



# SUNY Tech Talk

## Microsoft Teams Phone

February 28, 2024



# How do we support your journey to Microsoft Teams?

## ANALYSIS AND DESIGN

- Technical Design Session
- High Level Design
- Business Analysis and Stakeholder engagement
- Low Level Design

## IMPLEMENTATION

- Environment Readiness (Data Center, Network, Telephony)
- Core solution build
- Testing & acceptance
- Proof of Concept (POC) Program



## DISCOVERY AND ASSESSMENT

- Network and Microsoft environments
- Site Audits / Surveys
- Stakeholder Interviews
- Champion building

## PLANNING

- Project Plans (Technical Delivery, Communications & Training)
- Test & Acceptance Plans

## MIGRATION

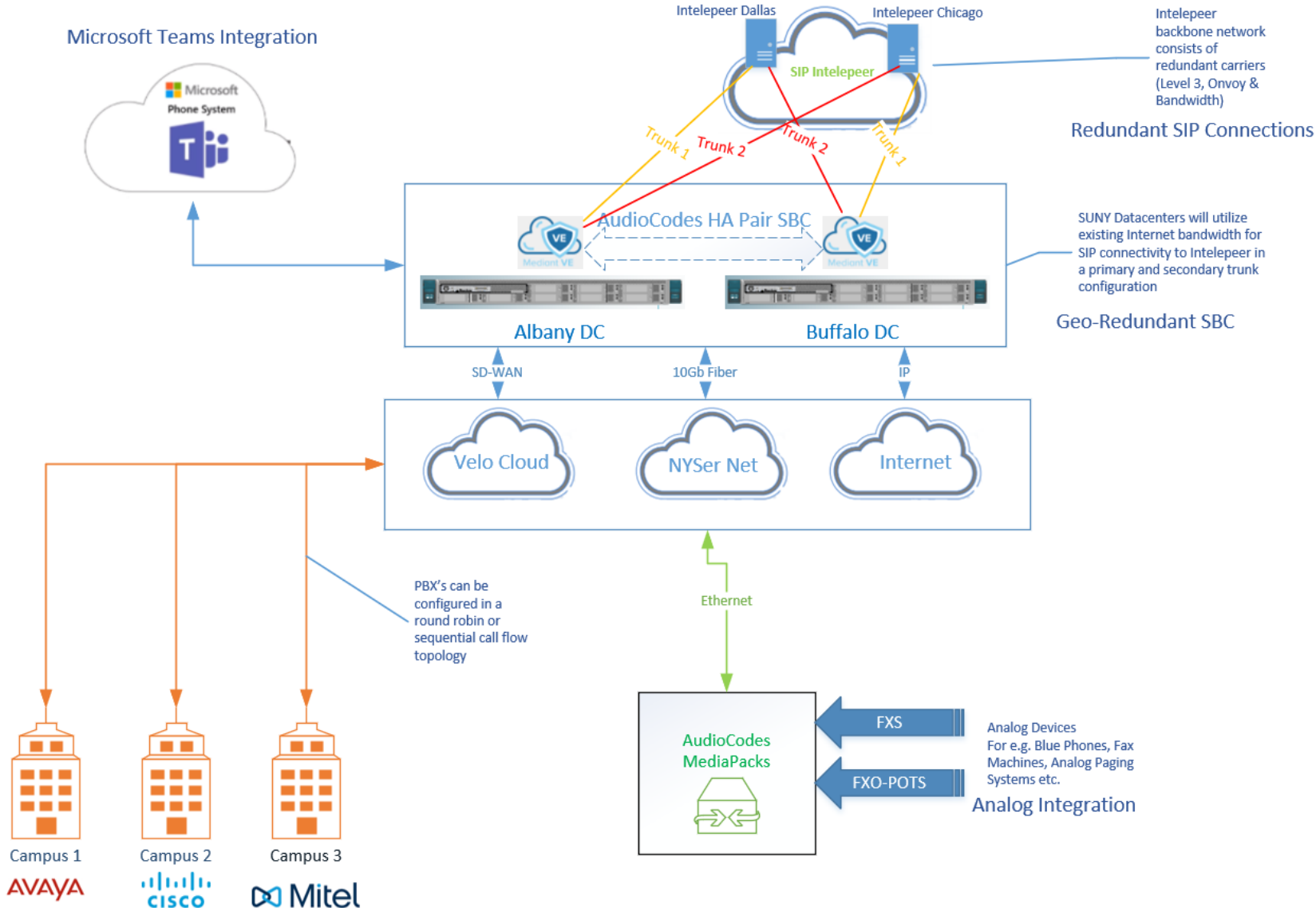
- Training Delivery
- Number porting & User Migration
- Floorwalking
- Handover to Service



# SUNY's Network Illustration for Teams Phone

AudioCodes Direct Routing  
SBC can connect to 200+  
Teams Tenants

## Microsoft Teams Integration



- Centralized Session Border Controllers in SUNY ITEC DC
  - Albany Data Center – Virtual SBC running in VMWare
  - Buffalo Data Center – Virtual SBC running in VMWare
- Tested call flows successfully across three delivery modes to identify best performance
  - Open Internet
  - Velo Cloud SDWAN
  - NYSER Net
- Validated Teams Phone System direct routing feature
- Validated AudioCodes SBC interoperability to enable co-existence
- Ability to leverage Eplus Pro services to integrate with existing PBX

# We Are The Voice Company



Meeting / Huddle Rooms



IP Phones



GW / SBCs



Virtual / Cloud-native SBCs



Infrastructure

Subscription Services

Applications

THE MOST COMPREHENSIVE VOICE PLATFORM FOR UCC/CX

# Your Solution Partners



- ✓ NY State Contract procurement vehicle for AudioCodes
- ✓ Special pricing available for phones and peripheral
- ✓ Dedicated SUNY team for quotes, orders, and invoicing



- ✓ Microsoft Teams Voice managed service provider
- ✓ Teams Voice Direct Routing model
- ✓ Add on solutions to meet the diverse needs of SUNY campuses
  - Analog Gateways
  - Physical Handsets and Microsoft Teams Room solutions
  - VOCA CIC; Teams-certified Contact Center



- ✓ NY State Contract procurement vehicle for Intelpeer
- ✓ Value-add enterprise management portal
- ✓ Tailored billing mechanism for centralizing SUNY EDU contracts and separate invoices per campus needs
- ✓ Carrier provider for SIP Trunks - Intelpeer
- ✓ Triple Redundant, Geo Diverse Network Architecture
- ✓ 99.999% SIP Network Availability
- ✓ Dynamic E911 for all voice services including Microsoft Teams
- ✓ Secured connections with TLS/SRTP encryption
- ✓ SMS enablement for customer DIDs
- ✓ International reach available in 190 countries

## Interested in discussing further?

- Please email [cto@suny.edu](mailto:cto@suny.edu)