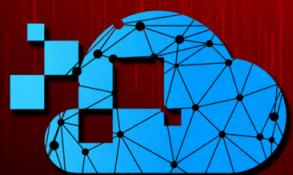TECHNOLOGY SPOTLIGHT
MEDICAL
2021

in the cloud
TECHNOLOGIES

INTEGRATION:
SECURE UNIFIED COMMUNICATIONS
TEAMS TELEPHONY MIGRATION

ABOUT IN THE CLOUD TECH

In the Cloud Tech is a Boston-based, Cloud and Uniform Communications as a Service (UCaaS) company providing solutions and technical equality for remote, hybrid, and on-site employees, unifying and standardizing the enterprise integration of Cloud Telephony, Communication, and Collaboration.

These best-in-class hybrid workforce solutions from Microsoft facilitate the use of any Internet device, from any location, and without compromising security.

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DISCOVERY & CHALLENGES

A leading Massachusetts manufacturer of medical and health technology for artificial implants was facing the end of lifecycle for Skype (2015 On-Premise) for Business. While some locations were also using Cisco Unified Communications Manager (CUCM) and/or Skype Online, the decision to migrate all 1,500 employees to a Teams Unified Communications platform and Telephony was initiated. This project faced challenges, and a big Microsoft surprise.

1 Project deadline was extremely tight, as the client wanted to port over 1,000 users to Teams in seven days.

2 On day one with no pre-warning, Microsoft globally eliminated Direct Routing between Skype Online and Teams, disabling all phones.

3 Cisco Unified Communications Manager was problematic as historical hybrid approaches for multiple locations complicated integration.

PROJECT INTEGRATION

FINAL RESULTS

The historical PSTN/PBX was ready to be integrated with our Direct Routing/Teams solution for all inbound and outbound calls. The stage was set.

However, the sudden removal of routing between Skype Online and Teams was a business impacting outage, and of course also was also the foundation of our best-practices solution. In an instant, we were forced to pivot and backtrack everyone (not already on Teams) to Skype for Business 2015. This became the new basis of our migration strategy and we approached it accordingly:

01	First, we initiated somewhat of a reverse migration and ported all employees backwards to Skype Business 2015.
02	After structuring and testing messaging, chat, e911 & 365 collaboration, we started the integration of Direct Routing.
03	Next we configured Cloud Telephony through Audiocodes SBCs and integrated Teams.
04	From there we migrated Exchange Unified Messaging over to Microsoft Teams.
05	We then successfully migrated roughly 1,000 U.S. users to Teams from Skype On-Prem.
06	Over the next couple months we migrated another 500 EMEA users in multiple countries to Microsoft Teams.
07	Finally, we delivered all documentation, KB articles and held adoption training sessions for employees.

While initially our plan did begin as we originally had strategized, the flexible nature of the Cloud allowed for quick redirection, without compromising security. Beyond the initial, very ambitions time constraints, the medical technology manufacturer was accommodating and integral in th each stage of deployment. This porting of 1,000 users was complete in seven days.

One of the things we feel is paramount to adoption success is in the proper education, training and support upon implementation. It's one thing to put the technology in place, but it's quite another to implement across 1,500 users in multiple locations. We've found this to be a crucial part of project success, and in this case was no different. Once everyone is trained in how to use the new phone system for example, adoption went quickly.

The client enjoys collaboration and communication benefits like reduced costs and hybrid workforce resources achieved by this project. They have really embraced this platform for Unified Communications, as it now allows any employee, to use any Internet device, from any location, without compromising security.

While their existing hybrid topology was challenging, they still tell us how nice it is to have a robust collaboration and communications platform.