

## Tein Technology integrates telephony into Microsoft Teams

Established more than 100 years ago, Tein Technology installed the first phones in Belgium. The company was then known as Tein Telecom. Today, they are specialised in the integration of technological solutions such as camera security for road and maritime traffic.

### The Challenge

Although Tein Technology's roots are in telecoms, they still depended on a legacy system developed by Alcatel. In fact, they were one of only a few firms in Europe using this outdated solution for telephony. Tein Technology already was an Insight client, having previously opted for license management, and now wanted to install Microsoft Teams to enhance communication and collaboration between its employees.

Although those employees have on occasion used Teams for interaction with customers, they did not have much experience with the solution internally. They relied on Skype for Business for those internal meetings. When Tein decided to switch to Microsoft Teams, they also want to integrate calling functionalities in order to have a unified tool. The pandemic was an accelerator to make the switch. As many of Tein Technology's employees started working from home, they needed a solution that would support these remote work conditions.

By connecting their office phones to Microsoft Teams, employees can be easily and quickly reached, anytime and anywhere. Moreover, as a modern technology integrator, Tein felt it was time to switch to a more flexible and future-proof communications system.

"Insight provided a quick and complete analysis. They promised and delivered a smooth transition. In less than one hour, the implementation of Microsoft Teams was completed and all of our employees could be reached on their normal phones again."

**Adem Ugurlu**, Information Technology Architect, Tein Technology.



### Quick Overview

Tein Technology was using a telephony system that no longer suited their needs. They decided to switch to Microsoft Teams and include their employees' office phone numbers to avoid having to transfer calls to their mobile devices.

Insight provided information and training. Experts also contacted people at Microsoft and Proximus to ensure a smooth transition for about 150 phone numbers.

The implementation was seamless and the cutover was completed in less than one hour.

## The Solution

Insight’s extensive expertise and specific knowledge of Microsoft Teams was utilised to understand the needs of their client. In the run-up to the project, Tein Technology received a lot of information and advice to ensure a smooth transition. Spurred on by the new work challenges caused by Covid-19, they asked Insight to initiate the switch at the end of 2020.

Before the cutover, the employees of Tein Technology received training to discover the possibilities of Microsoft Teams. Insight further assisted the client by taking care of practical matters such as transmitting the phone numbers. The Insight experts have a direct line to Microsoft and delivered all 150 phone numbers that had to be integrated in the new Teams solution. They also contacted Tein Technology’s telecoms provider Proximus to guarantee a smooth transition.

It took only one week to prepare the migration to the new environment. On the day of the official transfer, the unavoidable downtime was limited to less than one hour before all employees could be reached by phone again. This means that they could continue to concentrate on their own work without any problems. With any transition, people often have questions or experience issues that need to be resolved. But thanks to good preparation, the entire migration was seamless.

## The Benefits

Tein Technology now has a future-proof telecom system that supports all working conditions, both in the office or at a remote location. This makes the company more agile and resilient to ensure business continuity at all times.

Their employees are still discovering the full potential of Microsoft Teams to do business, and the Insight experts can certainly help them to introduce even more features. Everyone at Tein Technology is happy with the new communication tool and with the smooth transition.

“In the meantime, Insight has also helped a branch office in the Netherlands to switch from Atos to Microsoft as Telco provider.”

**Adem Ugurlu**, Information Technology Architect, Tein Technology.

## The Results Highlights



A future-proof telecom system that enables employees to work from anywhere – in the office or at a remote location.



A smooth transition that allowed Tein Technology’s staff to focus on their work without any problems.



Employees are well-prepared thanks to information and training offered by Insight experts.



A modern platform that makes Tein Technology more agile and has great potential to add even more features.