Skype for Business Users:

18 Things to Know about Microsoft Teams for 2018
If you have made significant investments in – or are in the process of evaluating/deploying – Skype for Business, what is your path forward in terms of migrating to Microsoft Teams?

Don’t panic. Your Skype for Business investment isn’t for naught, and your current tools will continue to work.

While every client situation is different, our general recommendation is as follows:

- Continue using Skype For Business until Teams meets your business needs.
- Microsoft is providing their customers with tools and guidance to manage the transition, which can be found at https://aka.ms/skypeandteams.
- Microsoft recommends working with a partner like Arkadin to guide you through your digital transformation journey.

Arkadin is a trusted partner to drive your digital transformation with an end-to-end approach. To that end, we have compiled a list of commonly asked questions by our customers regarding Microsoft Teams, as it relates to Skype for Business Online and Office 365, to determine the best migration path forward.
What is Microsoft Teams?

Knowing that we work more and more in collaborative environments, Microsoft has created the Microsoft Teams environment to seamlessly integrate communication into a central hub for meetings, conversations, contacts and content.

Teams connects seamlessly to SharePoint and OneNote, tools which many have access to but few use skillfully. It is a robust, customizable collaboration hub that delivers intelligent communications, all in one location.

What does Teams offer that Skype for Business does not?

Any Skype 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.

Skype for Business is part of Office 365, but Teams has integrated access to the entire Office 365 suite. We would summarize Teams as offering simple yet intelligent integrated communications.
Who is Teams best suited for?

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

If you’re an Office 365 customer who is currently not 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 Teams as soon as possible.

It seems we need to move from Skype for Business Online to Teams. What’s my time frame?

Microsoft has made the roadmap for Teams available so customers can assess the capabilities for Teams relative to their needs, and plan their move from Skype Online to Teams. Per their current roadmap, customers have 18-24 months to determine the timing for moving to Teams.

While Microsoft will continue to support Skype for Business in Office 365, their vision for communications is focused on Teams. Future enhancements and ways of working we’re not yet familiar with will be delivered via Teams, so we encourage everyone to consider transitioning at some point.
How enterprise-ready are the Teams audio and video capabilities?

Per the [Microsoft roadmap](https://www.microsoft.com/en-us/collaboration-platform/teams), not all features available in Skype for Business are currently available in Teams, but they’re evolving rapidly. We estimate that there will be full parity between Teams and Skype for Business by the end of 2018.

Recently added features in Teams include calling plans (U.S. only), voice call functionality (calling people outside Teams or Skype for Business, personalized voicemail greetings, the ability to transfer calls, enhanced 911 and more), as well as audio and web conferencing.

We were planning to deploy Skype Voice in 2018. Should I wait or proceed?

Most organizations in this situation are encouraged to deploy Skype for Business Voice now, and transition to Teams at a future date. Your time and efforts to do so will not be wasted.

You can, of course, choose to wait until Teams voice functionality is fully available. We recommend you review the Teams roadmap and confirm if and/or when the voice functionality you require will be available in Teams.
Is Teams centrally or individually administered?

Teams benefits from centralized management, but administrators manage individual rights, preferences, and privileges. It’s the best of both worlds, in our opinion.

Is Teams secure?

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

Teams is Tier C-compliant at launch. This includes 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.

Is Teams a project-tracking tool?

Teams is not a project tracking tool, and we recommend continuing to use purpose-built tracking tools for large-scale projects.

Smaller or ad-hoc projects with multiple stakeholders can easily utilize Teams for communications.
Is Teams an enterprise social network platform like Facebook Workplace?

Teams is not an enterprise social network platform, though there are many elements of social interactions built in to Teams.

Microsoft recognizes that different groups have different needs. You can use all Office 365 collaboration solutions or just one or two of these apps to collaborate. For example, Teams is fully integrated with Yammer enterprise social network and SharePoint file libraries.

How does Teams compare and compete with Cisco Spark?

Both are similar workspaces and great products. Each company’s situation and infrastructure impacts what we would recommend at an individual level.

Based on the Microsoft Roadmap, we believe Teams will be a complete collaboration solution while optimizing existing Office 365 investment, making it a great choice for many clients.
What are the differences and overlap between Teams and SharePoint?

Let's think of how you store file folders at your office. You likely have large file cabinets for older files you want to refer back to once in a while. You know you need to keep them for reference, but you don't put your hands on them multiple times each week.

Now think about the information you need and access each week. You don't have time to go 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. It's great for large audiences and serves as a largely static repository of documents we need access to every once in a while. Microsoft Teams is that sticky note we make sure is in our eyesight, a hands-on real-time knowledge base that's accessible anytime.

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 differences between the Office 365 collaboration applications?

Office 365 offers several applications that can be used for collaboration. Knowing when to use which app is critical in improving employee productivity and efficiency.

Tip #1: Reach
Who do you want to communicate with?

- Large Groups: Entire organization and departments
- Small Groups: Teams and individuals
- Any Size Group: Any of the above, dependent on the need

Tip #2: Style
How do you want to communicate?

- Formal Style: Professional, objective, and structured
- Informal Style: Personal and chat-based
- Any Style: Any of the above, dependent on the need

Tip #3: Speed
How quickly do you want to communicate?

- Real-Time: Quick and informal
- Asynchronous: Slow, formal, and ad hoc
- Any Speed: Any of the above, dependent on the need
We use Skype Room Systems. Is that compatible with Teams?

Don’t fear! Based on the current Microsoft Roadmap, Skype Room Systems will integrate with Teams by mid-year. Your existing Skype-certified handsets, headsets, speakers and audio devices will work with Teams just fine.

What’s the roadmap for Skype Server?

Skype Server is still a priority for Microsoft, in order to support advanced and complex use cases. Development on Skype Server 2019 will conclude at the end of 2018, though Server 2019 will be supported through at least 2029.

Microsoft is encouraging Skype Server customers to upgrade to Skype for Business Server 2019 to leverage hybrid cloud voice services with Teams.

Arkadin agrees with this recommendation; we want customers to be able to take advantage of Microsoft’s vision for Intelligent Communications and collaboration, which is focused within Teams.
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 will 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 2019-2020.

Skype for Business Server 2019 will have a hybrid co-existence with Teams, which will support PBX co-existence 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 Skype for Business 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 schedule an Envision Workshop or visit the website below to learn more about our complete cloud solutions.

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