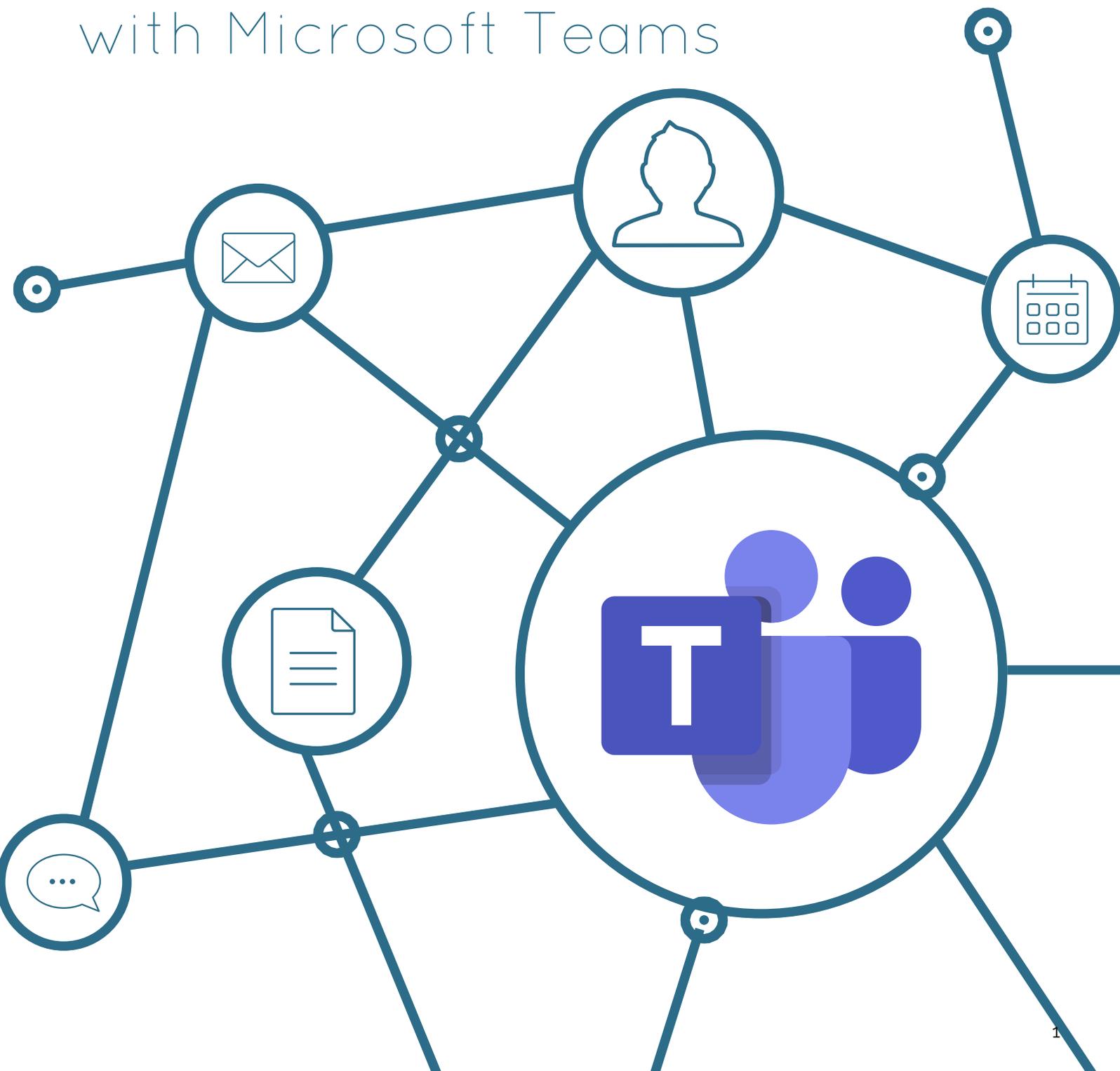


Supporting the Channel with Microsoft Teams



Adoption of Microsoft Teams is growing. You can grow with it

What is Teams and how can it benefit businesses?

Teams is Microsoft's chat-based collaboration software application and is part of the Office 365 suite of business products which is used by 180m users Globally each month.

As Microsoft's fastest-growing business application, Teams is renowned in today's marketplace and is currently used daily by over 20million users.

Benefits of Microsoft Teams include; increased transparency, productivity gains and enriched communication, plus much more! And, although Nuvias UC do not sell O365 or Teams licences, we fully appreciate the technology from using it within our day to day operations.

What is the opportunity for the Channel?

With Skype for Business (SfB) users being moved over to Teams due to SfB O365 announced to be End Of Life (EOL) in 2021, and MS Teams now being included with all Office 365 Pro Plus and Enterprise licensing plans (E1/E3/E5), the number of organisations which are looking to adopt Teams is growing rapidly.

As a Channel Partner in the UC space, there are 3 main opportunities around Microsoft Teams:

- ⊕ Microsoft Licences
- ⊕ Product Attachment
- ⊕ Services Attachment

Did you know that for every **\$1** spent on MS licensing, an average of **\$5.87** is spent on additional products and services?*



Are you looking for a technology partner to help migrate customers to Microsoft Teams?

About Nuvias UC

Nuvias UC, formerly SIPHON Networks, is a technology enabler solely focused on Unified Communications technology. Nuvias UC work with Service Providers & Technology Resellers who deliver services both directly and indirectly to the enterprise market.

The fundamental principle and goal of Nuvias UC is to provide high value consultancy and technical services, in addition to product and software delivery, which enables introduction of innovative new solutions that deliver significant value to our customers. Nuvias UC does this by combining world class solutions from key technology vendors and by delivering a very comprehensive suite of consultancy and services packages.

We know that some partners are losing Microsoft Teams opportunities due to lack of knowledge or support available to them, and the increased complexity is putting partners off, but we're here to enable the channel and to support with the product and service attachment around Teams.

Giving you one partner for all services and related hardware.



Our experience with Microsoft

As an experienced distributor of solutions for Microsoft, with almost 10 years' experience from Lync through to Skype for Business, we specialise in helping Microsoft partners and Resellers deliver Unified Communications into their existing customer base.

Microsoft integration is a key part of what we do and as a Value-added Distributor, we're proud to supply Teams approved hardware and services to the channel. Our comprehensive suite of engineering services for reseller partners are focused around integration of certified hardware into Microsoft Teams and Skype for Business (both On-Premise & Cloud) environments.

“ We have been extremely impressed with the Microsoft capabilities of Nuvias UC. Their offering in this space is unrivalled and the teams expertise around enhancing the Microsoft user experience has enabled us to grow our Microsoft attachment significantly. Specifically in the Teams video space. ”

John Dixon - Collaboration Sales Specialist, Softcat

Meet our MS Teams Expert:

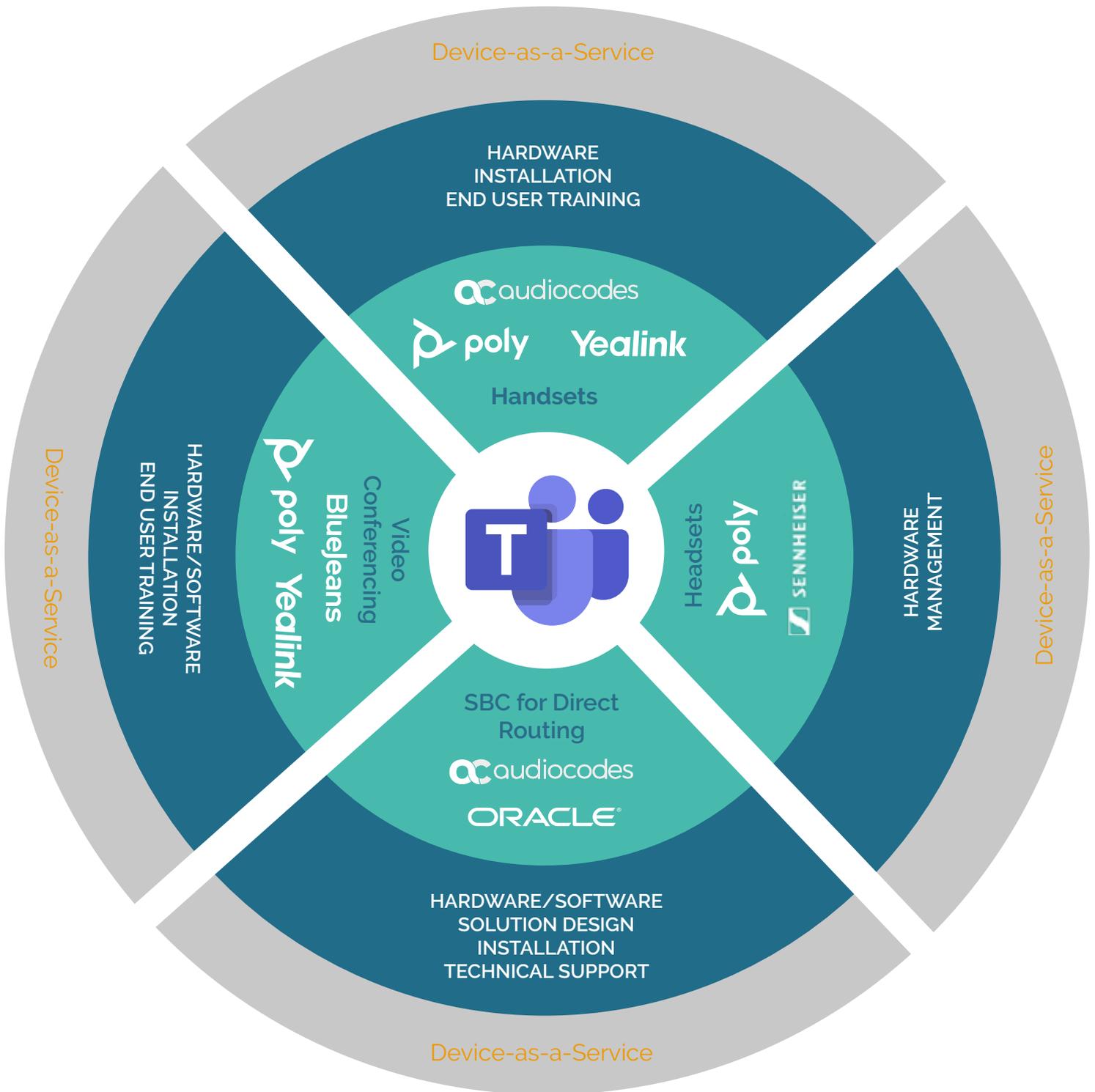
Andrew Graves

As well as having a large technical engineering team to support with the deployment of hardware to create an enhanced Microsoft Teams UC experience, Nuvias UC also have a **Microsoft Teams Expert** who engages pre-sales to ensure the right solution for the channel partner and end user is chosen.

Andrew has many years experience supporting Microsoft and is our 'Go To' for all MS Teams queries, both internally but also for our channel partners.



Our Teams Offering



As a value-added distributor, our channel partners benefit from much more than just account management and reliable stock and delivery solutions. Our professional services and technical support are industry recognised and are just one of the advantages of choosing Nuvias UC as a technology enablement partner. All of our products and associated services can be built in to a highly competitive Device-as-a-Service offering to make budgeting and cash flow easier.



More about the products...

To use the Teams client to make and receive voice calls within the organisation, end users must have Phone System enabled. Phone System is included with E5 licenses and can be added to E1/E3 licenses at a cost per user/per month to provide enterprise voice functionality.

If customers wish to make calls outside of their organisation to the PSTN (Public Switched Telephone Network), then they can either purchase a Calling Plan from Microsoft (again charged per user/per month) OR use Direct Routing for Teams which enables them to connect a SIP trunk to their Teams tenant using a Session Border Controller. An Enterprise SBC can be deployed for a specific Office 365 tenant, or for service providers wanting to offer PSTN connectivity to multiple customers, a multi-tenant SBC can be deployed' (*see page 9*).

Once Phone System is enabled and/or they have gone down the Calling Plan or Direct Routing for Teams route, there is an opportunity for you, as a Channel Partner, to introduce Teams compatible handsets and headsets to utilise the Teams app as a single communications tool and to deliver a seamless user experience to the customer.

HANDSETS

There are many Handsets available from Nuvias UC, some of which are Native to Teams to give the customer a truly seamless user experience and some of which are Skype for Business (SfB) certified so will work with Teams but the user interface differs.

(Native Teams devices use the Microsoft Teams software application running on Android OS.)

Below are some handsets suitable for a Teams environment:

SfB-certified Handsets

(These handsets will continue to be supported for use with MS Teams until July 31 2023)

Poly VVX (019) Series
Audiocodes 400HD IP Series
Yealink T4 Series

Native Teams Handsets

Poly CCX Series
Yealink T5 Series
Yealink VP59 Phone



NUVIAS | HUB

All of our MS Teams Handsets are available to purchase through **HUB**, Nuvias UC's own online portal that customers can use to access our services online. Originally designed to provide our channel partners with an efficient way to purchase from us, HUB provides up to date pricing and stock information, online ordering, tracking and a range of reporting functions via a resilient cloud platform.

For more information about HUB, please contact your Nuvias UC Account Manager or call 01635 255000.

HEADSETS

For optimal collaboration, end users should have headsets which help avoid distractions and provide superior Microsoft Teams experiences. Giving you as a Channel Partner another opportunity to maximise on the growth of Teams.

Available from Nuvias UC, Skype for Business certified headsets from Sennheiser and Poly work seamlessly with Microsoft Teams. By choosing a headset solution from Poly or Sennheiser, users can experience the plug 'n' play simplicity and the proven interoperability with Teams.

Below are some headsets suitable for a Teams environment:

(Poly) Plantronics Voyager Series
(Poly) Plantronics Blackwire Series
(Poly) Plantronics EncorePro Series
(Poly) Plantronics Savi Series
Poly Elara Series

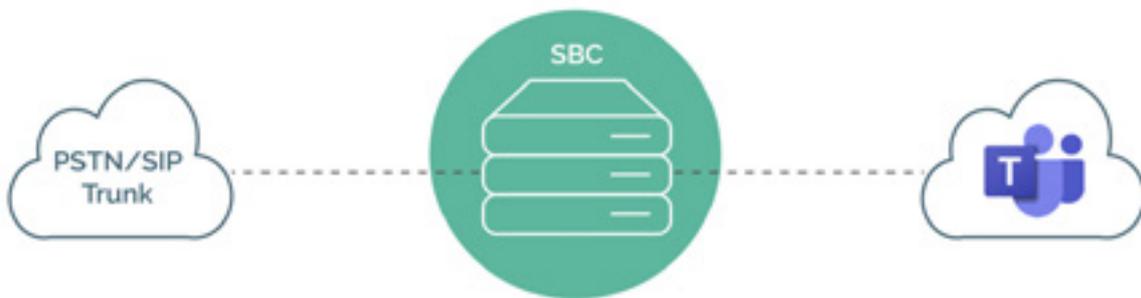
Sennheiser Century Series
Sennheiser Circle Series
Sennheiser Culture Series
Sennheiser Culture Plus Series
Sennheiser Culture Plus Mobile Series
Sennheiser SD/DW Series
Sennheiser D 10 Series
Sennheiser PRESENCE Mobile Series
Sennheiser Mobile Business Pro Series
(including MB 660)



SBC FOR DIRECT ROUTING

As mentioned on Page 6, If customers wish to use the Teams app to make calls outside of their organisation, then they can use Direct Routing for Teams which enables the end user to connect a SIP trunk to their Teams tenant using a Session Border Controller.

How does it work?



As a UC Technology Enabler for the Channel, Nuvias UC have the knowledge and expertise to deploy SBCs and our wide array of professional services are designed to help support you in installing the Session Border Controller for Direct Routing directly into your customers organisation for their own use (Enterprise Model).

The Audiocodes and Oracle Session Border Controllers for Direct Routing available from Nuvias UC offer direct SIP connectivity between existing enterprise voice infrastructure, Microsoft Teams, the PSTN and SIP trunking services. They provide complete coverage of customer needs with extensive scalability, interoperability and reliability.



Direct Routing for Microsoft Teams gives customers a viable and far more cost effective way to deliver PSTN calling services to their users.

VIDEO CONFERENCING

We all know the benefits of video conferencing; how being able to read body language and facial expressions improves productivity, and how it allows employers to cut travel expenses and time spent offline, to name a few only.

There are various ways that your customers can enjoy video calls and meetings from their MS Teams client and the solution for them will depend on their current situation:

- ✔ If the end user is new to video all together and is looking for a video solution to integrate with their MS Teams platform, OR they are planning to replace their legacy video equipment with new MS Teams compatible devices, then we would suggest the **Microsoft Teams video endpoints below**.
- ✔ If the end user has recently invested in video equipment and is looking for a way that their existing technology can work with the MS Teams client, then we would suggest one of the **Cloud Video Interop (CVI) solutions below**.

Video Endpoints for MS Teams

Native Microsoft Teams room systems, like the Yealink MVC Series and Yealink CP960 (Audio conferencing only) are based on a PC running Windows 10 and the Microsoft Teams software application. Poly however, must be paired with a HP Elite Slice (windows device) to enable the USB audio and video devices to be added (e.g. Poly Trio, Studio, EagleEye USB cameras).

These solutions offer a seamless and consistent user experience for end users using MS Teams for video meetings.

Cloud Video Solutions for MS Teams

Cloud Video Interop (CVI) solutions like BlueJeans Gateway for Teams, Lifesize Gateway for Teams and Poly RealConnect for Teams enable standards-based video conferencing equipment (e.g. Poly Group Series, Trio Visual+ and Pro) to connect to Teams meetings

These license based solutions provide a flexible option should the end user decide to use another standards based (SIP or H.323) video platform in the future as they would not have to replace the hardware.



BlueJeans



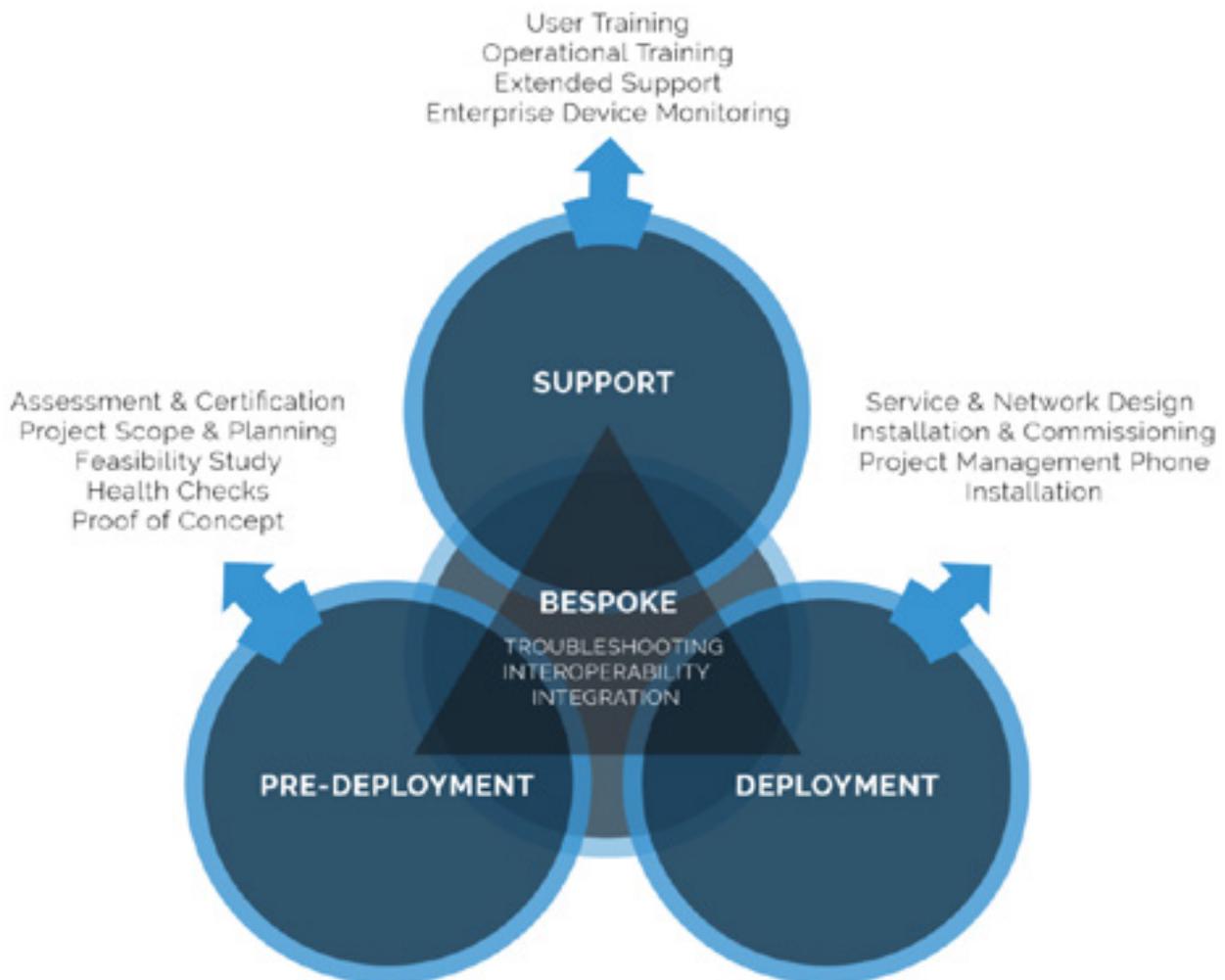
Yealink

Our Professional Services



Nuvias UC offers a suite of consultancy & support services to provide customers with holistic support for Microsoft Unified Communications Projects. These services are crucial to assist customers in a rapid, sustained adoption of Microsoft Teams with long-term operational success. By focusing on organisational readiness, change management and user experience - key factors recognised within large scale & successful Microsoft UC deployments – the implementation of UC will be completed in an optimal and efficient manner.

Although Nuvias UC don't offer any support on the Teams client itself, as part of our services portfolio, we offer enablement & support services across the range of products that we distribute which embrace and extend Skype for Business and MS Teams. This includes all the required services to enable the design and deployment of all Microsoft certified 3rd party products, which also enable Enterprises to leverage hybrid deployments or to support the migration to a full Cloud PBX service.





If you would like to find out more about how Nuvias UC can support you with Microsoft Teams, please contact us on:

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E: uc.sales.uk@nuvias.com

www.siphonnetworks.com

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COMMUNICATIONS