Skype for Business to Teams
What It Means to Users

eGuide - Everything you need to know

INTRODUCTION

In September 2017, Microsoft announced that Microsoft Teams (Teams) would replace the current Skype for Business client over time. And, since that announcement, Microsoft has been ramping up for a massive switch from Skype for Business to Teams.

The future of Skype for Business has brought a lot of uncertainty to our customers, and many of them have been asking questions on how this will affect them. This eGuide was written to answer those frequently asked questions.

This eGuide covers what Teams is, its features and benefits, the Office 365 licenses that include Teams, and what the phase-out of Skype for Business (and switch to Teams) means to current users.

WHAT IS MICROSOFT TEAMS?

Teams is a Cloud-based messaging and collaboration solution that works hard to make your employees more productive. Consider Teams your ultimate workspace, allowing you to manage conversations, files, and tools with those whom you work with on a regular basis.

Seamlessly integrating with Office 365, Teams allows you to manage document collaboration in real-time, communicate with your team through chat capabilities, or pair with Phone System, a Calling Plan, or Direct Routing to host meetings or voice chats, and much more.

Teams is a part of your Office 365 Business Essentials, Business Premium, Enterprise E1, E3, or E5 licenses, and is available to you at no additional cost*. So, if you have one of these licenses, and you're not currently using Teams, the question is, why not?

As Skype for Business online will eventually be phased out and Teams will replace the current Skype for Business client over time, it is a good time to learn about Teams in greater detail and start utilizing it in your organization

Calling Plans and Phone System would be additional cost. Ask us for details.

FEATURES OF MICROSOFT TEAMS

Price

The price for Teams is dependent on the version of Office 365 you purchase. It's included with one of these licenses: Business Essentials, Business Premium, Enterprise E1, E3, or E5.

Uploading Files

You can upload files to Teams by using your OneDrive or SharePoint document libraries.

Search Capabilities

Teams lets you search messages, people, and files, so you can always find what you're looking for.

Project Management Capabilities

With Teams, you can easily integrate with Microsoft Planner or another 3rd party app to manage your team's projects/tasks.

Audio/Video Calls

Make audio or video calls, or host audio/video meetings through your integration with Phone System, Calling Plans, or Direct Routing.

Taking Notes

With Teams, you have built-in OneNote capabilities, allowing you easy access to taking notes.

Operating Systems

Teams can be used with Mac, Windows, iOS, or Android Operating Systems.

BENEFITS OF MICROSOFT TEAMS

Threaded conversations and in-line reply messaging make it easy for you to follow conversations happening within your group.

With 18 languages built in, Microsoft Teams is multi-lingual, allowing chat capabilities in your users' native languages.

Have several projects on the go? Need to differentiate between inside and outside sales teams? Teams lets you build out custom tabs as required.

Whether it's the online version or downloadable app, you can use Teams on the device of your choice.

Regardless of where your employees are physically located, all it takes is an Internet connection to access Teams – this helps your remote workers stay in touch with each other, no matter where in the world they are.
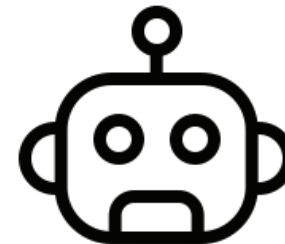
Have questions about Microsoft Teams? Rather than spending time trying to find the answer online, Microsoft has recently introduced T-Bot, a chat bot that can answer your questions! (Find T-Bot in the "help" or "chat" section, depending on the device you're using.)

TEAMS IS INCLUDED IN OFFICE 365 E1, E3 & E5

Office 365 E1

Services included:

- Exchange
- OneDrive
- SharePoint
- Skype for Business
- Microsoft Teams
- Yammer

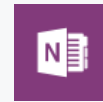## Office 365 E3

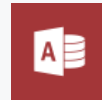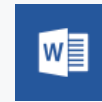**Office applications included:**

- Word
- Excel
- PowerPoint
- OneNote
- Outlook
- Publisher (PC only)
- Access (PC only)

Services included:

- Exchange
- OneDrive
- SharePoint
- Skype for Business
- Microsoft Teams
- Yammer

Office 365 E5

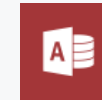**Office applications included:**

- Word
- Excel
- PowerPoint
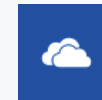- OneNote
- Outlook
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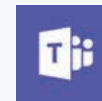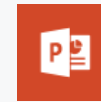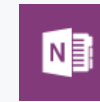
Services included:

- Exchange
- OneDrive
- SharePoint
- Skype for Business
- Microsoft Teams
- Yammer
- Power BI Pro

TEAMS IS INCLUDED IN OFFICE 365 BUSINESS ESSENTIALS & PREMIUM

Office 365 Business Essentials

Services included:

Exchange	OneDrive	SharePoint	Skype for Business	Microsoft Teams

Office 365 Business Premium

Office applications included:
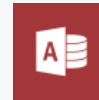
Word	Excel	PowerPoint	OneNote	Outlook	Publisher (PC only)
Access (PC only)					

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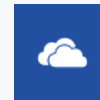
Exchange	OneDrive	SharePoint	Skype for Business	Microsoft Teams
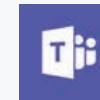
What the phase-out of Skype for Business (and switch to Teams) means to users

Frequently Asked Questions and Answers

WHAT IS THE FUTURE OF SKYPE FOR BUSINESS?

Skype for Business will eventually be phased out. Microsoft cited October 1, 2018 as the deadline for offering Skype for Business Online to new customers. After October 1st, new users will be able to use Teams only.

The Skype brand will continue as the product name for Microsoft's consumer offer, and Skype for Business will remain as the product name for their on-premises server that is scheduled to be made generally available by the end of 2018.

WHAT DOES THIS MEAN FOR EXISTING OFFICE 365 CUSTOMERS?

If you are a current Office 365 customer and you're currently using Skype for Business and Teams, you'll see that Microsoft will be adding new voice, video, and meeting capabilities into the Teams platform. You may have already noticed some changes.

WHY IS MICROSOFT SWITCHING FROM SKYPE FOR BUSINESS TO TEAMS?

Simply put, Microsoft wants to provide organizations with a single hub for teamwork. The updates to the Teams platform that will eventually replace Skype for Business combines the business-critical communications capabilities of Skype for Business with the collaboration tools, app integration, and file storage of Microsoft Teams. This modern Cloud infrastructure will create new experiences for meetings and calling opportunities, allowing your users to make better use of their most valuable asset – their time.

HOW LONG WILL IT TAKE TO UPGRADE MY ORGANIZATION TO TEAMS?

Upgrading your organization to Teams is based on your specific needs. Because there is no end-of-support date set by Microsoft at this time, and the future of Skype for Business is still fluid, you can choose when and how you want to migrate your organization from Skype for Business to Teams. Microsoft is encouraging customers to start using Teams either independently, or in tandem with Skype for Business.

WHAT WILL HAPPEN AFTER MY USERS UPGRADE TO TEAMS?

In the coming months, your administrators will be able to see a "Teams Only" mode in your Office 365 Admin Portals. To complete your upgrade to Teams, you'll need to enable Teams Only for each of your users. Once you do so, your users will see a number of things happening:

- Their Skype for Business client will be disabled for use. All calls and IMs will go through Teams. If there are Skype for Business meetings that were scheduled before the switch over, they will still run through Skype for Business.
- All new meetings that are scheduled from Outlook will be scheduled in Teams.
- If your users are attempting to sign into Skype for Business, they'll get a notification letting them know that they've been upgraded to Teams.
- Users will need to manually uninstall the Skype for Business client from their devices.

WHAT SHOULD I DO TO PREPARE FOR MY UPGRADE TO TEAMS?

Microsoft is encouraging all Office 365 customers to start using Teams in parallel with Skype for Business so they can get used to the Teams platform. Once you are ready to move fully to Teams, they've come up with two core upgrade paths that can help with your migration:

Upgrade Basic is designed for smaller organizations or those who are using Skype for Business Online for chat and meetings only. It's an accelerated action plan for implementing your move from Skype for Business to Teams that includes core, recommended activities, and associated resources, and is designed with the idea that you'll be upgrading your entire organization to Teams at once, typically within 30 – 45 days.

Upgrade Pro is designed for larger organizations, or those who have a more complex deployment of Skype for Business (i.e. a hybrid deployment).

It's a more prolonged upgrade lifecycle that offers more detailed guidance and planning resources, which can better meet your organization's unique attributes. This phased approach typically lasts around 120 – 150 days.

It's recommended that you take a look at both of these upgrade paths to determine which one is better suited to your organizational needs. Our experts can help you explore your options and decide the correct course of action for you to take.

IS TEAMS COMPATIBLE WITH PHONE SYSTEM & CALLING PLANS?

Yes, Microsoft has added Phone System and calling capabilities to Teams, with more capabilities scheduled to be added near the end of 2018 (dates subject to change).

WANT TO GET STARTED?

Skype to Teams – Assess & Design (6 Days)

- Deploy Network Assessment Tool & Execute
- Collect Results & Summarize Findings/Report
- Gather Current Call Quality Statistics
- Collect Results & Summarize Findings/Report
- Complete Skype to Teams Questionnaire
- Classify Pilot Users & Define Success Metrics
- Determine Office 365 Dependency Status
(OneDrive / SharePoint / Exchange Online)
- Compose Skype to Teams Design & Migration Plan

Engagement Outcomes

1) You'll ensure that your Microsoft Teams design will match your current IT state, including dependencies and whether there are missing Office 365 elements.
2) No wasted effort, because you've taken the time to understand your current state.
3) This phased approach has a major focus on your user experience, ensuring maximum adoption rates and higher ROI.

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