



WHITE PAPER

Journey to the Cloud (and beyond!)

How Continuant's approach facilitated a seamless migration to Microsoft Teams for international bio pharmaceutical services provider, Parexel.

In and of itself, a global Modern Workplace transformation presents unique challenges. A Teams migration takes careful planning. To ensure we get it right every time, we employ a three-phase approach; **Design, Deploy, and Manage**. Many of our clients, including Parexel, have massive investments in a traditional PBX infrastructure. Continuant gathered critical information from that infrastructure to then lay the foundation for a Microsoft Teams Calling and Meeting Rooms deployment.



Design

The design phase is a crucial step in delivering a successful project. That's why, before we embark on any project, we make it our priority to become experts on our client's current environment. For Parexel, we wanted to understand their business drivers, identify their pain points, and determine what was vital to their success.

To achieve this, we followed a defined roadmap that includes the following framework: Discovery, Development, and Documentation. Beginning in August 2021, we engaged with Parexel to deliver one global design workshop and two subsequent regional workshops.

✓ Discover

During the discovery phase, we completed a Teams Modernized Communications envisioning/scoping workshop for 5,000 users across the United States and 40 international countries. We also produced a Teams Calling and Meeting Room Proof of Concept to include a high-level design. The workshop helped us to understand Parexel's tenant and M365 environment and components of Active Directory, Exchange, and SharePoint. This helped us to identify and document business and technical requirements for Teams, and we defined use cases for PSTN and internal call routing, voice policies, audio conferencing, auto attendants, and call queues.

As part of the High-Level Design (HLD), we also dispatched technicians to complete onsite surveys and assessments to document the existing telephony environment, network, hardware, PSTN trunks, analog devices, and physical access requirements. This smoothed out the migration process, allowing users to come online faster.

✓ Develop

In the development phase, we focused on project planning and scheduling, including profile development and mapping. We created site profiles and classification, identified user personas and devices, and created meeting room profiles.

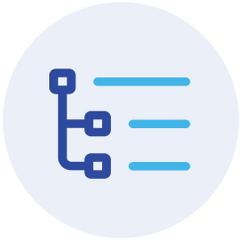
✓ Document

During the documentation phase, we established an Adoption & Change Management (ACM) Plan. Our Adoption and Change Management offering is an essential element of every solution we deliver to a customer. Transitioning to Microsoft Teams impacts the way people work and understanding a new application is vital to an employee's productivity. The Persona Analysis Workshop will evaluate and document the types of users in the client's environment. The user persona analysis is built on up to eight core personas commonly found in organizations; personas which help Continuant and the Customer categorize users based on their persona match. We worked with Parexel to identify success factors and use cases, catering messaging and education to unique personas and continually bolstering the change over time.

We take great pride in our thorough approach to project delivery. Upon completion of the documentation phase, we provide our clients with a comprehensive Low-Level Design (LLD) and detailed project plan. The LLD includes site-specific device configuration settings and migration steps, along with a Final Hardware & Software Bill of Materials (BOM) and User Acceptance Testing (UAT). It also outlines the reasoning behind the selected configurations and settings, demonstrating how they align with our clients' business requirements.

We were thrilled when Parexel chose to partner with us in February 2022, following the delivery of their design phase. Parexel opted to take advantage of our add-on 30-day trial at no extra cost, which included a SIP POC (Proof of Concept) for 15 phone numbers to be utilized for Direct Routing. This trial spanned three locations, with one user in the United Kingdom, six users in North Carolina, and five users in Massachusetts. Continuant successfully synchronized SIPPIO services with Parexel's tenant, enabling Teams users for PSTN calling. This successful implementation is a testament to our considerable strategic alliance with fellow vendors, as we work collaboratively to solve our customers' most pressing problems.





Deploy

Each client's deployment is unique and requires careful planning and strong leadership at all levels. Our Project Management Office is dedicated to facilitating disciplined scheduling, coordination, organization, and support to produce high-quality deliverables that meet our clients' needs. We deploy personnel and equipment on a global level to ensure that Session Border Controllers and Analog Gateways are installed and configured properly, carrier tests are performed, and DID (Direct Inward Dialing) numbers are ported as needed. Our team also provides support during cut overs and helps users of Microsoft Teams successfully adopt their new technology.



We were ecstatic when Parexel awarded Continuant their Microsoft Teams Meeting Room contract in March 2022, following a lengthy review process. This was followed by Continuant Connect Teams Calling and Meetings in May 2022, which marked the start of the migration of 16,000 users (about the seating capacity of Madison Square Garden) and 111 Microsoft Teams Rooms in over 40 countries globally.

We began the Teams Meeting Room deployment in the EMEA region, using a Cloud Video Interop (CVI) solution for compatibility between their Cisco meeting

rooms and Teams, while conducting rolling Microsoft Teams Rooms upgrades to Parexel sites. This approach prevented any disruption to current business operations, allowing for continued connectivity.

Continuant also deployed Teams Calling to each location, whether through Continuant Connect with DRaaS or with traditional Session Border Controllers and Parexel's carrier of choice for that country. Emergency services, particularly dynamic E911, were configured and confirmed to bring Parexel compliant with current Federal law for emergency calling.

Teams' new features for call delegates, as well as unique call forwarding and voicemail features, were also welcomed by Parexel. Employees could now read or listen to voicemail from Outlook or Teams, thus modernizing their communications experience.

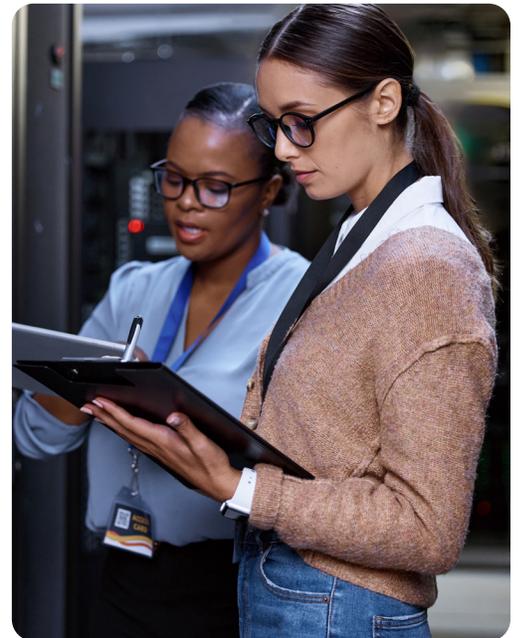


Manage

Managing users globally is a critical aspect of any business, and we take this responsibility seriously. Our 24/7 ITIL-aligned service desk is staffed with experienced professionals who provide the highest level of service for Microsoft Calling and Meeting Room solutions. We are proud to have an industry-leading Net Promoter Score rating of 58, which is a testament to our team's commitment to excellence. We are thrilled to have the opportunity to manage Parexel's far superior solution built upon Microsoft Teams. Our Global Managed Services team is committed to providing top-notch support, which includes their existing 100+ Microsoft Teams Rooms.

In addition to our exceptional service desk, we have also created valuable add-on services to manage the quality and performance of calls and meetings across a client's network. These services help our clients uncover and diagnose network performance issues, allowing them to improve the overall user experience and productivity.

At Continuant, we believe that strong relationships are the foundation of success. We take the time to get to know our clients and their businesses, allowing us to provide personalized service that exceeds expectations. We are honored to have the trust of Parexel and look forward to continuing to support them as they grow and evolve.



“

Along with successfully implementing a complex Teams Calling solution install, my team has relied on Continuant to deploy over 100 Microsoft Teams Rooms. Continuant also provided managed services for Teams Calling and Teams Rooms. Account management and Day 2 engineering have been a lifeline for my team to maximize our critical communication infrastructure.

- Sean McNamara, Senior Unified Communications Architect, Parexel



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

Connect with us



2x Global Partner of the Year
2023 Converged Communications
2020 Calling & Meetings



About Continuant

Continuant is a global Managed Services Provider and Systems Integrator with end-to-end expertise in the Unified Communications and Collaboration space. We specialize in PBX Support, Cloud Migration, UCaaS, CCaaS, Network and Security solutions for all types of business.

At Continuant, we believe that success is a collaborative effort—and our aim is to be more than just a service provider. In fact, we've become a trusted technology consultant to over 100 of the Fortune 500 based on shared trust, transparency, and goals.

If you have an ambitious technology roadmap, we're here for IT.

Contact us

info@continuant.com
888-306-2689

Continuant, Inc.

5050 20th Street East
Tacoma, WA 98424