

Georgiou were experiencing a number of issues with their existing aging telephony system. These issues stemmed from the age of their current system and the lack of compatibility between latest versions. This caused poor conferencing quality and inconsistent end user experiences. Whilst all of the existing platform features were migrated to the new Teams system, the issues on the existing platform were resolved due to Microsoft Teams compatibility between versions.



## 1 SOLUTION:

- Configure on-premise Teams Infrastructure
- Configure teams tenancy configuration
- Full solution testing
- Solution roll out

## 2 BENEFITS:

- Leverage existing licensing
- Gain improved functionality with additional features that Teams Offers.
- True Unified Communications experience including full telephone PABX capabilities as well as instant video and voice conferencing, telephony, content sharing and instant messaging across multiple platforms, using both desk phones and soft clients.
- The project was deemed to be a significant return of investment for migrating to Microsoft Teams that included a cost saving in their ongoing monthly costs and licensing.
- Ongoing support services via our local WA helpdesk.

## 3 RESULTS:

- By upgrading their existing hardware to new teams compatible hardware, this was a big advantage with ensuring that users had a great first experience with the new system.