



Transforming Communication: Replacing Cisco UCM with Microsoft Teams Phone

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
Feb 2025	EDU	Higher Education	1,400 employees	Teams Phone Deployment	Teams Phone, OCM, & AudioCodes	eGroup Enabling Technologies	Hillsborough Community College	Cisco UCM Replacement

CHALLENGE	SOLUTION	OUTCOMES	TEAM
<p>Hillsborough Community College were looking to replace their primary Cisco UCM PBX with Microsoft Teams Phone. They required a plan to migrate the users and transition to a cloud-enabled unified communication system. The current SmartNet contracts with Cisco were increasing significantly in price and the college wished to replace them before the licensing renewal deadline.</p> <p>The college also needed to remove POTs lines and the remaining analog lines from elevators which will help drive cost savings and provide a more collaborative experience for end users.</p>	<p>Over the past 6 months, eGroup assisted Hillsborough Community College in their evaluation of Teams Phone options, including Calling Plans, Direct Routing, and Operator Connect. The college ultimately selected the Direct Routing approach for implementation and maintenance.</p> <p>Additionally, project management support and training for IT staff and executives were provided, as the college lacked an internal PMO. Initially, Hillsborough Community College issued an RFP but did not receive the desired responses, which led them to return to eGroup for further discussions.</p> <p>eGroup helped present a TCO spreadsheet to the college's leadership, which covered budget estimates for setup, ongoing support, hand & headsets, AudioCodes SBCs, licensing, & Teams Phone support.</p>	<p>eGroup managed the migration from Cisco UCM system to Teams Phone for Hillsborough Community College. This also included a pilot for 250 users and the full migration. The project covered Direct Routing, Audio Conferencing, AudioCodes SBC integration, Dynamic e911, and Teams device setup.</p> <p>Additional services provided included Organizational Change Management services, training, and knowledge transfer for IT staff to ensure stakeholders are prepared and capable of embracing change.</p> <p>eGroup lastly provided a 1-year Teams Phone MSPA for ongoing support after project completion.</p>	<p>Sr. MW Specialist Darren Clay</p> <p>Sr. Customer Success Manager Joe Mezzetti</p> <p>Partner Chris Genazzio, Account Executive</p> <p>Contractual Value -Continued use of A5 to deploy Teams Phone across campus</p>