NTT DATA

Journey to Microsoft Teams with NTT

A three-stage approach to drive change,
increase engagement and drive productivity.

Content

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The complexities, opportunities and future of the unified communication (UC) landscape

Advancements in cloud technology are evolving at a rapid pace. With it comes a shift within the UC space, with more organizations seeing the value in moving their communications from on-premises to cloud based platforms.

The landscape is changing.

Investment in the UC cloud far outpaced on-premises UC licenses during Q3 of last year, **with cloud licenses at 447 vs 183 on-premises.[1]**

For those organizations with on-premises legacy systems, multiple apps and undeployed licenses, **the cost and maintenance can be difficult to manage.**

Studies show **40% of all UC software licenses are yet to be deployed**, with 70% of employees reporting that they use a mix of devices every day at work.[2]

Not only is it important you make the move using the right technology – but the **right partner is also essential** to help guide you through a potentially complex journey.

Stage 1: Adopt

Stage 2: Transition

Stage 3: Unite

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The time really is now for organizations to embark on a new journey and rethink their communications strategy.

When it comes to technology, those looking to move to a cloud-based Unified Communications platform such as Microsoft Teams look set to reap a multitude of benefits.

When combined with voice, boosting user productivity, increasing availability and speeding up communication can all be achieved. The financial gains presented by the cloud voice opportunity make for an even more compelling reason to move.

According to Forrester, several businesses achieved a **261% ROI**[3] **over a three-year period** using Microsoft 365 Cloud Voice by:

Saving time

Integrating telephony into the Microsoft Teams collaboration platform enables unified voice calling, improving call quality and system performance.

Driving revenue

Improving and integrating voice communication provides easy access to internal and external contacts. It also increases sales, reduces time to market and enables faster decision making.

Eliminating solution and support costs

Replacing previous telephony solutions with cloud voice cuts PBX maintenance costs and removes the need for support agreements.

Reducing telecommunication usage costs

International mobile roaming and long-distance calling charges are greatly reduced.

With the end of analogue-based technologies fast approaching, it will make it more even difficult and expensive for businesses to maintain legacy PBX.

Stage 1: Adopt   Stage 2: Transition   Stage 3: Unite

Defining your current communications and culture status

With **75% of large and medium enterprises using two or more PBX vendors**[4] , the UC journey can be a complex path. And one that presents many risks if the wrong approach is taken.

To make your journey a smooth one, defining your current communications and culture status is a good place to start.

By understanding your business and why you want to make the move, you can better define your cloud voice UC strategy.

Questions to ask

Where are you on your communications journey?
What drives your desire for change?
How would you describe your workplace culture?

| Stage 1: Adopt | Stage 2: Transition | Stage 3: Unite |

Building your business case

When it comes to driving business growth, UC investment may be amongst many other areas seeking funding to compete with. Building a business case that demonstrates your understanding of the key drivers, along with clear steps to success and estimated ROI, will help strengthen your case.

Here's how …

Methodology
Your business case should start with your methodology behind making the move to Teams.

The objective is to identify the cost, benefit, flexibility and risk factors that affect the decision for your business to invest in Teams.

Stage 1: Adopt	Stage 2: Transition	Stage 3: Unite

Important investment drivers

Interview your stakeholders and consider areas such as:

- Existing telephony solution and call costs.

- Capex versus opex model with hardware and maintenance costs for both telephony and collaboration tools.

- Collaboration needs of the business to innovate.

- Employee engagement and the impact of flexible and distributed workforces.

- Device usage across functions.

Stage 1: Adopt	Stage 2: Transition	Stage 3: Unite

Demonstrate your ROI vision

Deploying Teams saves workers time and gives them tools to improve business outcomes such as faster time-to-market, increased revenues and improved operations.

Example ROI:

1.5 hours of savings per week for 10% of the users.

Further savings of **7.6 minutes per day** thanks to improved call quality.

With a **50% productivity** capture in year one, this adds up to a net benefit of approximately USD 7.5 million over three years.

Replacing telephony solution eliminates USD 726k per year in hardware, adding up to **USD 3.1 million savings over three years.**

Device cost **reduction of USD 2.3 million** as users can access from a single device.

Stage 1: Adopt

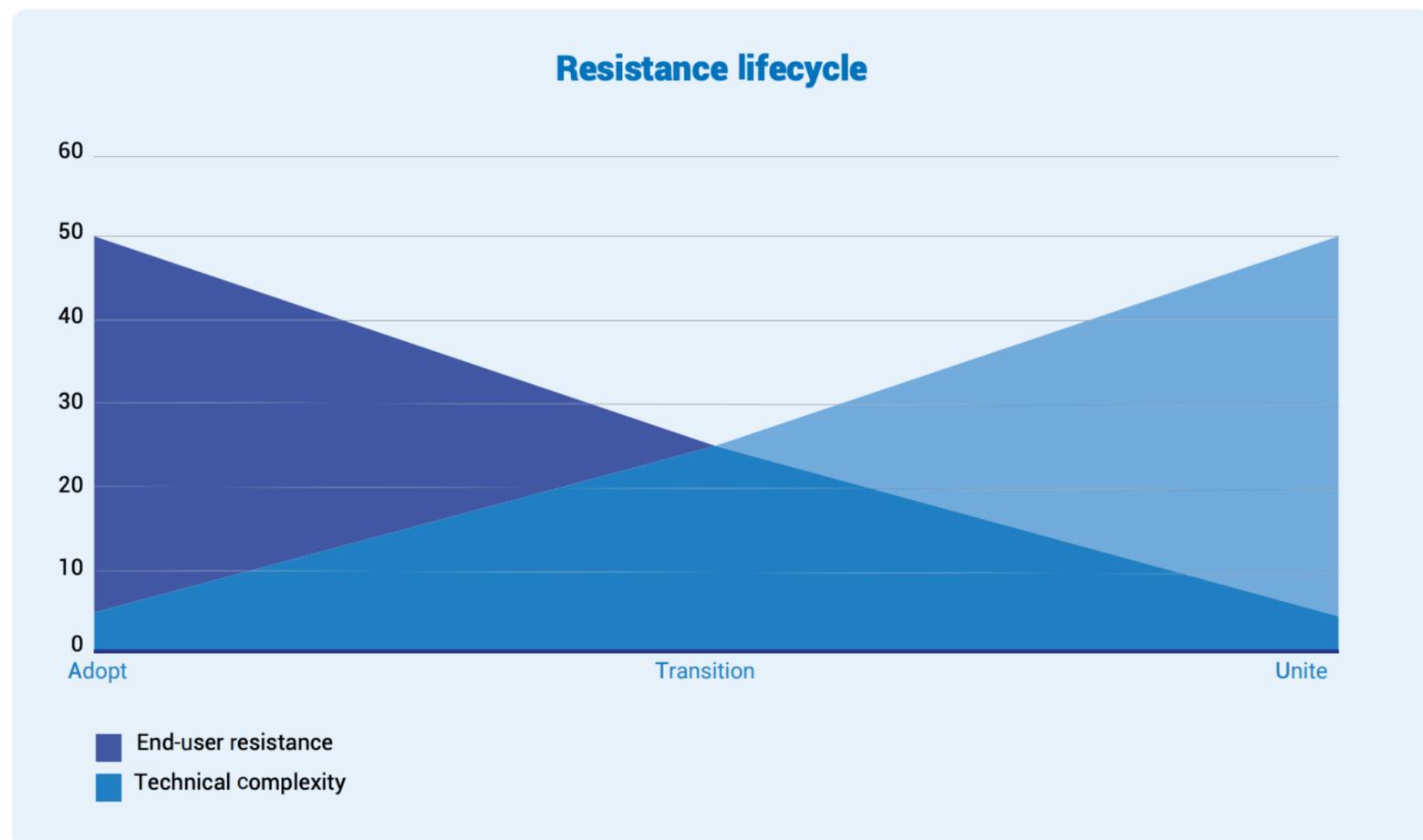Stage 2: Transition

Stage 3: Unite

Your journey to Teams – introducing our three-stage approach

Resistance lifecycle

At NTT, we take a three-stage proven approach to smoothly and successfully adopting a UC platform with Microsoft Teams.

From initial engagement to driving cultural change, we put people first and technology second.

This helps reduce end-user resistance, allowing us to build momentum through small achievable changes.

It also allows us to help build positive press for your IT department and reduce PBX integration requirements. This frees up their time, allowing them to focus on innovation and driving the business forward.

Stage 1: Adopt

Stage 2: Transition

Stage 3: Unite

Let's take a look at the three stages

Stage 1: Adopt

Stage 1: Adopt	Stage 2: Transition	Stage 3: Unite

Stage 1: Adopt

Using chat, Teams and Channels, we help you move Microsoft Teams onto every desktop. We aim to avoid long periods of co-existence and lack of Microsoft Teams governance structure. Success is achieved when most end-users view Microsoft Teams as a trusted and valuable productivity tool, by taking the following steps:
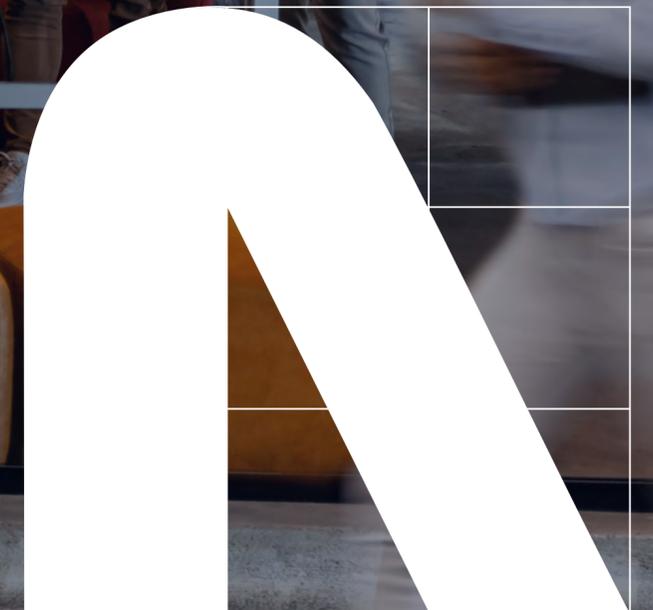
1. First a business sponsor communicates the what and the why for the change, to create a **change champion network**.

2. Microsoft Teams chat is then deployed across your company alongside your existing solutions. This enables us to establish a **Microsoft Teams governance** framework.

3. Training is offered to end-users and **change champions**. The focus is on understanding how to use Microsoft Teams chat, Teams and channels to be more productive.

4. Business sponsors, line managers and change champions drive change by **encouraging usage**.

5. **Business sponsors** and deployment teams next measure and track end-user satisfaction and usage, to be used for future planning.

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The end goal
For all end-users to be working in Microsoft Teams only mode.

Progress questions

- What have you done with Microsoft Teams today?

- Have you profiled your organization to create end-user personas?

- Do you have a Microsoft Teams governance structure in place today?

- Who has Microsoft Teams on their desktops today?

Stage 1: Adopt   Stage 2: Transition   Stage 3: Unite

Stage 2: Transition

Stage 1: Adopt

Stage 2: Transition

Stage 3: Unite

Stage 2: Transition

Next we focus on transitioning to using Microsoft Teams for meetings and peer-to-peer calling. During this stage it's critical that we focus on transitioning to a device strategy aligned to how your organization will communicate and collaborate. Our approach helps remove the risk of a poor quality of experience (QoE) which can hinder the adoption of Teams:

1. We begin by asking your IT to set a new **device strategy and QoE** approach based on organization-wide user personas. Next they perform network verification.

2. Business sponsors then communicate change and re-engage your change champions network to **drive meetings and peer-to-peer voice adoption.**

3. Then it's back to IT who deploys and configures end-user and **meeting room devices.**

4. Your business sponsors and change champions measure and track end-user **satisfaction** for feedback and improvement.

" **The end goal**
Microsoft Teams is the preferred tool for meetings and peer-to-peer voice.

Progress questions

- Have you verified network readiness for Microsoft Teams?

- Have you defined a meeting room (technology) strategy?

- Have you verified Security Architecture?

- How did users make peer-to-peer calls today? Was it a positive experience?

Stage 1: Adopt

Stage 2: Transition

Stage 3: Unite

Stage 3: Unite

Stage 3: Unite

This last stage is centered around rapid enterprise voice deployment site by site, user by user, uniting an organization as one to collaborate and communicate. With a robust deployment plan it is critical to avoid underestimating the culture around desk phones and legacy behaviors.

The end result is for Microsoft Teams Enterprise Voice to be seamlessly adopted by end-users, which can be achieved with the following steps:

1. IT starts by completing a **voice design workshop** and site surveys.

2. We build a Microsoft Teams **direct routing** platform with gateways and session boarder controllers.

3. Niche persona definitions and **training plans** are created, after which change champions are re-engaged to communicate changes to enterprise voice.

4. **Number porting** begins, with voice configuration and hyper care activities on a site by site basis.

5. End-users begin training in tandem with **migration**.

" The end goal

Turn off legacy PBX solution and remove legacy devices to establish a modern collaboration and communication workplace.

Progress questions

- What does your telephone infrastructure look like today?

- Where are your PBXs located?

- Where have you centralized SIP?

- Have you defined your voice feature requirements and, if so, what are they?

- Did you use extension dialing today?

- Do you still have analog devices that require integration with cloud voice?

Stage 1: Adopt | Stage 2: Transition | Stage 3: Unite

> "NTT represents a single vendor, a simplistic single point of contact. We've got change management, communications, project management – all of those disparate elements all in one spot, a unified space within NTT. We had a very smooth experience. In terms of a collaboration partner, I could not have asked for a better one.

James Rippetoe, VP IT Operations, Jensen Hughes

Teams increases accessibility of data for 1,500 global employees

For our customer Jensen Hughes, a global leader in safety and security, the main challenge from a communications perspective was that around 50% of their US sites were using Cisco Call Manager.

On a global scale this proved to be too costly, particularly since other global locations were on a mixture of Ring Central and legacy PBXs.

To continue expanding their geographic footprint, Jensen Hughes needed a solution for the increasing amounts of data collected by their 1,500 people across 80 global sites. All of whom who were using a mixed bag of telephony systems. NTT were chosen to carry out a Microsoft Teams Assessment and develop a business case with persona-based licensing and devices. The aim was to enable more effective teamwork and drive organic growth.

Thanks to Teams, Jensen Hughes has forecast total savings to be around USD 400k per year – an approximate 50% cost reduction.

Further implementations are now being completed in India and China. And with a direct dial and Teams on mobile devices, the capability to reach individuals is far greater with productivity levels increasing dramatically.

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Partner with NTT: an award-winning Microsoft partner

As the Microsoft Intelligent Communications Partner of the Year 2019, we connect and drive productivity for 4.5 million managed users with our intelligent communication solution.

Customers in over 30 countries have trusted us to replace their public switched telephone network, benefitting from our deep-rooted expertise and comprehensive suite of Intelligent Communications services centered around Microsoft Teams.

This has resulted in 11+ billion PSTN minutes consumed every year and partnerships with over 100+ carriers.

To help you prepare for your Teams transition, we offer a Teams Readiness Assessment. This is designed to evaluate the needs of IT and end-users in making an effective and successful transition to Microsoft Teams.

During the assessment we will:

- Complete an in-depth evaluation of your existing collaboration and communication tools.

- Explore business priorities and overall IT readiness.

- Work with your champions to create an immersive experience.

- Deliver an actionable roadmap for implementing teamwork solutions.

Stage 1: Adopt

Stage 2: Transition

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Visit our website to learn more

Contact us today to register your interest and start your journey to better teamwork that drives productivity and business growth.

Contact us

Sources
1. Market SpotCheck: UC Industry Statistics Wainhouse Research Jan 2020
2. US Enterprise Communications Survey, 2019: Unified Communications and Collaboration
3. The Total Economic Impact™ Of Microsoft Teams: A Forrester Total Economic Impact™ Study Commissioned By Microsoft April 2019
4. Enterprise Media Gateways Market 2020 Driven Increasing Demand and Opportunity Assessment, 2020-2024

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