

SERVICES FOR MICROSOFT TEAMS

Reimagine team and project collaboration

ESSENTIALS

Dell Technologies Consulting Services can help you:

- Transition from an email and document collaboration approach to a chat-centric workspace
- Realize the most productive experience by deploying the Teams client in alignment with your mobility, Windows 10 and Office 365 ProPlus initiatives
- Optimize security, compliance and lifecycle management
- Achieve cost savings by transitioning to integrated Office 365 voice and telephony solutions
- Leverage apps and bots for a more connected experience
- Accelerate the transition to and adoption of a new way of collaborating

Business Challenge

Chat and messaging-centric applications have become the most popular tools for people to communicate and collaborate in their personal lives. Organizations are looking to leverage similar solutions to enable dynamic teams within their workforce. Microsoft Teams is an attractive choice because of its pre-integrated ecosystem within Office 365 and ability to replace overlapping solutions. Harnessing these capabilities and encouraging the workforce to adopt these new ways to working requires the skills of an experienced Microsoft partner.

Dell Technologies Consulting Services can help you deploy and fully adopt the Teams ecosystem to maximize its potential.

Services Description

Dell Technologies Consulting Services for Teams are designed to help you reimagine how you deliver team and project collaboration to the workforce. We believe Teams can become the one hub for teamwork and our consulting experts can help you transition from an email and document collaboration approach to a modern chat-centric workspace. We offer assessment and planning services if you are just getting started or complete implementation and migration if you are ready to fully adopt Teams.

The ability to have integrated messaging, voice and video in context of this team workspace opens new possibilities for productivity. Delivering the most productive worker experience is through the Teams client vs other Office 365 apps that are optimized for the web browser. Moving to Teams represents a significant change for your workforce which is why we recommend a robust adoption and change management program to ensure success.

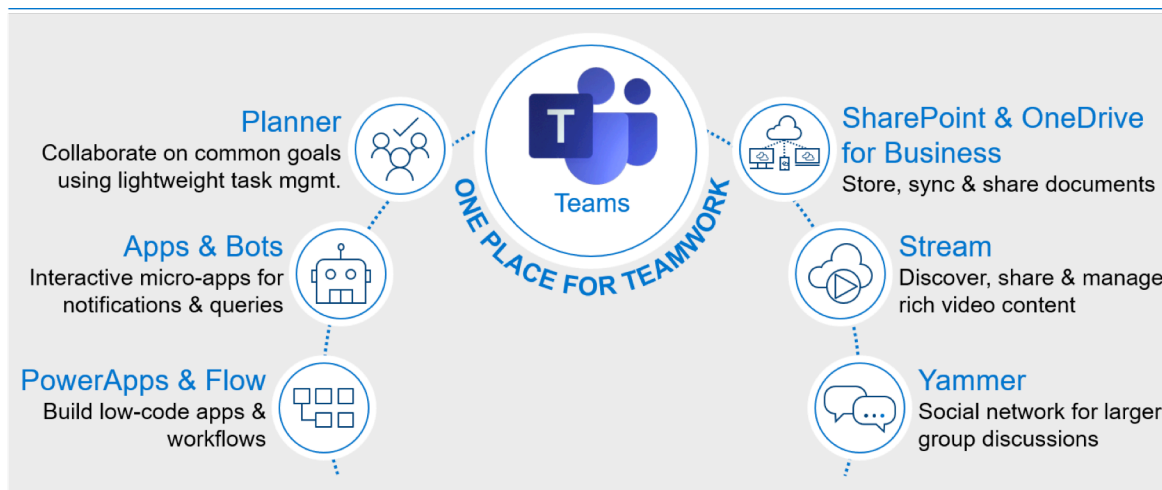
Our consulting services for Teams include the following:

- Discovery and assessment of existing collaboration content (e.g. SharePoint, Slack, G Suite) and telephony, voice and messaging solutions
- Determine the best deployment model for the Teams client based on organizational size and maturity to deliver the most productive worker experience on all approved devices
- Determine whether co-existence (islands mode) or full replacement of Skype for Business will be necessary
- Security, compliance and lifecycle management configuration
- Define Teams governance and channel management to enforce desired policies and usage guidelines
- Design and implement the right voice and telephony solution (e.g. hybrid, cloud) and appropriate integrations

- Develop custom apps and bots tailored to unique needs
- Determine the right mix of native versus custom developed Bots
- Evaluate available apps and bots for Teams to determine whether enabling them will deliver value and if any limitations are warranted

Enable Dynamic Teams with the Microsoft Teams Ecosystem

Using Teams as your hub for collaboration is about embracing a modern chat-centric workspace that is pre-integrated with an ecosystem of Office 365 apps and solutions. Our consulting experts can help maximize the value of Teams by deploying the right mix of apps and services by business scenario and audience.



Prepare the Foundation for Office 365

Before moving to Teams, it's important to set the foundation for Office 365 and ensure the tenant is set up properly and ready to on-board workers and provision services. Assessing health and readiness of your Active Directory environment and related security and compliance tools is the most obvious and critical element of Office 365 tenant planning. Topics such as legal, risk, information lifecycle and mobility are additional considerations we can help with. Introducing new workloads to the network always creates some risk that the new solution might not perform as expected and existing solutions might suffer due to emerging bandwidth bottlenecks. This is particularly true for Teams given its rich voice, video and telephony capabilities. Our Network Readiness Assessment can help identify and manage risks and provide recommendations for optimizing performance.

Achieving full adoption of Teams can be a productivity boost for the organization, however some resistance is bound to happen. In our experience a comprehensive approach to adoption and change management beyond training and communication is recommended to help drive acceptance and rapid adoption of Teams. Our Adoption and Change Management Services can help you plan, prepare, drive adoption and sustain a new way of doing business.

Summary of Benefits

Dell Technologies Consulting Services help you gain the most of your Teams investment with the right mix of consulting services to supplement your FastTrack benefits. Our services are:

- Focused, high impact engagements
- Executed with clear phases and decision points
- Validated, repeatable processes
- Flexible, modular approach



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