

Boosting Teams Phone Deployment through Unified Services Block

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
Sept 2024	EDU	Higher Ed	800 employees	Teams Phone Deployment	Teams Phone, Entra ID, SSO, E911, Domain Controllers	eGroup Enabling Technologies	Fort Valley State University	Cisco/AT&T PBX Replacement
CHALLENGE		SOLUTION		OUTCOMES		TEAM		
<p>Fort Valley State University faced challenges with implementing Teams Phone Calling Plans and needed expert guidance to expedite the process. They had ported 145 of about 800 numbers but struggled with the Global Address List (GAL) and auto-attendant setups.</p> <p>The team required help with setting up a Domain Controller in Azure and clarity on E911 compliance for routing calls to local authorities. Transitioning from Cisco/AT&T complicated the deployment of physical phones, especially the problematic Yealink MP58 and VP59 models. Overall, the implementation of Teams had become a tedious process requiring a strategic partnership for resolution.</p>		<p>The university recognized the need for additional support with Teams Phone to ensure a successful implementation. They sought guidance on E911 compliance, particularly concerning the Ray Baum’s Act and Kari’s Law, and needed a review of their configurations in collaboration with their legal team.</p> <p>Fort Valley State University had also purchased phones to implement a new sign-out policy and required assistance in establishing a password expiration protocol. Additionally, they requested help with other projects, including server infrastructure and creating a Domain Controller and passthrough agent in the cloud for Microsoft SSO authentication.</p>		<p>eGroup Enabling Technologies proposed a Unified Services Block to assist Fort Valley State University (FSVU) with multiple projects. Guidance was provided on implementing Teams Phone, focusing on E911 compliance and collaborating with FSVU’s IT and legal teams to ensure all configurations met legal requirements.</p> <p>To address FSVU's new phone purchases, the team developed and implemented a sign-out policy aligned with their password expiration protocols, ensuring consistency and security.</p> <p>Additionally, eGroup Enabling Technologies supported server infrastructure by creating a Domain Controller and implementing a cloud passthrough agent for seamless Microsoft SSO authentication. These solutions enhanced FSVU’s infrastructure, improving both security and operational efficiency.</p>		<p>Higher Education AE Melissa Hortman</p> <p>Technical Specialist MW EDU Amy Bandy-Taylor</p> <p>Technology Strategist Jon Guriel</p> <p>Solution Specialist - US EDU Carlos Fernandez</p> <p>Partner Chris Genazzio, Account Executive</p> <p>Contractual Value A5 Licensing for 800 users</p>		