



SOLVING FOR TEAMS COMPLEXITY

OVERVIEW



MICROSOFT TEAMS

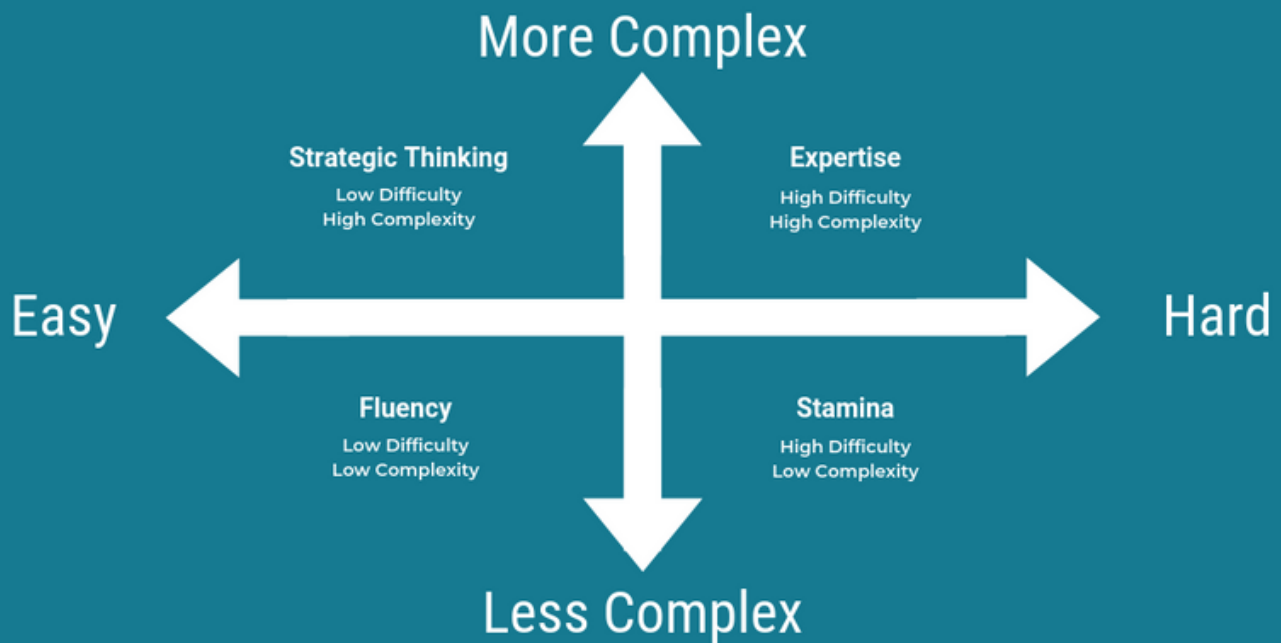
Microsoft Teams Platform is an integrated workplace solution, fueling organic interactions, fostering a culture of collaboration and enhancing an organization's productivity.



On the Microsoft Teams Platform, one can reach far beyond chat, meeting and calling. You can leverage readymade apps, take advantage of low code tools and develop custom solutions.

Teams is the central tool for productivity from the start of the day to the finish. Teams is not just a meeting space, but "the work app" and hub for teamwork in Microsoft 365.

With multiple functionalities, multiple complexities appear in various areas of enterprise Teams deployments. **T2M Works** is expert in addressing complex customer requirements across multiple verticals and delivering solutions that achieve the desired end-state experience



COMPLEX REQUESTS

LARGE SCALE MIGRATION

The **Mayo Clinic** (medical) is widely regarded as the No. 1 hospital in the United States. Mayo decided to move to Microsoft Teams from a mixed environment of Avaya PBXs and the Skype for Business UC platform. The complexity was *how to handle a large-scale migration of 60,000+ end-users*.

Mayo chose **T2M Works** to develop a "playbook" for the orderly and scripted transition of users to Teams. This included user profiles development, work-load roll-out considerations and geographical alignments.

CONTACT CENTER INTEGRATION

Pioneer Natural Resources traded as PXD (energy) is the largest acreage shareholder in the Permian Basin and engaged in hydrocarbon exploration. PXD decided to move to Teams from Skype for Business. The complexity was *how to replace a native Sfb contact center with a new solution for Teams*.

PXD chose **T2M Works** as an independent trusted advisor to vet alternatives and recommend an option that would not disrupt PXD agents. T2M gathered requirements, arranged demos and ultimately guided PXD to a contact center solution compatible with Teams that addressed the PXD business needs.

Elevate your Teams experience with T2M.





Raise the Bar

E911 COMPLIANCE

Targa Resources (energy) is one of the largest independent midstream infrastructure companies in North America. Targa is facing a near-term requirement to address the E911 legislation effective in January of 2022. The complexity was *how to address remote locations that are served by satellite or wireless and may be staffed or have no regular staff.*

Targa chose **T2M Works Dynamic 911** platform due to the agnostic nature of the solution and ability to support Targa as they transition from a legacy voice platform to Teams with T2M Direct Routing.

CUSTOM REPORTING

Medical Solutions (medical) supplies skilled healthcare professionals to hospital facilities nationwide. MedSol recruiters work with applicants to listen and understand both professional and personal goals in the highly competitive medical arena. The sales and recruiting compensation package contain performance-based incentives. The complexity was *how to pull CDR data out of Skype for Business platform and present nearly real-time information to supervisors and managers responsible for making incentive impacting decisions.*

Medical Solutions chose **T2M Works Code Works** software development team to write a custom package of reporting metrics spanning call data including a variety of near-, mid- and long-term views. These reports are critical to keeping Medical Solutions at the forefront of healthcare workers staffing.

Services for Everything Teams

INTERNATIONAL CONNECTIVITY

Church & Dwight Co. (consumer goods) is a major American manufacturer of household products including the Arm & Hammer baking soda line. CHD made the decision to move to Microsoft Teams from on premises Skype for Business. The complexity was *how to deliver an integrated Teams experience across the international footprint, move voice services to the Cloud, consolidate carriers and achieve a single bill invoice spanning all locations.*

CHD chose **T2M Works Direct Routing for Teams** because of the breadth of the T2M global network, the T2M Project Management skillset to port numbers from multiple carriers and T2M's unique ability to provide a single bill consolidating all international traffic.

VOICE USE CASE DIVERSITY

BNSF Railway (transportation) is one of the largest freight railroads in North America. BNSF has 35,000+ employees, operates across 28 states and owns nearly 8,000 locomotives. When BNSF made the decision to move away from an Avaya 5E hub & spoke voice solution with multiple NEC branches, the complexity was *how to account for analog devices, address significant normalization rules, document an extensive number of use cases, care for common area, tower & bridge location phones and maintain functionality of railyard bells.*

BNSF chose **T2M Works** to deploy Skype for Business, create the overall migration strategy, build the new dial plan and implement the entire design. T2M worked with BNSF for more than five years and across 150+ railyard locations to solve for legacy analog requirements and establish a modern communications infrastructure.