Key Questions and Answers about Microsoft Teams for 2019
Whether or not you’ve already made significant time and financial investments in Skype for Business, you’re likely curious about the path forward in terms of migrating to Microsoft Teams.

We’ve got your back. Now - 2019 - is the perfect time and opportunity to get the answers you need about the future of Skype for Business and Microsoft Teams.

While every client situation is different, our general recommendation is to start by answering some questions about your organization:

- What is your communication and collaboration strategy?
- What is your company culture?
- How do you want your communication and collaboration investments to help support what is best about your organization?
- How well does your organization adapt to change?

Arkadin is a trusted partner to drive your digital transformation. We take an end-to-end approach, preserving what is best about your organization while maximizing the value of your current and future technology investments.

To that end, we have compiled a list of questions currently being asked by our customers regarding Microsoft Teams, Skype for Business Online, and Office 365, to help you determine the best path forward for you.
What is Microsoft Teams?

When you have a place to create and make decisions as a team, there’s no limit to what you can achieve. Microsoft Teams brings everything together in a shared workspace where you can chat, meet, share files, and work with business apps. Teams can be many things to many organizations, but the value of teams is best determined by the needs and nature of your business in four specific areas:

- Communication - Get your team on the same page with group chat, online meetings, calling, and web conferencing
- Collaboration - Work better together on files with built-in Office 365 apps like Word, Excel, PowerPoint, and SharePoint
- Customization - Add in your favorite Microsoft apps and third-party services to keep the business moving forward
- Security - Get end-to-end security, administrative control, and compliance—all powered by Office 365

Is Microsoft Teams superior to Skype for Business?

Yes. Any Skype for Business user knows that chat conversations can easily derail, especially in groups. Teams offers persistent and searchable threaded chat and content that is easy to follow and reference. In addition to an improved communication and collaboration experience combined with best-in-class enterprise security and compliance, Microsoft Teams’ true value lies in its use and reliance on Microsoft’s Common Data Service for Apps, which enables Teams to be customized to the specific needs of your business.
Who is Microsoft Teams best suited for?

If you’re an existing Skype for Business user or plan to implement it soon, Teams may be the perfect tool for you. Further investigation into Teams is worthwhile to evaluate if the features meet your specific needs. Arkadin can guide your company’s evaluation of and migration to Teams.

If you’re an Office 365 customer who is not currently using Teams or Skype for Business as your enterprise communications platform, or if you’re an Office 365 customer looking to improve your ROI, you should look into Microsoft Teams as soon as possible.

What’s the best way to get started with Microsoft Teams?

If you’re moving from Skype for Business or another similar product or service, consider performing a Microsoft Teams Readiness Assessment (MTRA)*. The Microsoft Teams Readiness assessment engages your organization’s business and technology leaders to assess their needs and envision their desired teamwork future state. Arkadin’s professional services team will analyze your current state as well as provided a detailed roadmap to drive a successful transition to Microsoft Teams considering all aspects of technical and organizational readiness.

* The MTRA is a service offered by Arakadin. Click here to learn more...
It seems we need to move from Skype for Business Online to Teams. What’s my time frame?

Microsoft has made the Skype for Business to Microsoft Teams Capabilities Roadmap available so customers can assess the capabilities for Teams relative to their needs, and plan their move from Skype Online to Teams. Depending on your current communication and collaboration investments Arkadin recommends different scenarios:

If you have no existing investment in Skype for Business, we suggest you launch Microsoft Teams for Instant Messaging, Meetings, and Voice capabilities, while working with Arkadin to create a cloud adoption plan based on the most current roadmap.

If you’re currently using Skype for Business Online, we suggest optimizing your current Skype for Business environment for Teams and pilot Teams alongside Skype for Business. Arkadin can create a cloud migration plan for you which includes moving your on-premise server investments to the cloud while gaining value for investments in cloud voice solutions.

Is Teams “Enterprise Ready”?

According to the Skype for Business to Microsoft Teams Capabilities Roadmap, as well as Arkadin’s own analysis, Microsoft Teams is considered to be enterprise-ready, given the late 2018 introduction of calling plans and direct routing.
How is Teams Administered?

Microsoft Teams is built on Office 365 groups and similarly administered through the Office 365 admin center, relying on Office Graph and the same enterprise-level security, compliance, and manageability as the rest of Office 365.

Is Teams Secure and Compliant?

Microsoft Teams is built on the Office 365 hyper-scale, enterprise-grade cloud, delivering the advanced security and compliance capabilities our customers expect.

Teams is Tier D-compliant, including the following standards: ISO 27001, ISO 27018, SSAE16 SOC 1 and SOC 2, HIPAA, and EU Model Clauses (EUMC). Within the Microsoft compliance framework, Microsoft classifies Office 365 applications and services into four categories. Each category is defined by specific compliance commitments that must be met for an Office 365 service, or a related Microsoft service, to be listed in that category.

For more information about Microsoft Teams Security and Compliance, we recommend you visit the Microsoft Trust Center.
What are some of the Third-Party Applications which Integrate with Teams?

As mentioned above, Microsoft Teams integrates with and relies on Microsoft's Common Data Service for Apps, which enables companies to integrate existing applications. Straight out-of-the-box, Microsoft Teams can integrate a catalogue of more than 150 third-party applications, including:

- Adobe Creative Cloud
- Evernote
- GitHub
- Jira Cloud
- Pickit Images
- Smartsheet
- Trello
- Wrike
- Zendesk

Can I build my own applications to integrate with Microsoft Teams?

Yes. The Microsoft Teams developer platform makes it easy to integrate your own services with Teams, whether you develop custom apps for your enterprise or SaaS applications for teams around the world.

Using the Teams developer platform, you can create apps directly for your own organization (called “line of business” apps), or for use by any organization to access via the Microsoft Teams Store, following a formal publishing submission process.
Can Teams support my digital marketing strategy through integration with Social Media?

Teams is not an enterprise social network platform, but Microsoft Teams leverages what they call connectors to easily bring social media content into persistent chats.

Connectors keep your team current by delivering content and updates from services you frequently use directly into a channel. With connectors, your Microsoft Teams users can receive updates from popular services such as Twitter, Trello, Wunderlist, GitHub, and VSTS within the chat stream in their team.

How does Teams compare and compete with Cisco Webex Teams?

Arkadin sells and uses both products: they’re similar workspaces and great products. We can’t make a blanket statement about which is better for a particular company, due to each organization’s unique situation and infrastructure. We’d be happy to talk with you to discuss the opportunities and benefits each can provide.

The idea of ‘teaming’ is clearly the path forward, regardless of which solution you choose to implement. Microsoft Teams is a complete collaboration solution that allows users to optimize their existing Office 365 investment, making it the ideal choice for many clients.
What are the differences and overlap between Teams and SharePoint?

We use the analogy of how you store file folders at your office to explain this. You likely have large file cabinets for older files you want to refer back to once in a while. You know you should keep them for reference, but you don’t need to put your hands on them multiple times each month.

Now think about the information you need and access every day. You don’t have the time to chase down a file that often – it’s likely you put that information on a sticky note at your workstation or tack it on a cubicle wall.

In this analogy, and the way most of us use it, the file cabinet is SharePoint. SharePoint is great for large audiences and serves as a largely static repository of documents we need to access occasionally. Microsoft Teams is the sticky note we make sure is in our eyesight, a hands-on real-time knowledge base that’s accessible anytime, everywhere.

The best part, however, is that Microsoft Teams information is built on and shared with your SharePoint document library. Files shared within a Teams conversation are automatically added to the SharePoint document library, and permissions set in SharePoint are automatically reflected within Teams. In short, Teams makes SharePoint user friendly and enjoyable.
What is the user experience if our organization doesn’t have SharePoint in Office 365?

An important user benefit of Teams is Office 365 integration, which includes file sharing through SharePoint in Office 365. This makes it possible to find files in one place for teamwork, including chats, team members, and everyday tools.

If you don’t have SharePoint enabled in your tenant, Teams users are not always able to share files in Teams. Users in private chat also cannot share files, because OneDrive in Office 365 (which is tied to the SharePoint license) is required for that functionality.

But, if your tenant has SharePoint enabled and a single SharePoint site has been provisioned at any point in time, then users will be able to share files in a team.

What are the license requirements for Teams?

- Available in the Office 365 suites
- Premium workloads in Skype for Business in Office 365 are the same in Teams
- Existing Skype for Business licensing investments carry forward to Teams
Will Teams support Cloud Connector Edition (CCE)?

Microsoft has confirmed that there is no plan for further development of CCE (past version 2.0).

There is a path for CCE clients looking to connect on-premise PBXs or deliver voice to hard-to-reach places with Skype for Business Online, through at least late 2019-2020.

Skype for Business Server 2019 will have a hybrid co-existence with Teams, which will support PBX coexistence and local call breakout via gateways.

A new model for Skype for Business Online calling integration has been introduced that is an alternative to CCE for complex use cases. Arkadin is happy to help you with this if you’re in this situation.
Without proper planning and on-staff expertise, digital transformation journeys may be knocked off-course or plagued with costly delays. No matter the complexity, Arkadin Cloud Transformation Services (ACTS) will enable your enterprise to achieve its UC goals with our end-to-end approach.

Arkadin Cloud Transformation Services guides enterprises through the digital transformation journey, delivering greater ROI for Microsoft Teams and Office 365 deployments.

ACTS combines the Skype Operations Framework with our own proven consulting and managed services to help you realize the benefits of UC.

**arkadin**
Cloud Transformation Services

Focus is spent upfront in the right areas to avoid exponential time and expenses fixing potential issues down the road.
Arkadin Cloud Transformation Services guides enterprises through the digital transformation journey with our end-to-end approach to UC.

Contact us to learn about Arkadin’s Teams Readiness Assessment or visit the website to learn more about our complete cloud solutions.

cloudtransformationservices.com