



## Microsoft Teams Telephony Migrations

With in-depth technical knowledge and extensive hands-on expertise, our highly skilled migration teams can handle every detail of the migration process, ensuring a smooth transition for your employees, customers and organization.



**Experienced migration teams:** Our seasoned migration teams have a proven track record of successful legacy to Teams Telephony migrations. With their in-depth technical knowledge and extensive hands-on experience, they're equipped to handle all the nuances of the migration process, ensuring a trouble-free transition.



**Detailed assessment:** The migration process starts with a comprehensive understanding of the current telephony setup, including dial plans, call flows, hunt groups, auto attendants, call queues and integrations with other systems. This forms the basis of our well-strategized migration plan.



**Ensuring interoperability:** Our teams establish interoperability between the existing legacy system and Microsoft Teams during the transition to ensure business continuity. This includes setting up Session Border Controllers (SBCs) when required.



**Seamless flow of voice services:** We set up and configure Direct Routing, Operator Connect and Microsoft Calling plan services per specific needs, enabling a seamless flow of voice services on Microsoft Teams.



**Assist with 911 compliance for Kari's Law and Ray Baum Act:** We navigate the Emergency Teams dynamic E911 functionality, critical for legal compliance, by providing configuration clarity of the Teams LIS database to ensure correct Public Safety Administration Point (PSAP) communication.



**Comprehensive training and change management:** We provide comprehensive training on Microsoft Teams functionality and lead well-structured change management processes.



**Number porting management:** Our team transfers phone numbers from the current telecom provider to Microsoft Teams with no disruption in communication.



**Regulatory compliance:** We address industry-specific regulatory and compliance requirements during the migration.



**Post-migration support:** Our commitment extends beyond the migration by offering ongoing technical support to remediate challenges and ensure smooth operations post-migration.

## Delivery excellence is our heart.

With a national footprint and global delivery, Threadfin has provided delivery excellence for 20 years. We leverage our Microsoft and AWS partnerships to achieve business outcomes.

Through each technology shift, we maintain our position as trusted digital transformation experts and advisors.

