



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Microsoft Platform Voice Services



Table of Contents

- 1. Service Overview1
- 2. Service Scope & Constraints1
- 3. Service Approach & Outcomes2
- 4. Tools, Assets & Accelerators3
- 5. Trials & Associated Services4
- 6. Customer Responsibilities5
- 7. Avanade Experience.....5
- 8. Service Pricing5
- 9. Contact Information.....5
- 10. About Avanade6

1. Service Overview

Many organisations still rely on ageing, costly, and inflexible telephony platforms that were never designed for hybrid work, modern collaboration, or the expectations of today's workforce. These systems often limit user productivity, introduce operational risk, and create unnecessary cost, especially with the upcoming PSTN switch off.

Our **Voice Service** modernises your organisation's telephony by transitioning voice workloads into Microsoft Teams Phone and cloud enabled calling solutions. This creates a unified communication experience across calling, meetings, messaging, and devices. Employees gain the flexibility to make and receive calls anywhere, while IT benefits from simplified operations, improved security, and lower total cost of ownership.

Value Proposition

- Replaces legacy PBXs and fragmented telephony systems
- Reduces cost by simplifying and consolidating voice infrastructure
- Improves user experience with seamless Teams integrated calling
- Reduces risk ahead of the PSTN 2027 shutdown
- Modernises telephony with cloud based resiliency and scalability

Benefits Delivered

- A fully functional Teams Phone environment
- High-quality, reliable cloud voice services
- Streamlined call flows with auto attendants and call queues
- Unified communications across all devices and working environments
- Reduced operational overhead for IT
- Improved employee experience and responsiveness

Outcomes Delivered

- Voice readiness assessment
- Cloud telephony design blueprint
- Pilot implementation of Teams Phone
- Network validation and call quality improvements
- Call routing, numbering, and auto attendant configuration
- Roadmap for organisation wide migration and adoption

2. Service Scope & Constraints

Clear scope is essential when transforming voice capabilities, as telephony environments can vary significantly in complexity. The Voice Service focuses on the areas that deliver the greatest operational and strategic value; modern cloud voice architecture, call flow design, network readiness, and Teams Phone enablement.

Defining what is and isn't included from the outset ensures alignment, avoids surprises, and helps organisations understand where additional assessments, system changes, or separate programmes may be required due to carrier dependencies, legacy systems, or network limitations.

What the Voice Service Covers

- Assessment of the current telephony landscape
- Carrier/number inventory review
- Teams Phone architecture and design
- Calling Plan / Direct Routing / Operator Connect planning
- Call flow design (call queues, auto attendants, routing logic)
- Teams Phone enablement for pilot users
- Validation of call quality, network readiness, and device compatibility
- Recommendations for wider rollout
- Optional support for meeting room and device strategy

What the Service Typically Does Not Cover

- Full-scale migration of all users (available as separate engagement)
- Largescale network remediation
- Replacement of non-Microsoft Contact Centre platforms
- On-premise gateway deployment
- On-premise telephony equipment decommissioning

Constraints

- Number porting is dependent on carrier timelines
- Network performance may impact call quality
- Legacy hardware may be incompatible with cloud voice
- Availability of pilot users and subject matter experts impacts delivery pace
- Service hours, maintenance windows, and change freezes must be respected

3. Service Approach & Outcomes

Delivering high-quality cloud voice services requires a structured and deeply technical approach. Avanade's methodology moves from assessment to design, build, validation, and migration planning, ensuring every step, from network readiness to call flow configuration, is aligned with best practice and organisational needs.

This structured process results in high-quality outcomes such as validated network health, robust call flows, user-ready Teams Phone environments, and a clear roadmap for full organisational rollout.

Service Approach & Outcomes

Phase	Key Activities	Outcomes & Deliverables
Assessment	Review of current telephony systems (PBX, CUCM, Webex, Zoom, SIP, PSTN); Network and bandwidth validation; Licensing and readiness checks; Analysis of	Voice Readiness & Assessment Report

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

	existing call flows and user personas	
Planning & Design	Cloud voice architecture design aligned to Teams Phone; Identification of routing method (Operator Connect, Direct Routing, Calling Plans); Call workflow design (auto-attendants, queues); Device and meeting room strategy; Number management and porting preparation	Teams Phone Design Blueprint; Call Flow & Routing Design Documentation
Build	Tenant configuration for Teams Phone; Network optimisation recommendations; Pilot user setup and enablement; Auto-attendant and queue configuration; Direct Routing / Operator Connect integration	Pilot Voice Service Deployment
Test & Validate	Test calls, call flows, routing logic; Network performance analysis (Jitter, MOS, latency); Admin training and operational readiness checks; Pilot feedback and iterative refinement	Administrator Knowledge Transfer
Migration Readiness	Migration plan for full rollout; Communications and change strategy; Support transition from old PBX to cloud voice	End-User Communication Support Materials; Organisation-wide Migration Roadmap

4. Tools, Assets & Accelerators

To support efficient and reliable deployment, Avanade brings a comprehensive toolkit of proven assets designed specifically for cloud voice. These include network assessment frameworks, prebuilt call flow templates, configuration accelerators, device catalogues, and role-based training resources.

By leveraging these assets, organisations benefit from faster delivery, reduced deployment risk, more consistent configurations, and improved call quality, ultimately enhancing the user experience.

Avanade Tools & Assets

- Teams Phone readiness checklists
- Prebuilt call flow and auto attendant templates
- Network quality assessment toolkit
- Device catalogues and recommended standards
- Adoption and communication toolkits
- Administrator training modules

- Teams Phone configuration accelerators

Value These Accelerators Bring

- Faster delivery with ready-made building blocks
- Reduced deployment risk
- Higher call quality and improved user experience
- More consistent, scalable voice architecture
- Quicker time to real business value

5. Trials & Associated Services

Early validation is often essential when adopting cloud voice services. Avanade offers structured trial engagements that allow organisations to test Teams Phone functionality, evaluate call quality, assess network readiness, and build the business case for full migration.

Additional services can then extend the value of the trial, whether through full migration support, meeting room transformation, network optimisation, or ongoing managed voice services.

Trial Services Available

- Voice Service Proof of Value (25–50 users)
- Network & Call Quality Mini Assessment
- Telephony Business Case Assessment

These trials allow organisations to validate technology, quality, and user experience before broader investment.

Associated / Follow On Services

- Full Teams Phone Rollout
- Meeting Rooms Transformation
- Network Optimisation Services
- Teams Premium Implementation
- Managed Voice Service
- Legacy Telephony Decommissioning

6. Customer Responsibilities

Cloud voice transformation requires strong collaboration across IT, networking, and operational teams. Customers play a key role in providing access to existing telephony records, validating routing decisions, enabling necessary network changes, and supporting pilot user participation.

Clear ownership and timely engagement ensure that testing, configuration, number preparation, and call flow validation proceed smoothly, helping accelerate the path to a successful Teams Phone deployment.

- Access to existing telephony systems, number inventories, and call routing documentation
- Network team availability for reviews and configuration changes
- Provision of pilot users and test groups
- Engagement from decision-makers for call flow approvals
- Tenant access for configuration and validation
- Support with user readiness and communication activities

These are intentionally high-level and non-contractual.

7. Avanade Experience

Avanade has a long track record delivering voice transformation programmes for organisations with diverse telephony landscapes and high operational demands. Our work spans public and private sector, each requiring secure, resilient, and compliant communication capabilities.

The experience reflected in these engagements demonstrates Avanade's ability to modernise voice environments, improve call quality, streamline operations, and help organisations confidently transition away from legacy telephony.

Our teams bring deep Microsoft Teams, network readiness, and enterprise telephony expertise.

8. Service Pricing

Please refer to the associated Pricing Document relevant to this Service.

9. Contact Information

Sangeeta Pierce

Head of UK Health & Public Sector

Email: uk.hps.support@avanade.com

Tel: 020 7025 1000

10. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.