Physical to Softphone Migration

Scope

This project aims to streamline operations and enhance collaboration in a hybrid or fully cloud-based workplace by harnessing the full feature set of Webex and Microsoft Teams, integrating voice, video, and chat into a single unified platform. Additionally, the project will migrate existing legacy hard phones and dial plans to Webex or Microsoft Cloud for both external and internal calling.

Benefits/Outcomes

The project will enable answering calls and joining meetings from anywhere on multiple devices, all centrally cloud-managed for ease of system updates, administration, and deployment of new features. Benefits include support for call recording, transcription, and CRM applications under a single platform, as well as customizable calling and billing plans at departmental, geographic, or functional levels.

Additionally, end-to-end encryption for calls, video, chat, and shared data will ensure compliance with the highest industry regulations.

Assumptions

- Customer will provide Tesrex consultants with unmetered/unrestricted administrative access to Microsoft Admin Centre and Webex Cloud Platforms.

- Clearly document existing features to be retained or newly adopted into the cloud (e.g., Voicemail, Call-park, Auto attendants, Call queuing, Hunt Groups, Call Recording).

- Decide on the external connectivity strategy: Operator Connect with the existing service provider or Direct Routing integrating existing on-prem telephony infrastructure with the cloud.

- Be prepared to place a port order with the existing service provider to move telephone numbers to the new cloud platform.

- Plan for decommissioning legacy analog and unsupported VoIP telephony equipment.

- Thoroughly check 3rd party applications integrating with Webex and Microsoft Cloud for compatibility and replace if necessary.

- All work will be delivered remotely, unless necessary to ensure project success.

- Each platform will be configured AS-IS; no changes to the existing configuration will be made unless agreed upon to advance the project's requirements.

Deliverables

- Initiate Kick-off meeting with customer to understand the collaboration strategy, use cases and expectations of the platforms they are looking to move over to Microsoft or Webex Cloud.

- Assist the customer with placing a Port order with the existing service provider to move all E.164 telephone numbers to the cloud.

- Perform an assessment of the current platforms to identify any existing dependencies so we can uncover any incompatibilities that may hold back the journey to the cloud.

- Configure any on prem endpoint, client devices or services to support cloud registration.
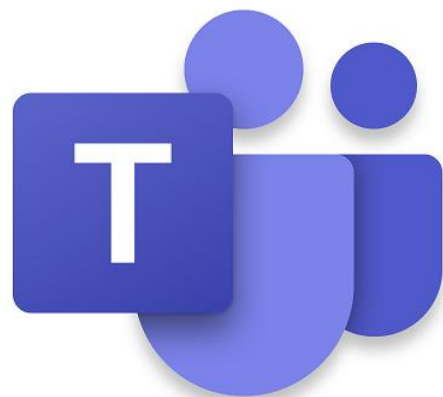
▶ Arrange a call

If you are interested in our Physical to Softphone Migration, please don't hesitate to let us know. Click the button below to give us your contact details and we'll be in touch to arrange a call.

Arrange call

▶ About Tesrex

We're a team of Cisco specialised IT consultants and solution providers based in London. Our goal is to accelerate the adoption of next-generation technologies in the organisations we work with. Everything we do at Tesrex comes down to our ethos; Design. Deliver. Nurture. This core ethos shapes every experience our clients have while working with us.

As a company, our roots first sprouted in San Francisco, USA before we started working in the UK in 2016. Since then, we have built a highly-skilled team with diverse knowledge so we can efficiently solve any challenge a customer presents to us and exceed expectations.

Want to talk? Reach out!

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