

# Has MS Teams changed the UC Landscape?



Dave Mailer  
May 2019



- ❑ *Background in enterprise communications*
- ❑ *Cloud Projects*
- ❑ *Strategy, Procurements and Deployments*
- ❑ *Collaborative and single organization projects*
- ❑ *Member of SCTC (Chair of Global Development Committee)*

[dmailer@4c.co.uk](mailto:dmailer@4c.co.uk) / 07970 573427



**4C** | STRATEGIES

# Society of Communications Technology Consultants

*A professional network of experienced, vendor independent, vetted consultants has extensive knowledge and expertise to guide organizations to optimal solutions*

## *SCTC consultants are:*

- Experts in their field, thoroughly vetted by the SCTC.*
- Part of a powerful network of consultants, able to form teams on demand with the right expertise for each project.*
- Vendor-independent, delivering unbiased, client-focused recommendations.*

<http://www.sctcconsultants.org>

**Stand H125**



**4C** | STRATEGIES

# 4C Strategies Ltd

- ❑ *Independent ICT Consultancy*
- ❑ *Major focus upon collaboration and networking*
- ❑ *Support for all project stages*
  - *Strategy Development / Business Case*
  - *Procurement*
  - *Implementation management and support*
  - *Benefits realisation*

[www.4c.co.uk](http://www.4c.co.uk) / 01858 438938

Should organisations re-consider their UC Strategy because of Teams?





# What is Teams?

Live Communications Server (2005)

Office Communications Server (2007)

Lync (2011)

Skype for Business (2015)

Teams (2017)





- ❑ Launched 2017
- ❑ Fastest growing product MS has ever released (Source: Microsoft)
- ❑ Usage doubled between Sep 2017 and Sep 2018
- ❑ Up from 125,000 orgs to 329,000
- ❑ Available with many O365 subscriptions





# Teams in O365

The following Office 365 subscriptions enable users for Teams.

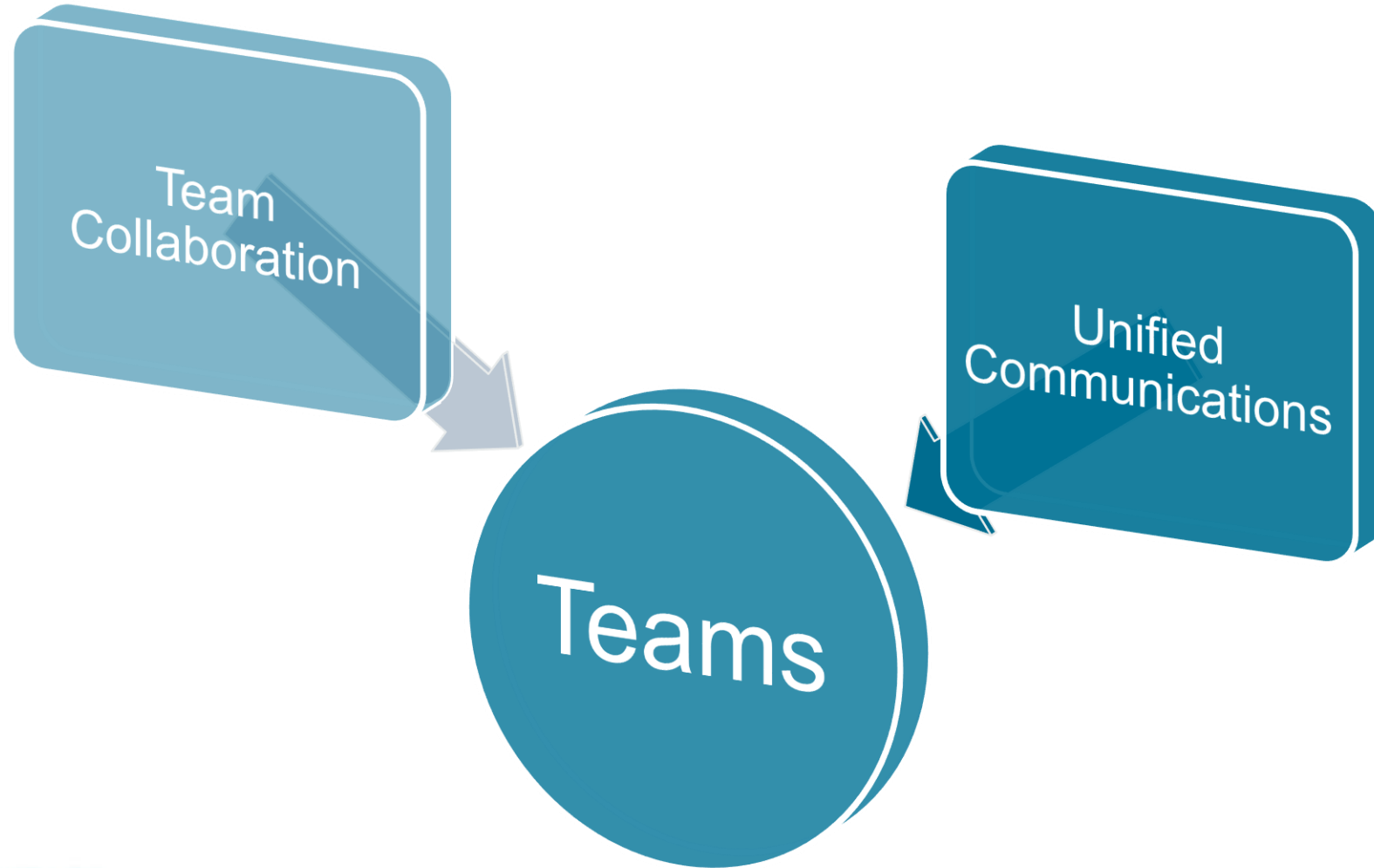
<b>Small Business Plans</b>	<b>Enterprise Plans</b>	<b>Education Plans</b>	<b>Developer Plans</b>
Office 365 Business Essentials	Office 365 Enterprise E1	Office 365 Education	Office 365 Developer
Office 365 Business Premium	Office 365 Enterprise E3	Office 365 Education Plus	
	Office 365 Enterprise E4 (retired)	Office 365 Education E3 (retired)	
	Office 365 Enterprise E5	Office 365 Education E5	
	Office 365 Enterprise F1		





**4C** | STRATEGIES

# Two Products in One

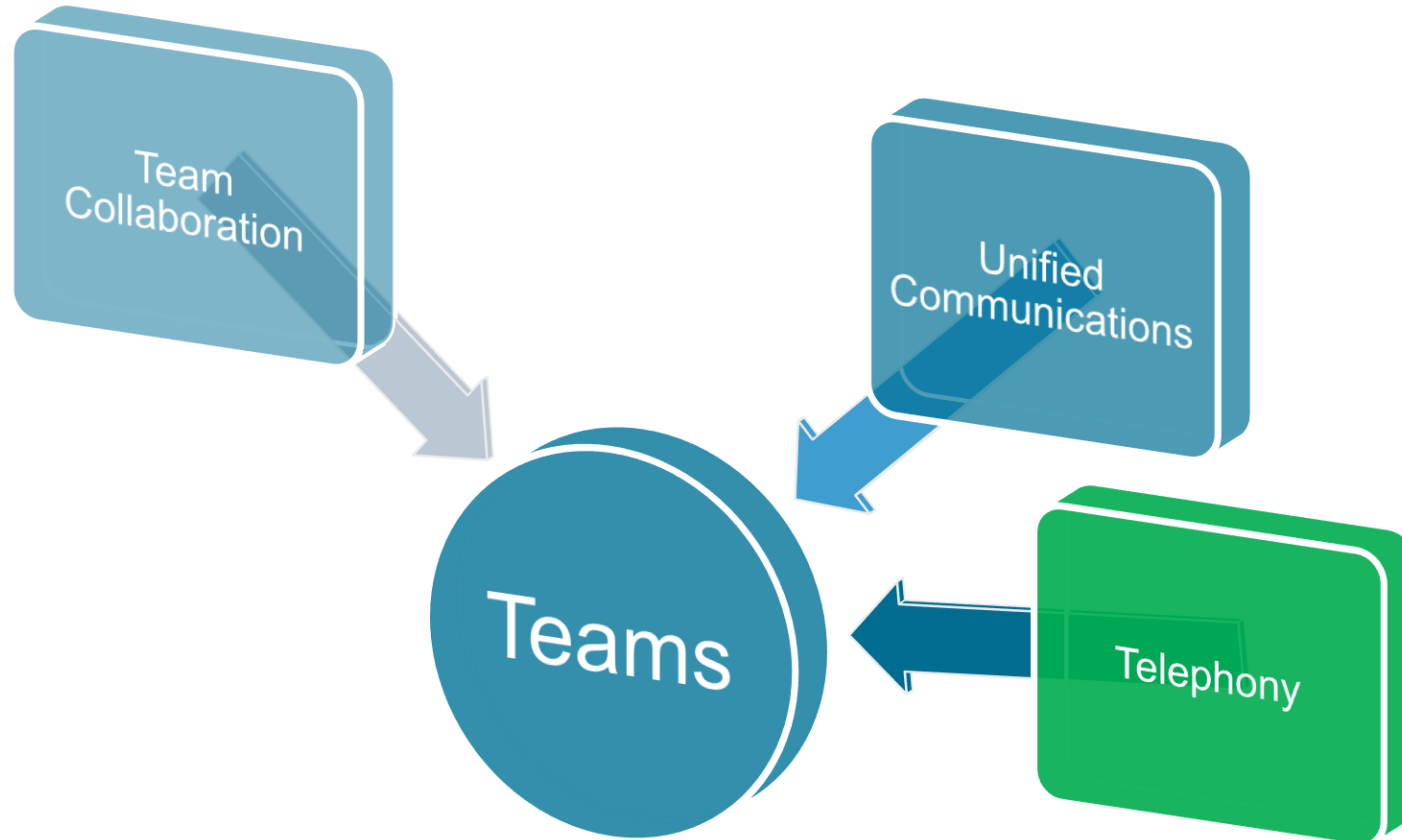


SOCIETY OF  
**COMMUNICATIONS TECHNOLOGY**  
CONSULTANTS INTERNATIONAL

[dmailer@4c.co.uk](mailto:dmailer@4c.co.uk) | 07970 573427



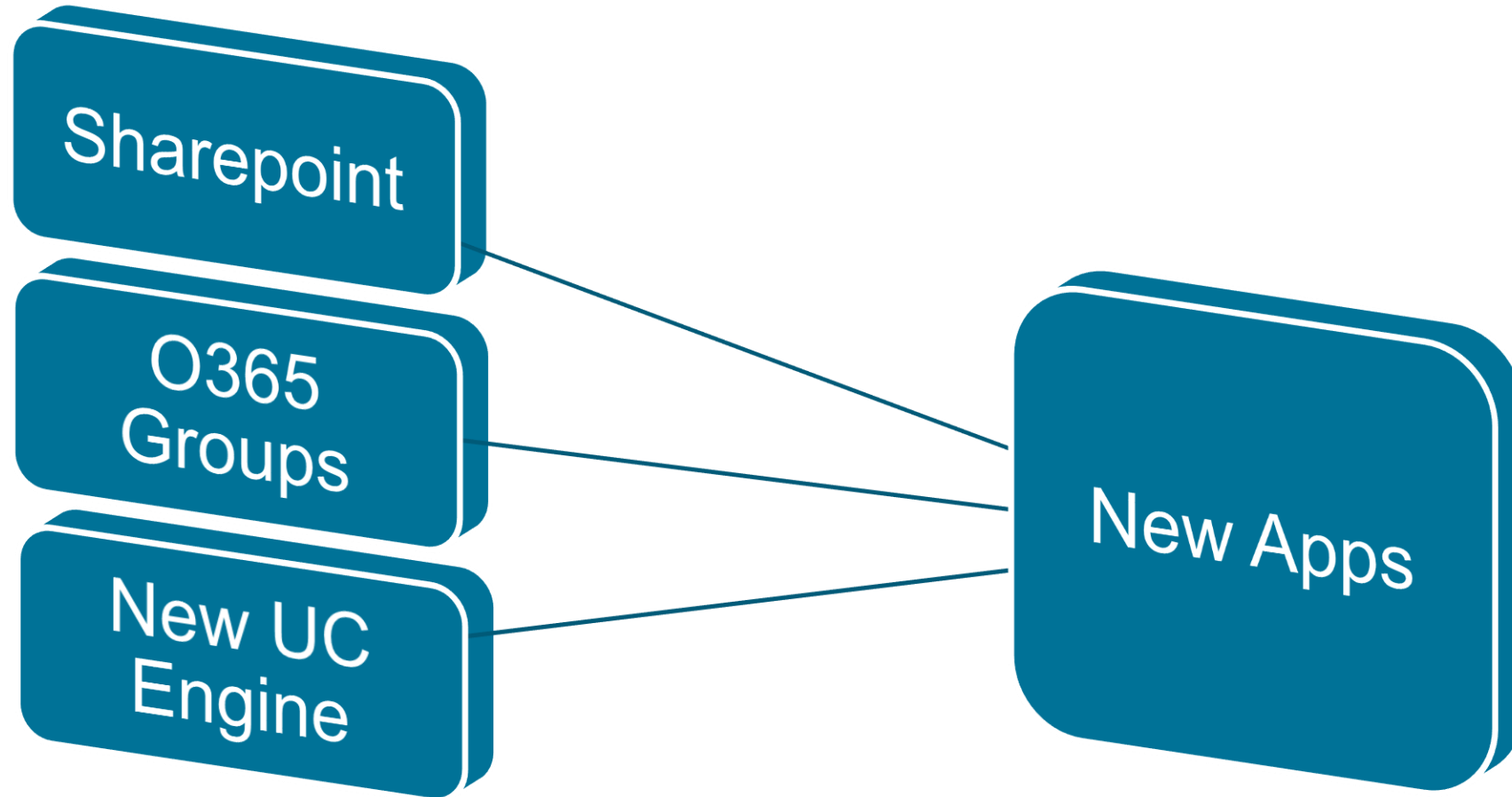
# or Three ?



- Phone System
- PSTN Conferencing



# Components





# What's the difference?

Unified Communications

Person to Person  
Communications

Team Collaboration

Focused upon  
Information



# Functionality

## Unified Communications

Voice

Video

Messaging

Desktop Conferencing

Telephony

PSTN Conferencing

## Team Collaboration

SharePoint front-end

Storage and sync

Document collaboration

Persistent Messaging

Applications





# Deployment Challenges - UC

- ❑ Product / functionality overlap
- ❑ Cloud only solution
- ❑ Device strategy
- ❑ Integrations
- ❑ User impact
  - Training
  - documentation





4C | STRATEGIES

# Unique Challenge





# Deployment Options

1. No Teams
2. Teams + legacy UC / telephony
  - i. Teams and SfB - co-existence
  - ii. Teams and SfB - integration
3. Teams (collab and UC) + legacy telephony
4. Teams only
  - i. UC / Telephony Only
  - ii. Full Functionality





# No Teams

- Disable Teams for all users
- No Team Collaboration
- Continue to use Sharepoint as present
- Continue to use legacy UC as present



## Advantages

- Stability
- User familiarity
- Protect legacy investment in handsets / licences
- Maintain existing integrations
- No impact / risk

## Disadvantages

- Additional team collaboration capability not available
- Reducing support (legacy MS platforms)

## Conclusion

Least risk in short term, not sustainable beyond medium term



- Introduce Teams for Team Collaboration only
- Disable all Teams UC Features
- Use legacy as present for UC
  
- But what if legacy is Skype for Business

# Teams / SfB Co-existence

## Advantages

- Teams for team collaboration
- Improved Sharepoint experience
- No change to UC / telephony
- Leverage beneficial financial model for SfB
- Protect investment in handsets
- Maintain existing integration
- Minimal impact / risk for user telephony and critical telephony functions

## Conclusion

Facilitates introduction of team collaboration whilst minimising user impact and risk to telephony

## Disadvantages

- 2 desktop clients (no overlap)
- New support model required for Teams
- Potential capability overlap
- Potential co-existence issues
- Reducing support for SfB



# Teams / Legacy Hybrid

- ❑ Introduce Teams for Team Collaboration
- ❑ Integrate Teams and Legacy
- ❑ Legacy for telephony and UC for majority of users
- ❑ Teams for telephony and UC by exception



# Teams / SfB Integration

## Advantages

- Teams for team collaboration
- Single desktop client for some users
- Leverage beneficial financial model for SfB (partial)
- Reduced impact / risk for critical telephony functions

## Disadvantages

- Increased complexity
- Likely significant integration issues / overhead
- Differing UC / telephony applications for users
- Potential co-existence issues
- Increasing costs (as users migrate to subscription)
- Reducing support for SfB
- Handset solution unproven

## Conclusion

Potential to offer best user experience whilst protecting critical telephony but significant risk of integration issues (particularly where legacy is SfB)



**4C** | STRATEGIES

# Teams for UC and Collaboration

- ❑ Introduce Teams for Team Collaboration
- ❑ Migrate telephony and UC to Teams
- ❑ Retire legacy UC and telephony



SOCIETY OF  
COMMUNICATIONS TECHNOLOGY  
CONSULTANTS INTERNATIONAL

[dmailer@4c.co.uk](mailto:dmailer@4c.co.uk) | 07970 573427



# Teams for UC and Collaboration

## Advantages

- Teams for team collaboration and UC / telephony
- Single desktop client for all users
- Dependency upon SfB removed at an early stage

## Disadvantages

- Significant increase in costs (as users migrate to subscription) £Ms+
- Risk of loss of important telephony capability
- Loss of tight integration to peripheral systems
- Downgraded handset capability
- Major change for users (new client / different features)
- Major project to manage

## Conclusion

Likely long-term position but major financial, user and project challenges in short-term





# Considerations - UC

- Inter-working capability and implications
  - Ability to selectively disable UC features in Teams
- Carrier services capability / options (SBCs / carriers)
- Device implications
- Peripheral system implications (ops, CC, CIL)
- Voice messaging capability / options
- Cost and licence implications
- Management and monitoring requirements / capability
- Support model
- User training and guidance



# Considerations - Collaboration

- Collaboration use-cases
- Governance
- Impact upon existing arrangements (Sharepoint, OneDrive, O365 Groups etc.)
- Management and Monitoring
- Support model
- User training and guidance



- ❑ Limited proof of concept to inform business case
  - Establish governance framework
  - Benefits (use cases)
  - Deployment options (wrt UC / telephony)
  - Implications (technical, user)
  - Develop support model
  - Identify training needs



# How long does it take?

## Teams PoC

ACTIVITY	START WEEK	DURATION (WEEKS)	Month					
			Jun	Jul	Aug	Sep	Oct	Nov
Planning	1	1	█					
Set-up	2	1		█				
Testing / Investigation	3	3			█	█	█	
Review and Reporting	6	1						█

- Planning – 1 month
- Set-up – 1 month
- Testing / investigation – 3 months
- Review and reporting – 1 months
- months



# The Competition

- Cisco Webex Teams
- Unify Circuit
- Mitel Teamwork
- Avaya Equinox
- Slack / Huddle etc.
- Zoom / Gotomeeting etc.





**4C** | STRATEGIES

# Any Questions ?

## Dave Mailer – 4C Strategies

Email: [dmailer@4c.co.uk](mailto:dmailer@4c.co.uk)

Tel: 07970 573427

Twitter: @dave4c

### Stand H125



SOCIETY OF  
**COMMUNICATIONS TECHNOLOGY**  
CONSULTANTS INTERNATIONAL

[dmailer@4c.co.uk](mailto:dmailer@4c.co.uk) | 07970 573427