

Paragon Micro Canada's **End-user Experience (EUX) practice** is proud to offer a professional service offering for Canadian mid-sized organizations (100 to 500 users), who are looking to standardize collaboration on the **Microsoft Teams** platform.

Our Solutioning Philosophy

At Paragon Micro Canada, we aim to help customers unlock business value through technology investments using a 4-phased approach: we assess the current environment, design + implement a solution, and help your organization adopt + use the newly deployed technology to its fullest potential.

Our north star is your business outcome, and as such, our goal is to have you, our customer, be a testimonial and reference for us. In line with our approach, our **End-user Experience (EUX) practice** has developed an end-to-end service offering covering the first three phases of our philosophy: **Assess, Implement, and Adopt**. The fourth, the customer **Testimonial**, governs how we deliver on the first three.

Who is this offering for?

- Organizations who are currently using a multitude of tools for collaboration and are struggling to standardize on a single platform
- Organizations who are challenged with lean IT staff
- Organizations lacking an end-user onboarding and training plan for new technology rollouts
- Organizations looking for ways to increase remote worker productivity
- Organizations who wish to standardize on a single, secure, and highly integrated collaboration platform
- Ideal for Microsoft customers with 100+ seats of existing Office 365 licenses (E3 - E5)



How We Do It

At Paragon Micro, we believe in doing things right the first time. This means dividing a successful **Microsoft Teams** implementation into two equally critical parts.

Part 1 is the project-based technical component, and includes current state assessment, design and planning, as well as the migration to the Teams platform.

Part 2 covers organizational adoption and employee enablement, which serves as the glue binding the needs of the business to the newly deployed technology solution.

What are the benefits?

Standardizing your collaboration technology tools under a single platform offers a myriad of benefits including ease of management, operational efficiencies, as well as employee productivity improvements and job satisfaction.

Three categories of benefits to adopting a single MS Teams-based collaboration strategy:

Technical (IT) Benefits:

- Operational improvements due to centralized management and standardization
- Improved data sharing governance policy control via SharePoint and O365 integration

Employee Benefits:

- A seamless collaboration experience enabling quick access to Office 365 applications like Outlook, SharePoint, Planner, Excel, Word, and the ability to collaborate on documents in real time
- Enhanced remote work efficiency capabilities via IM, video conferencing, recording/playback, as well as AI-enabled features such as real-time closed captioning and multi-language chat translation features

Business Benefits:

- 10x ROI estimate based on past projects
- Employee productivity improvements and a seamless work-from-home experience
- Lower operational costs and eliminating the need for capital investments in on-premise collaboration solutions
- Lower licensing costs for organizations with current E3 - E5 Microsoft licensing agreements

PART 1: MICROSOFT TEAMS MIGRATION PROFESSIONAL SERVICES

For this part, we follow a well-developed project management methodology that begins with understanding the current state and ends with the implementation of the Microsoft Teams platform. Below is a sample scope of what is included.

Phase 1: Discovery

- Workshop on Microsoft 365 Groups Governance and Best Practices
- Workshop on Microsoft Teams Governance and Best Practices
- Discuss Microsoft Teams Voice Requirements and Configuration
- Discuss Microsoft Teams Audio Conferencing Requirements
- Discuss Microsoft 365 Compliance Requirements
- Discuss User and Guest-user Permission and Security Requirements
- Discuss Organizational Change Management, Communication and Training Plans
- Validate M365 Licensing and Administrator Roles
- Validate Endpoint Microsoft Teams Client
- High-level Document and Recap of Requirements

Phase 2: Design

- Design M365 Groups Policies
- Design Microsoft Teams Policies
 - Chat
 - Sites
 - Phone System – Voice
 - Audio Conferencing
 - 3rd Party Applications
- Design Azure AD Guest-user Settings
- Design Sharing Requirements
- Design for M365 Compliance and Conditional Access Policies
- Create End-user Communication Plan

Phase 3: Implementation

- Create M365 Groups and Teams Policies
- Enable Microsoft Teams Phone System Voice POC
- Enable Microsoft Team Audio Conferencing
- Configure/Enable External Sharing
- Configure M365 Compliance and Conditional Access Policies
- End-user Enablement, Access and Cutover to Microsoft Teams

Testing and Validation

- Validation of Microsoft Teams Policies and Tenant
- User Acceptance Testing
- Remediation of Issues Specific to UAT
- Technical Knowledge Transfer and Handover
- Walk-through of Setup with Admin
 - Post-production Support
 - Handover and Project Close Out

Project Management

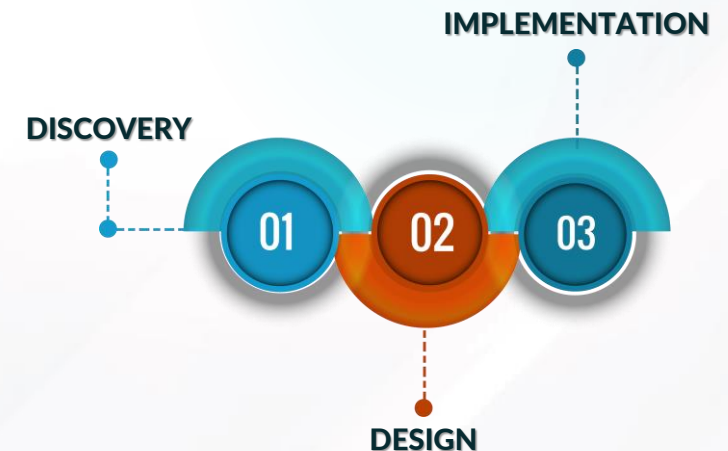
- Internal Kickoff and Client Kickoff
- Resource Allocation and Scheduling
- Scheduling and Management of Project Phases
 - Project Status Meetings
 - Financial Management
 - Change Management
 - Project Acceptance and Project Closure

Outcomes

1. Discovery for Microsoft Teams Requirements
2. Microsoft 365 Groups Workshop on Governance and Best Practices
3. Microsoft Teams Workshop on Governance and Best practices
4. End-User communication plan
5. Knowledge transfer

Assumptions

1. Work will be performed remotely
2. Client will provide M365 Teams Admin level access
3. No remediation work will be performed outside of Microsoft Teams
4. Work is Restricted to Microsoft Teams Workload Only
5. BI, Custom Development or Any Custom 3rd Party Apps are Out of Scope



PART 2: MS TEAMS ADOPTION AND TRAINING SERVICES

As part of the adoption phase of our solutioning philosophy, Paragon Micro Canada's EUX practice is proud to partner with our highly specialized and certified Microsoft training partner to fulfill your organization's technology adoption and end-user training needs.

We have two types of available offerings

- 1. Adoption Services** – Provides an end-to-end service offering that takes an organization, of any size, through a journey that organizes, plans, prepares and executes organizational change. Our methodology focuses on and guides the end-user through change, resulting in the healthy usage of technology to effectively and efficiently support daily work activities.
- 2. Training Services** – Provides a one stop shop for all your training needs. We develop Training Programs using a three-step methodology that provides an authoritative Training Approach, Training Materials and Training Session Delivery to your organization.

Developed for mid-market organizations (100 to 500 employees), our training program provides a one stop shop for all your training needs. We develop *Training Programs* using a three-step methodology that provides an authoritative **Training Approach, Training Materials and Training Session Delivery** to your organization.

Step 1: – Training Approach

- We engage in an authoritative process that formalizes the end-to-end training needs, product scope, intended business scenarios to be realized, deliverables, training materials and training delivery methods.
- The formal process ensures all inputs needed to ensure training expectations are met, gathered and formalized.

Step 2: – Training Materials

- Based on the formal *Training Approach*, required training materials that will be used in the delivery of training are created, reviewed by key stakeholders for completeness, and baselined to be used in the delivery of training.
- The training materials will come in the form of **Video Series, Training Decks, Primers, and Quick Reference Guides.**

Step 3: – Training Delivery

- Users are engaged in training sessions to learn about the *Product Features & Functionality*, and how to use each to meet the needs of organizational/departmental business scenarios.

Typical Costs

Part 1:

A typical project for a 300-user Microsoft Teams migration will cost less than CAD \$20,000 in Professional Services fees. We bill in milestones, usually 50% upon signing, and 50% due upon project completion.

Part 2:

Adoption and training services can vary from case to case and will be contingent upon each client organization's specific needs. Our daily rates for both adoption and training services are CAD \$1,499/day.

We also offer 2-hour sessions at CAD \$375/session, as well as a custom video training series.

CONTACT US



sales@paragonmicro.ca



647.361.2688

Call Us to Find Out How We Can Support Your Goals When It Comes to Microsoft Teams