

End-to-End Teams Phone Deployment: Comprehensive Training & Support

| Close Date | OU | Industry | Org Size | Deal Highlight | Products & Services | Partner | Customer | Competition |
|--|-----|--|---------------|---|---|--|-----------------------|------------------------------|
| June 2024 | EDU | Higher Ed | 500 employees | Teams Voice Deployment | Teams Phone & Gov, OCM, & Nuwave Operator Connect | eGroup Enabling Technologies | Georgia SW State Univ | Symetrix Analog Phone System |
| CHALLENGE | | SOLUTION | | OUTCOMES | | TEAM | | |
| <p>Georgia Southwestern State University (GSWU) is transitioning from its outdated Symetrix analog system to Teams Phone. The customer is currently assessing their options among Calling Plans, Direct Routing, & Operator Connect.</p> <p>Additionally, they require assistance with training & communication for staff, faculty, and students to ensure a smooth rollout.</p> <p>Following the deployment, ongoing support will be necessary to address any issues and support end users effectively.</p> | | <p>eGroup Enabling Technologies assisted GSWU over the past year in evaluating Teams Phone options: Calling Plans, Direct Routing, & Operator Connect. Detailed benefits were provided for each option & an outline was created to showcase the necessary implementation & maintenance requirements.</p> <p>The approach covered planning, assessment, architecture, & deployment, with addressing key elements like Call Queues, Auto Attendants, e911, & analog line management. Project Management support & training for IT staff & executives were also offered, due to the university lacking an internal PMO.</p> <p>A Total Cost of Ownership (TCO) spreadsheet was created to outline 1-3-year costs, including initial set up, ongoing support, & options for handsets, headsets, & Surface Hubs; helping GSWU budget effectively.</p> | | <p>eGroup Enabling Technologies will oversee the complete migration of the incumbent Symetrix phone system to Teams Phone, including PDS, Pilot, & Migration phases. The advantages were highlighted of Direct Routing, but the GSWU team chose Operator Connect with Nuwave for simplicity. GSWU opted for a 3-year contact with Nuwave to align with their fiscal year budget.</p> <p>Additional services will include Adoption & Change Management training, end-user communication, and Train-the-Trainer programs. Given the lack of an internal PMO, eGroup Enabling Technologies will manage training & communication for the IT staff.</p> <p>Nuwave's 3-year agreement for SIP services will provide a 3-year Teams Phone MSPA for ongoing support, which will commence upon project completion.</p> | | <p>Account Director: GA George B. Freiburger</p> <p>Technical Specialist Amy Bandy-Taylor</p> <p>Partner Chris Genazzio, Account Executive</p> <p>Contractual Value -A5 licensing for 500 users</p> | | |