Best Practices for Microsoft Teams, Skype for Business and Office 365 Voice and Video

Sherri Pipala - Alliance Director, Americas
Jose Mateo - UC Architect, Microsoft
Agenda

• Collaboration Trends
• Polycom and Microsoft Alliance
• Where You Are On Your Journey to the Cloud
• Best Practices
• Choosing the Right Solution
• Microsoft Teams and What It Means To You
• Next Steps
Collaboration Trends
State of Collaboration in the Cloud

- Collaborate from anywhere
- Access information from anywhere
- Rapidly introduce new technologies

- Skype for Business → Microsoft Teams
- Increased Video Adoption
- Interoperability relevance

To Watch

- Automatic software updates
- Simple management and provisioning
- Single Point of Administration

Market Landscape

End Users

IT

Hybrid as a permanent state
Changing Workspaces
Microsoft Teams adoption
Office 365 Userbase Growing and Soon, Moving to Teams

Office 365

Broadest and deepest toolkit for communication and collaboration on the market

100+ million users

Microsoft Teams
Polycom & Microsoft
Polycom and Microsoft at a Glance

**Skype for Business**
- Strategic alliance spanning more than a decade
- Multi-year development, integration and GTM agreement
- Co-funded development efforts
- Native Skype products

**Microsoft Teams**

**Office 365**
- Broadest portfolio of voice and video solutions for Office 365 and Skype for Business
- FastTrack certified services partner
- Joint vision and mission focused on workplaces
- First Microsoft approved video interop solution for Office 365
What Makes Polycom Unique?

**Skype for Business**
- #1 Skype for Business IP phone provider (>70% market share)
- 35+ voice and video certified devices for Skype for Business and Office 365

**Office 365**
- Skype UI across Polycom devices
- Access Outlook calendar, Active Directory, and Skype for Business contacts via Polycom
- Video interoperability for on-prem, hybrid and cloud

**Microsoft Teams**
- 12+ years of engineering teamwork
- Global team of Microsoft UC experts
- Gold Communications and Cloud Productivity Partner; FastTrack Certified
Polycom: Enabling Your Collaboration Journey to the Cloud

Voice

Video

Interop

Services

Skype for Business

Office 365

Microsoft Teams

Microsoft Partner

Gold Communications
Gold Cloud Productivity

Microsoft MVP

Most Valuable Professional
What Makes Polycom Unique?
• Deep integration and Interop
• Skype for Business UI
• Skype for Business workflow
• Best of breed technology

Polycom Devices Share the Skype Look, Feel and Functionality for Easy Adoption and Management

User adoption
User satisfaction
Your Journey to the Cloud
## Customer Collaboration Environments Today

<table>
<thead>
<tr>
<th>Going through Change or In-Transition</th>
<th>Complex and Integrated communications environments with interdependencies</th>
<th>Increased complexity with mobile and access anywhere requirement</th>
<th>Optimize Infrastructure, Endpoints and Platform to address growing user needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moving to Cloud-based Services</td>
<td>Moving to Microsoft Skype for Business (SfB), Office 365 and Teams</td>
<td>Blend of Traditional Video Conferencing Infrastructure and endpoints</td>
<td>Growing range of technologies and applications</td>
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### Customer Evolution to the Cloud

<table>
<thead>
<tr>
<th>Cloud Applications</th>
<th>First move</th>
<th>Second move</th>
<th>Third move</th>
<th>Fourth move</th>
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</thead>
<tbody>
<tr>
<td>Business Applications (Outlook, Oracle, Exchange, SFDC, SharePoint, etc.)</td>
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<tr>
<td>Content collaboration</td>
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<td>Video</td>
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<td>Voice</td>
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1. What is Your Content Strategy

• In what percentage of your meetings is content being shared?
• What type of content is being shared?
• Do you use Skype for Business for content sharing or other devices/applications?
2. Think Through Your Video Strategy

• Are you starting fresh?
• Do you have existing standards-based video endpoints?
• Are you looking to expand video in your organization?

Why Video Conference Rooms Are On The Rise?

• People moving to smaller rooms
• Lower cost solutions
• Better quality/experience/easier to use
• Desire for live interaction
• More open office environments
3. How Do I Bring the Right Voice to My Microsoft Environment?

- Should I move my voice to the cloud?
- What do I need to consider around Skype for Business Voice?
- What devices make sense for my organization?

Benefits

- Ease of use and setup
- Ease of management
- Time to market
- Faster disaster recovery
- Cost efficiencies?
How to Get It Right

• Ensure network is ready for voice and video traffic
• Bandwidth calculations
• Network evaluation/recommendations
• QoS implementation
• Utilize Workshops and Envisioning Sessions with partners
Choosing the Right Solution
Polycom Solutions for Skype for Business

**Polycom MSR**: Best native SfB experience
- Center of the Room Conference Control
- Simplified Content Sharing
- Best in Class Peripherals

**RealPresence Group**: The most flexibility
- Both SfB and standards-based video
- Flexible camera and audio options
- SfB integration and UI

**Trio 8800**: SfB Huddle Room Solution
- HD Voice
- SfB Video Support
- RDP Content Receive

**CX 5100/5500**: 360° SfB video with your own laptop
- Unique 360° panoramic view with speaker tracking
- No codec included – bring your own PC
- SIP audio conference phone (CX5500)
Polycom Certified Devices for Surface Hub

RealPresence Trio 8800 and CX5100 as USB devices

*EE Director II is currently in certification testing*
Device Strategy

- Headset vs. handset
- Quality and capabilities
- Right solution for the right use case
- Ease of transition for users
- Video devices
Polycom VoxBox

Legendary conference quality for team and personal spaces
What is RealConnect?

Polycom RealConnect is the first technology that solves a big dilemma of the evolution of video conferencing by connecting Skype for Business video with other video systems.

**End users**

Why can’t all my video devices just work together in the same way?

**IT Staff**

I need to roll-out Skype for Business and it needs to work with my current video investments.

Polycom RealConnect provides video interoperability between Skype for Business and standards-based endpoints... and, in 2018, Microsoft Teams!
Meeting Challenges For Users & Administrators

**User Challenges**

**Pre-meeting:**
How do I **schedule** a meeting with my existing Microsoft solution and video endpoints?

**Join:**
How do I **join** the meeting quickly?

**In-Meeting:**
How do I **share content**?

**Administrator Challenges**

**Deployment:**
How do I **deploy** this technology based on my current Microsoft environment?

**Cost:**
How much is this going to **cost** and how many users can utilize and join meetings?

**Support:**
How do I **support** this technology and provide updates as well as new users?
Scheduling Phase: Just Use Outlook!

Familiar Workflow via Outlook

Invite Participants

- People
- Rooms
Join Phase: One Touch Join

One Touch Dial

Meeting room devices receive the invite:

- One Touch Dial
- Simple dial string
RealConnect: Video Interoperability for Every Scenario

On-prem

On prem/On-line

Cloud (Office 365)

And soon

Microsoft Teams
Video Conferencing Leader Creates Innovative Interoperability Bridge in the Cloud

Experience RealConnect for Office 365 with a Free Trial

Contact us for your free 30 day trial!
TeamMicrosoft@Polycom.com
Microsoft Teams and What It Means to You
Polycom Solutions Will Soon Support Microsoft Teams

“We are pleased to partner with Polycom to integrate their core voice and video devices with the Microsoft Teams platform. Microsoft Teams and solutions like Polycom MSR and Polycom RealPresence Group Series will be a powerful combination for customers that need high quality collaboration experiences”

Bob Davis, CVP, Skype Business Services & Office Product Group
Customer Experience at Microsoft.
# Meetings roadmap

<table>
<thead>
<tr>
<th>Enterprise grade</th>
<th>Available today</th>
<th>Coming in 4Q 2017 (end of qtr)</th>
<th>Coming in 2Q CY2018 (end of qtr)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Schedule in Outlook &amp; Teams</td>
<td>• Audio Conferencing in over 90 countries</td>
<td>• Broadcast Meetings</td>
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<tr>
<td></td>
<td>• Private and Channel Meetings</td>
<td>• Anonymous Join</td>
<td>• Cloud Recording</td>
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<td></td>
<td>• User Facing Diagnostics</td>
<td>• Interactive Troubleshooting</td>
<td>• Federated Meetings</td>
</tr>
<tr>
<td></td>
<td>• 80 users in a meeting</td>
<td>• Lobby Support</td>
<td>• Large Meeting Support (~250)</td>
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<tr>
<td></td>
<td>• Participant Management</td>
<td>• Mute Other Participants</td>
<td>• Lobby for PSTN callers</td>
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<tr>
<td></td>
<td>• Improved Device Selection</td>
<td></td>
<td>• Outlook meeting schedule from other platforms (OWA, OLK, mobile)</td>
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<tr>
<td>Collaborative meetings</td>
<td>• Enable Meeting Lifecycle with Pre/During/Post</td>
<td>• Application Sharing</td>
<td>• PSTN Fallback</td>
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<tr>
<td></td>
<td>• Desktop sharing</td>
<td>• Give and Take Control in sharing</td>
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<tr>
<td></td>
<td>• Conversations</td>
<td></td>
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<tr>
<td></td>
<td>• Immersive Meeting Experiences</td>
<td></td>
<td></td>
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<tr>
<td>Platform and devices</td>
<td>• Windows, Mac</td>
<td>• Edge, Chrome Browser Support for meetings</td>
<td>• Enable VTC Interop Services*</td>
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<tr>
<td></td>
<td>• Mobile: iOS and Android Meetings</td>
<td></td>
<td>• Skype Room Systems Support*</td>
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<td></td>
<td></td>
<td></td>
<td>• Surface Hub Support</td>
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<td>• Trio 1 Touch Teams Meeting Join*</td>
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</tbody>
</table>
# Calling roadmap

<table>
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<th>Enterprise grade</th>
<th>Coming in 4Q CY2017 (end of qtr)</th>
<th>Coming in 2Q CY2018 (end of qtr)</th>
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<tbody>
<tr>
<td></td>
<td>Blind Transfer</td>
<td>Hold</td>
<td>Boss and Delegate Support</td>
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<tr>
<td></td>
<td>Call Blocking</td>
<td>Multi-call Handling</td>
<td>Call Queues</td>
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<td></td>
<td>Call Forwarding</td>
<td>Simultaneous Ringing</td>
<td>Consultative &amp; Safe Transfer</td>
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<td>Caller ID Masking</td>
<td>Speed Dial</td>
<td>Do not Disturb breakthrough</td>
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<td></td>
<td>e911 Support</td>
<td>Suggested Contacts</td>
<td>Distinctive Ring</td>
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<td></td>
<td>Extension Dialing</td>
<td>Voicemail</td>
<td>1:1 to Group Call Escalation with</td>
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<tr>
<td></td>
<td>Translate user input to</td>
<td>Enable Existing Calling Plan</td>
<td>Teams, Skype for Business, and</td>
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<td></td>
<td>standard format phone #</td>
<td>Support</td>
<td>PSTN participants</td>
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<tr>
<td>Skype for Business interop &amp; fed</td>
<td>SIB-Teams Calling</td>
<td>Call Support between Teams &amp; Skype Consumer</td>
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<tr>
<td>Platform and devices</td>
<td>Teams Interop Policies</td>
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<td>Support for existing certified SIP Phones*</td>
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<td></td>
<td>Windows, Mac, Edge, iOS, Android</td>
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<td>USB HID</td>
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Join us at a Collaboration Tech Summit in a City Near You!

Polycom and Microsoft Collaboration Tech Summit
See Polycom’s latest voice and video solutions. Coming to a city near you.

Thank You
Questions? TeamMicrosoft@polycom.com