Continuant®

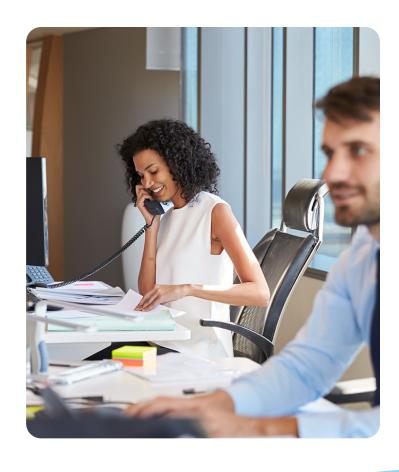# Modernize Your Business

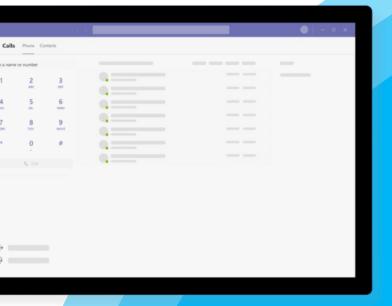With Migration from **Avaya** to **Teams Phone**

A guide to getting your organization on the right path for a Teams Phone migration.

As the popularity of integrated telephony options wane and land-based, on-premise PBX systems get gradually phased out, now is a great time to start your migration journey.

Increased capabilities through cloud-native systems are what the industry has been gravitating toward to get an edge over the competition. But what was once labeled "nice to have" is becoming "need to have."
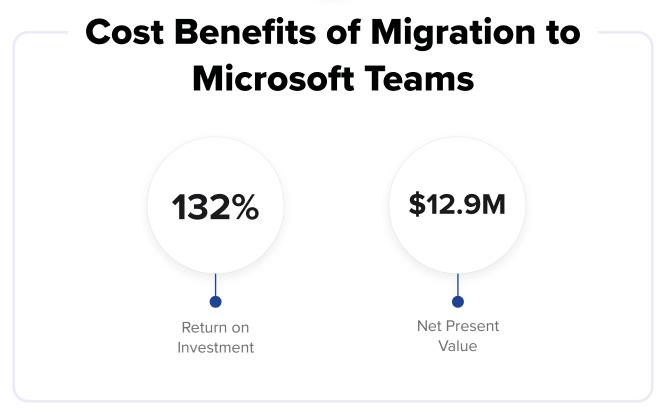
Benefits unafforded to traditional PBX systems are found with complete Microsoft Teams migration or hybrid solutions.

Keep reading to get a comprehensive understanding of the whys and hows of migration from Avaya to Microsoft Teams.

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Cost Benefits of Migration to Microsoft Teams

132%

Return on Investment

$12.9M

Net Present Value

Cost, Flexibility & Resource Conservation

1 Cost

Whether through costly copper delivery or not, PBX systems are, on average, more cost-inefficient than integrated telephony environments.

How cost-inefficient are BPX systems?

Three years of deployment, management, and training costs $3.1M on average for Enterprise organizations.

Cost, Flexibility & Resource Conservation

2 Flexibility

Hiring for specific telephony skill sets when building your IT teams is no longer necessary. With telephony services now included in the Microsoft technology stack, organizations can bring on FTE resources with extended skill sets that are not solely specific to telephony. $1.5M over three years was spent on pre-Microsoft solutions.[1]

> "
> *$1.5M over three years was spent on pre-Microsoft solutions.* [1]

3 Resource Conservation

Mobile workers save 1.25 hours a week on average. By converging access points and streamlining communications, everyone spends more time working and less time troubleshooting.

[1] *The Total Economic Impact™ Of Microsoft Teams Calling Solutions Cost Savings And Improved Collaboration For Enterprise And SMB Organizations February 2021.*

Tips for Migration Preparation

1 **Take Existing Inventory Into Account**

To fully understand what you're missing, it's crucial to understand what you already have.

Whether you're doing a full migration or opting for a hybrid solution, your inventory will greatly change — especially when it comes to hardware.

If you decide to streamline vendor agreements through a Managed Service Provider (MSP), make sure to take account of each and their contact information so nothing slips through the cracks.

Lastly, make sure to take inventory of any contracts or agreements to ensure compatibility with your migration away from PBX.

Whether your organization is migrating from Avaya to Teams from end-to-end or opting for a hybrid solution, **use these tips for a seamless transition.**

Tips for Migration Preparation

2 **Strategize for Successful Adoption**

At the end of the day, the success of a migration heavily relies on user adoption. But with a more diverse workforce than ever, this can be a huge undertaking.

With consequences of unsuccessful adoption including a disjointed workforce, it's crucial to invest in adoption and change management (ACM). With excellent change management, your project is six times more likely to meet objectives than with poor change management.[2]

Working with an MSP that provides strategic ACM is key to successful user adoption.

[2] *Creasey, Tim. "The Correlation between Change Management and Project Success." Prosci, Prosci Inc, 30 Aug. 2022, https://www.prosci.com/blog/the-correlation-between-change-management-and-project-success.*

Cost, Flexibility & Resource Conservation

3 **Prioritize Security**

As multiple licenses and providers converge, it's crucial to ensure the process is secure from end to end. Cloud-native software provides top-level security options that PBX systems do not.

Ensure whatever data or processes that come from legacy environments are protected with security options like Zero Trust.

Once contact information and other user data have been ported, make sure there aren't any remnants of the now-outdated information for others to use in fraudulent ways.
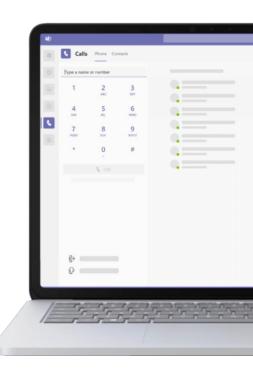
4 **Ensure Connectivity**

Once you've selected which level of Microsoft Teams offerings works best for your needs, it's time to confirm PTSN connection. If you're remaining hybrid, you can connect Avaya to Teams through Direct Routing.

If making the full transition through Teams, Microsoft takes care of it as your carrier. Don't forget to port phone numbers to Microsoft!

Configure Teams Around Your Business Needs

5 Identify a Trusted MSP

As migration from Avaya increases overall capabilities, the need for a reliable MSP is greater than ever before.

An MSP like Continuant can provide:

• Scalable cost models
• Industry-leading engineers
• SLAs
• Adoption and change management
By extending and enriching your team's capabilities with an MSP, you're not just supporting user adoption, ongoing needs, and peace of mind — you're saving a lot of time and money too.

> " *By extending and enriching your team's capabilities with an MSP, you're not just supporting user adoption, ongoing needs, and peace of mind — you're saving a lot of time and money too.*

![Continuant logo]

Discover Ongoing Support and Optimization With Continuant

It's time to set your organization up for migration success. Schedule an audit of your Avaya systems, where we'll determine if our Maintenance Advantage Plan (MAP) is a good fit for your organization in less than 30 minutes.

Ready to unlock the full power of Microsoft Teams with Connect Calling?

Connect with us