cloud Enablement services at: www.pure-ip.com/services-cloud-enablement-services