

Customer Success Story – One of the largest Basic Education Groups turn to Microsoft **Teams Voice Calling** as their **Core Telephony Solution**

1) *What problem did the customer face?*

The customer is an Education group that has **schools in various locations nationally**. Many schools were using Skype for Business and some on traditional PBX systems, while teaching and learning was done on Microsoft Teams. They **needed standardize and build capacity to support** their thousands of users.

2) *What technology did we use to solve the problem?*

Microsoft Teams Voice Calling **using their existing voice gateways used** for Skype for Business.

3) *Tell us more about the solution?*

The client was quoted with the objective of “Getting Teams **Voice Calling to work using their existing hardware.**” There were no additional features deployed as the client wanted to do that internally.

4) *How long did this take to complete?*

We **worked with the Skype Team internally on the migration** and it took us **3 weeks** to cut over to Teams Voice Calling.

5) *What are the pre-requisites on the client side?*

The customer **provided the SBC, they already had a Microsoft O365 tenant** already together with the licenses (if the customer does not have these pre-requisites, we are able to assist).

6) *How does the customer feel about this solution now?*

The customer is enjoying Teams Voice Calling on the Microsoft Teams app, which has an **added benefit** of allowing them to **make and receive work calls from anywhere.**