

Envision Discovery Consultancy

Ensure that you prepare and plan appropriately for a Skype for Business/
Microsoft Teams telephony migration

The Envision Discovery Consultancy can be fully tailored to individual customer requirements, depending on the size and complexity of the project. Our specialist consultants follow Microsoft Best Practice Standards to engage and work with customers to understand their needs, how it supports the business, solution design and importantly, how to maximise user engagement to ensure project success.

Our workshops require stakeholder buy-in and commitment, with a typical series of workshops running over 4-12 weeks (subject to the size and scale of the business):

- Evaluate and audit current infrastructure
- Define and agree on user profiles and device needs
- Identify new infrastructure needs e.g. SBC's
- Agree on user adoption programs and a training strategy
- Agree on a deployment plan and timings
- Design a Managed Service model
- Legacy telephony and Application integration

“Connect’s flexibility and dynamism allows it to be fast and effective. They have strong third party partnerships all over the world and their international reach is fantastic.”

Global Account Delivery Lead, DXC Technology

Timeline

To give you an indication of the resources and stages in a typical exercise, please see a breakdown below:

Customer Journey Audit Task By Connect	Connect Resources	Customer Engaged	Week Executed	Connect Days
Project Kick-off	Consultant & PM	Y	1	1
Discovery Workshop & Technical Interviews Scheduling	Consultant	Y	1	2
Envisioning and Business Use Cases Workshop	Consultant	Y	1	1
Discovery Workshop Wrap-up	Consultant	Y	2	0.5
Architecture Workshop	Consultant	Y	2	0.5
Adoption: End-User, Client and Device Workshop	Consultant	Y	3	1
Engagement Planning Workshop	Consultant & PM	Y	3	1
Create the Envision Summary Document	Consultant	N	4	2
Create and Run Envisioning Wrap-up Workshop	Consultant & PM	Y	4	1

To help you understand the stakeholder support needed, below are examples of typical contacts that would be engaged.

Network Lead	<ul style="list-style-type: none"> • Providing input on discovery phase into network design; • Participating in planning during envisioning workshop; • Coordinates work of networking team during the project execution.
Security Lead	<ul style="list-style-type: none"> • Providing input on discovery phase into security design and processes; • Participating in planning during envisioning workshop; • Coordinates work of security team during the project execution.
Telephony Lead	<ul style="list-style-type: none"> • Providing input on discovery phase into telephony design; • Participating in planning during envisioning workshop; • Coordinates work of telephony team during the project execution.
Desktop Lead	<ul style="list-style-type: none"> • Providing input on discovery phase into clients and update process; • Participating in planning during envisioning workshop; • Coordinates work of desktop team during the project execution.
Support/Help Desk Lead	<ul style="list-style-type: none"> • Providing input on discovery phase into operational and support model; • Participating in planning during envisioning workshop; • Participating into support model planning; • Coordinates work of support teams/resources during the project execution.
Business Unit Representatives	<ul style="list-style-type: none"> • Contribute in End User based adoption guides and materials • Contribute to and review Business Use Cases
Deployment Lead	<ul style="list-style-type: none"> • Ensure that deployment prerequisites are met; • Engage customer resources to engage on prepare and deploy stage activities; • Participate in meetings to review prepare and deploy status.
IT Admin	<ul style="list-style-type: none"> • IT Pros responsible for assistance with test planning and execution

Contact Us

The way we communicate in the workplace is changing. Businesses need to adapt if they want to attract and retain the best talent.

To find out more please contact us:

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