

## Microsoft Teams Phone Migrations

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



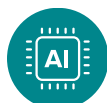
### Tailored migration planning

We analyze your telephony infrastructure and design an efficient migration path. Our assessment covers dial plans, call flows, auto attendants and system integrations to create a comprehensive transition strategy.



### Comprehensive voice service integration

We implement Direct Routing, Operator Connect or Calling Plans based on your requirements. Our integrative approach uses Teams SIP Gateway for non-native Teams devices and maintains business continuity through SBCs and Microsoft's Survivable Branch Appliance (SBA).



### Intelligent AI-driven productivity

We configure Microsoft Copilot for automated call management, including real-time transcription, task assignment and meeting summaries.



### Enhanced regulatory compliance

We implement E911 solutions compliant with Kari's Law and Ray Baum's Act, integrating advanced functionality with Intrado or RedSky and configuring the Teams LIS database for accurate emergency services routing.



### Change management & user training

We provide structured change management programs and technical training to ensure successful Teams Phone adoption across your organization.



### Frontline worker & shared device solutions

We configure and deploy shared devices, implementing advanced calling features including auto attendants, call queues and group call pickup.



### Actionable insights & analytics

We implement monitoring and analytics tools for call quality metrics, usage patterns and system security. Our monitoring extends to SBCs and other critical infrastructure components.



### Post-migration support & optimization

We provide ongoing support through active monitoring, rapid issue resolution and system optimization, maintaining the security and reliability of your Teams Phone environment.



## Delivery excellence is our heart.

With a national footprint and global delivery, Threadfin has provided delivery excellence for 20 years. We leverage our AWS and Microsoft expertise to achieve the business outcomes that best serve organizations.

Through each technology shift, and the rapid evolution of artificial intelligence (AI), we maintain our position as trusted digital transformation experts and advisors.