Successful migration from Skype for Business to Microsoft Teams

Everything in one place

Conferencing, collaboration, telephony, data storage, SharePoint, security, governance

Simplified IT

Microsoft Teams is a fully comprehensive cloud solution (Software as a Service)

SoftwareOne UCNext

Managed services solution

Customer
Oettinger Davidoff AG

Industry
Consumer goods

Platform
Microsoft 365 & Microsoft Azure

Services
Microsoft Teams Migration including Adoption & Change Management Services, Project Management, and Managed Service UCNext

Increasing productivity throughout the company

Oettinger Davidoff is a committed family business headquartered in Switzerland. The company is future-oriented in all business areas and drives digitization throughout the organization. Microsoft Teams would replace the old telephony, Skype for Business, to introduce a uniform communication and collaboration solution. To successfully integrate Microsoft Teams, Oettinger Davidoff relied on SoftwareOne's expertise as a software and cloud solutions provider with years of experience in large migration projects and Microsoft Teams. SoftwareOne took over the classic migration from Skype to Teams, and extensive support in project management, as well as adoption and change management. The Managed Services UCNext, available to Oettinger Davidoff after project completion, rounded out the project.

software **one**

Oettinger Davidoff

The challenge

Expanding the Digital Workplace with Microsoft Teams

Oettinger Davidoff wanted to modernize its existing telephony with Skype for Business and was looking for a flexible, location-independent communication solution that provided much more than voice transmission alone. The ideal solution is to offer internal and external communication channels such as chat, video, telephony, and employee availability, all integrated into the company's existing Microsoft environment. For the changeover to succeed, users needed to be integrated and trained in the new communication strategy at an early stage.

The solution

How to make a new start with Microsoft Teams

As an innovative family business, Oettinger Davidoff wants to drive its digital transformation. Its goals include increased employee productivity, better connections between employees and customers, and enabling remote work from any location. SoftwareOne was engaged in supporting the migration to Teams by:

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SoftwareOne's Adoption & Change Management Services helped us to ensure that the switch to Microsoft Teams was a complete success and that all employees could take full advantage of the added value of the new IT solution right from the start.

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Michael Bittel, Head Global ICT at Oettinger Davidoff

- **Technical consulting:** Creation of a solution design and architecture, including as-is analysis of the previous telephony infrastructure at various locations and definition of a migration concept and project timeline.

- **Setup & configuration:** After a successful test phase, the entire telephony was transferred to Microsoft Teams, including user migration at each location, number porting, connection of analog interfaces, integration of video conferencing, and creation of all documentation.

- **Governance & security:** A Governance & Security concept for the secure and future-oriented use of Microsoft 365 services was designed for Oettinger Davidoff. SoftwareOne also conducted several workshops and created processes for onboarding and offboarding internal users and guests.

- **Integration SharePoint Online:** Connecting Microsoft Teams to the already existing SharePoint environment. This provides advantages in access to important documents and information on the intranet, optimized search pages and the right keywording make information easier to find, significantly improving staff productivity.

- **Power Platform:** Using Power Automate and Power Apps as a low/no-code platform, some processes were optimized through automation →Legacy and in-house developments were cost-effectively replaced.

- **Adoption & Change Management Services:** Extensive support in the creation of communication guidelines as well as training plans based on best practices and directly geared to each target group. In addition, a global "Power User Community" was established to help answering employee questions even after the project's end. Adoption & Change Management Services also provided advice on the structure and design of the new intranet solution, making it user-friendly and easy to operate.

- **Project management:** Outsourcing of project management to SoftwareOne. Oettinger Davidoff benefited from active collaboration with the project manager, who planned and controlled all central coordination, monitoring progress, and updating those responsible in regular status reports.

- **SoftwareOne IT Campus:** Support is delivered through a customized training concept specifically tailored to the needs of different employees and managers. In addition to individual learning videos featuring qualified SoftwareOne trainers, Oettinger Davidoff worked with SoftwareOne partner Soluzione42 using its Learning-on-Demand application for all employees.

- **Managed Services UCNext:** Ongoing support in the area of unified communications.

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We decided on telephony with Microsoft Teams because it offers far more possibilities than previous variants with Skype for Business. Not only has the change enabled us to improve the quality of communication, but our employees now also benefit from a communication and collaboration solution that enables them to work on the move.

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Michael Bittel, Head Global ICT
at Oettinger Davidoff

The outcome

Achieving more with fewer tools

After successfully switching from Skype for Business to Microsoft Teams, Oettinger Davidoff benefits from numerous advantages that the new communication and collaboration tool provides to the company.

- **Microsoft Teams:** Serves as a central hub for digital collaboration, enabling users to communicate by phone, video, or chat, editing documents together, or setting appointments and tasks.

- **Connecting to the already existing SharePoint structure:** Ensures access to all information at any time and from any place.

- **Newly introduced Power Platform:** Enabled automation of company processes and replaced outdated in-house developments

- **Custom-fit governance and security concept:** protects the company's know-how, data, and systems.

- **Adoption & Change Management Services:** supports users to get familiar with the new IT solution

- **The entire project was successfully administered** by an experienced SoftwareOne project manager.

- **Managed Services UCNext:** SoftwareOne continues to ensure the smooth operation of the Unified Communications solution with its Managed Services UCNext.

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