

Microsoft Partner

VOSS Discover: The first step towards a successful migration to Microsoft Teams Phone

**Unlock the benefits of bringing
enterprise telephony to Microsoft
Teams.**

VOSS works with organizations to shine a light on existing PBX services, and to build a better foundation and readiness for the migration journey to Microsoft Teams Phone.

The work is conducted by experienced VOSS engineers who team with you to take an extract from the current PBX, analyze, and then report back. The work is supported by VOSS tooling that automates this process and provides data management and navigation for the discovery process.



VOSS DISCOVER

With over 320 million monthly active users on Microsoft Teams, organizations are clearly taking advantage of the cloud platform to facilitate agile working, seamless collaboration, and productivity gains.

As existing PBX systems come up for support renewal and hardware end of life, organizations are now turning their attention to consolidating traditional telephony services in the cloud, and onto the Microsoft Teams platform.

The benefits are significant, but the transformation journey itself requires careful planning and that in turn needs a good understanding of the services running on the current PBX system. The discovery process is challenging: PBX systems by nature are opaque, require technical skills to extract data, and have been configured by experts and over many years.

Benefits of Discover

Remove the blindfolds: Discover inventory on users, devices, licensing, and numbers.

Identify feature gaps: Understand migration risks ahead of time.

Incorporate best practice: Based on feedback from similar migration projects.

Clean structure : Reduce costs and clutter by cleaning and trimming the existing configuration.

Fast results: Get a first view available within weeks, to assist with early planning, budgeting, and resourcing.

VOSS experts: Delivered by a team of VOSS engineers with a track record in PBX systems and complex migration projects.

Secure: Non-intrusive and secure, with the analysis conducted on an offline export from the PBX.

Robust data management: Supported by tooling, automation, and a SQL database to cope with complex and large scale PBX estates.

Flexibility: Cater for a wide range of business-specific migration scenarios and requirements.



V O S S D I S C O V E R

VOSS Discover projects are designed to assist customers with the planning, budgeting, and readiness for migrating an existing PBX telephony system to Microsoft Teams Phone, providing:

- ✓ A summary of the general PBX set-up and configuration
- ✓ Insight into inventory (users, services, numbers, devices)
- ✓ Migration considerations and feature gaps ahead of time
- ✓ Best practice from similar projects to avoid unnecessary mistakes
- ✓ Cleaning to trim unnecessary configuration and clutter

Each VOSS Discover project takes 4-6 weeks to complete.

**DELIVERABLES**

- A *Migration Readiness Report* based on data extracted and covering PBX configuration, inventory, and migration 'gap' traffic-light analysis.
- A *Line Usage Report* indicating numbers in use or those that can be trimmed to reduce clutter and costs as part of migration planning.
- Best practice and advice on approaching migration planning based on experience from recent projects.
- A two-hour workshop to review findings.
- Support for ad-hoc queries resulting from the workshop review and/or specific business questions.

V O S S D I S C O V E R



TOPICS REVIEWED

Introduction

- System details
- Dashboard

PBX configuration

- Migration summary
- Licensing
- Commentary

Migration planning

- Checklist
- Action plan

Migration factors

(traffic lights)

PBX inventory

- User information
- Line information
- Organizational

Device information

- Summary
- Breakdown

Groups

Call routing



HOW IT WORKS

Each VOSS Discover project consists of a work package led by VOSS technical engineers who have experience in discovery and migration projects. The project is supported by VOSS Discover tooling – an engine for data extraction, analysis, and management (SQL).

The project is not disruptive to the normal operation of the existing PBX system and is completed from analysis of a recent PBX backup file or similar (no live connection is required).

Every VOSS Discover project is supported by a project manager, weekly meetings, and qualified technical migration engineers.



OPTIONS

The following options are available to provide a deep discovery on existing PBX configurations. Select from these options:

Dial plan design for Microsoft Teams: Review of existing dial plan configuration plus guidelines on mapping and configuring on Microsoft Teams Phone.

Cost analytics: Auditing and tracking of key cost streams related to usage, licensing, capacity on existing PBX and related infrastructure, with view to saving cost. Supported with dashboards and scheduled reports.

Dynamic discovery (Cisco): Discovery and over-build of the PBX platform to provide an intuitive and single portal into the existing configuration with regular syncs.

Contact VOSS for further details on the above.

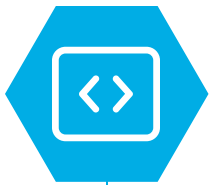
V O S S D I S C O V E R



ADVANCED TOPICS

As part of or as an extension to the VOSS Discover project, the following capabilities can also be incorporated:

- Integration with and audit of cloud platforms such as Microsoft Teams and Cisco Webex – analyzing users, licensing, and related policies and controls
- Data cleaning and preparation into loader sheets, for bulk transfer and migration of users into cloud platforms, leveraging native tools or bulk facilities (for example, Microsoft PowerShell)
- Automation with data mapping, transformation (rules) and batch loading (audit logging) too streamline the migration of users and related configuration into cloud collaboration platforms.



SOURCE(S)

The VOSS Discover process is conducted on a backup or extract from the existing PBX so as not to intrude on the live service. Supplementary data for usage, number ranges and location information are also blended into the dataset to provide a complete and rounded audit.



PBX

Cisco CUCM, Avaya CM, or Microsoft Skype for Business Server (contact VOSS for the complete list of systems supported).

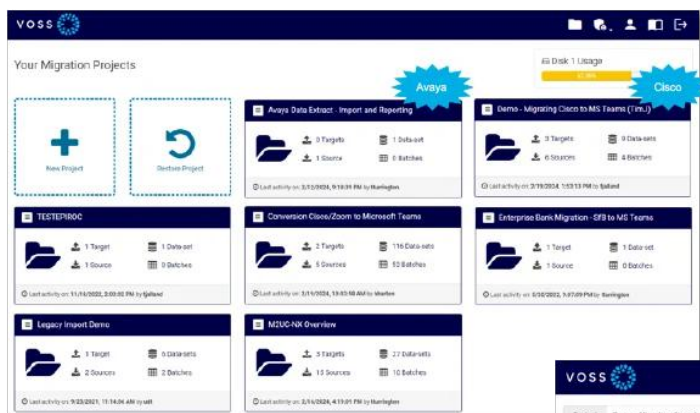


Taking the hard work out of discovery

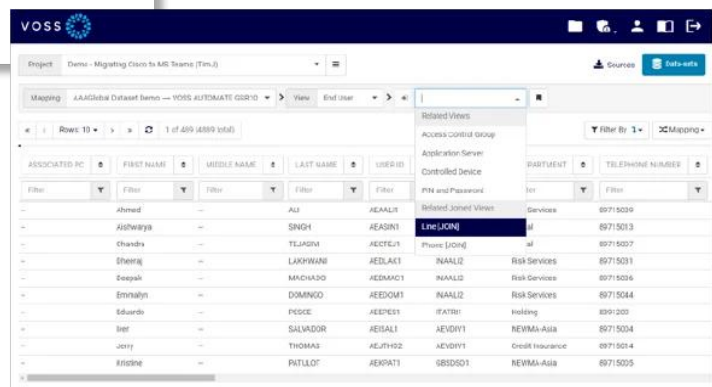
Each VOSS Discover project is supported by VOSS automation tooling: VOSS Discover. The tool includes advanced capabilities to extract data from PBX systems, audit, and analyze. Data within the tool is managed in a data-set specific to each project, at scale, with the ability to easily navigate and build relationships throughout the data. Access to the tool is controlled through role based access controls, with data never having to leave the tool for analysis.

The tool provides:

- Rapid ingest of PBX data (normalization)
- Data audit, navigation, and building relationships
- Ability to easily transact ad-hoc queries
- In-built reporting into a variety of formats (PDF, Excel)
- Data handling at scale through data-sets managed in internal SQL datastore
- Batch data preparation (for migration)
- Access controls against projects (roles) for team members



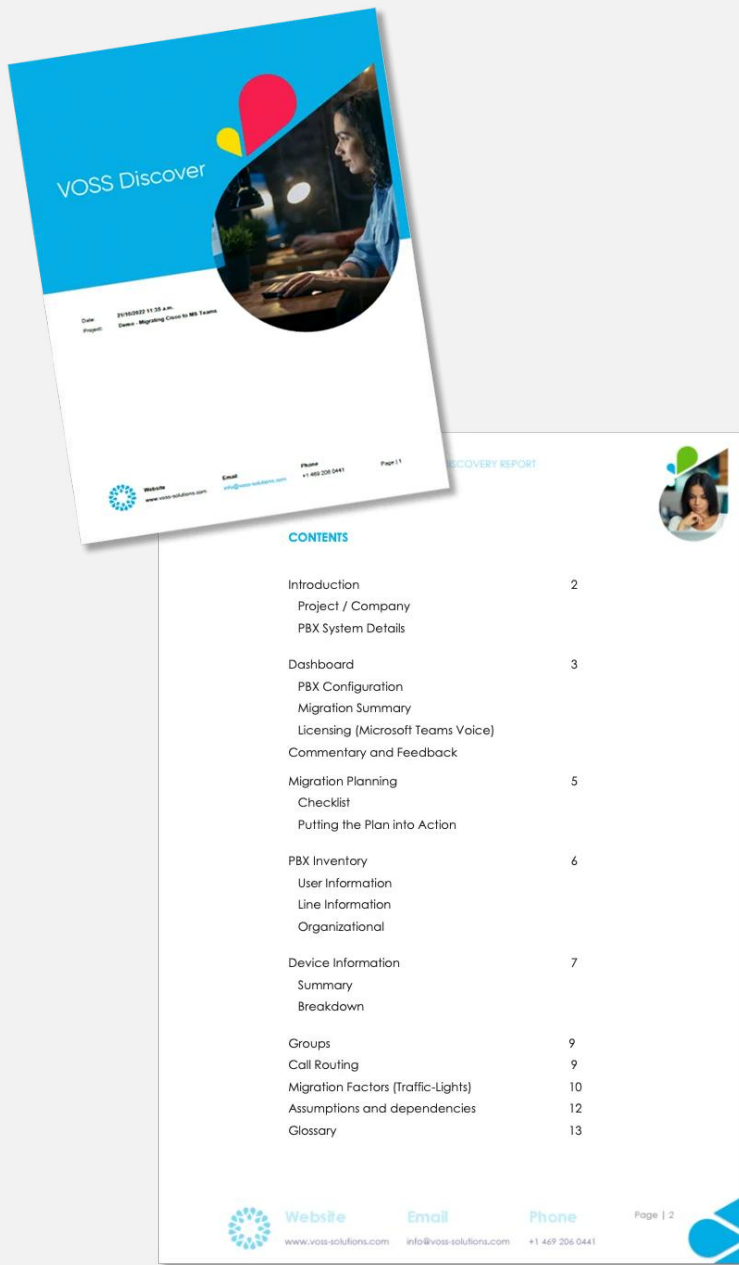
This screenshot shows the VOSS Discover landing page and **multi-project support**



Data manipulation within the tool

Migration readiness report example

The following illustrates a migration readiness report prepared for a Cisco Call Manager.



Versions

PBX type and software versions



Dashboard

Summary dashboard information covering inventory, licensing, and migration factors



Best practice

Best practice advice on approaching a Microsoft Teams Phone migration project



Full configuration details

Full PBX configuration details, inventory, numbering, and device information



Call Routing details



Migration readiness

With traffic lights and feature mapping to Microsoft Teams Phone

Migration readiness report example

This illustration shows discovery of the existing PBX inventory:

PBX Inventory

User Information

Total number of subscribers	3081
Users with multiple devices configured	1823
Subscribers with one device	1261
Users with single extension	1753
Users with multiple extensions	1312
Orphan users (no devices or lines)	1808
Orphan devices (no lines)	374

Line Information

Total in use (allocated to devices)	
Total not in use (unused and not allocated)	
Total number of shared lines	

Organizational

Total number of sites	
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Device Information

Summary

Total number of devices	5329
Total number of IP phones	3596
Total number of standalone IP phones	2048

IP Phones - Breakdown

There are 3596 devices with SEP prefix.

Device Type	Count
Cisco 7962	2753
Cisco 8841	662
Cisco 8831	169
Cisco 7937	39
Cisco 7911	12
Cisco 8851	9

Dashboard

PBX Configuration

Category	Count	Information
Total Users	4880	Users configured on the PBX
Total Subscribers	3081	Users configured with a service and/or device
IP Phones	3596	Total number of physical phones
Extensions	7078	Total number of lines/extensions
Hunt Groups	228	Total number of hunt groups
Pick-up Groups	565	Total number of pick-up groups
Sites	249	Total number of physical sites

Migration Summary

Traffic Light	Count	Commentary
🔴	3	The feature will need to be reviewed and re-worked
🟡	11	Can be migrated but with some feature loss
🟢	3	Can be migrated without any significant feature loss

Please see Migration Factors for further details.

Licensing (Microsoft Teams Voice)

Category	Count	Commentary
User - ESMCOEV	3081	Microsoft E5, phone system or equivalent
IP Phone - CAP	2048	Microsoft Common Area Phone

Showing feature mapping to Microsoft Teams Phone:

Migration Factors

The following section identifies possible issues and gaps about migrating telephony features to Microsoft Teams Voice. The traffic lights indicate:

- 🔴 The feature will need to be reviewed and re-worked
- 🟡 Can be migrated but with some feature loss
- 🟢 Can be migrated without any significant feature loss
- 📄 Informational only

TAL	Feature	Count	Description	Consideration
🟢	Users with duplicate names	0	Different users with the same username or email address	This may indicate old or corrupt configuration data
🟡	Users with multiple extensions	1312	User with more than one extension configured	Teams supports only one primary number per user
📄	Users with simultaneous ring configured (SNRI)	2	Total users with simultaneous ring configured	Informational only
🟡	Time based simultaneous ring	1	Rings multiple destinations (desk, mobile) based on a configured schedule	Teams does not support schedules for simultaneous ring
🟢	Simultaneous ring to multiple destinations	0	Provides more than one remote ring destination	Teams provides a single destination
📄	Lines in use with Call Forwards	1576	Various call forward options configured for each line	Teams supports call forward on no answer (only)

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🟡	Lines in use with Call Forward (external)	1117	Various call forward options configured (directed to external calls)	Teams does not distinguish between internal and external calls
🟢	Duplicate MAC addresses	0	The same Device MAC address appears more than once	This may indicate old or corrupt configuration data
🟡	SIP IP Phones	1084	The number of SIP devices connected	Teams does not natively support these - these need connecting with the SIP Gateway or equivalent
🔴	Non-SIP IP Phones (such as SCCP)	3375	The number of non-SIP IP Phones (e.g. SCCP)	The SIP Gateway does not support non-SIP devices
🟡	IP Phones not properly configured	127	Devices not properly configured	Information only - proper settings may be lost
🟡	Shared lines	96	The same extension is being used by more than one user/phone - this may be a manager and assistant	This may need converting to Teams delegation or removed from the configuration
🔴	IP Phone (Subscribed) Services	14	Third party services that are accessed from the Phone menu	Teams supports a range of similar applications that can be installed into the client
🟡	Call Pick-up groups with no lines	104	Members of a pick-up group can answer a call to the group	This may indicate old or corrupt configuration data
🟡	Hunt Groups with no lines	18	Hunt Groups route calls to all lines in the group	This may indicate old or corrupt configuration data
📄	Number of CTI Ports	248	The total number of CTI ports configured	These indicate adjacent applications (such as call recordings) - review systems
📄	Number of Call Parks	3	The total number of Call Park and/Or Call Park features configured	Teams supports a call park feature - review existing Call Parks for migration
🟡	Orphan Users	188	Users with no Devices or Lines	These are users with no devices or services - review
🟡	Orphan IP Phones	57	IP Phones with no lines	These are phones with no lines - this may indicate old or redundant configuration data
🔴	Orphan Sites	107	Sites with no Devices	This may indicate old or corrupt configuration data
🟡	Analog Ports	1	Analog telephone or similar plugged into an ATA Adapter	Teams does not natively support analog devices

Getting started

To run a discovery project with VOSS, you will need the following:



A stakeholder during the process, who can work alongside the VOSS project manager

A stakeholder/sponsor is required to oversee and own the process from the customer side.



An export from existing PBX

Produce an export from the existing PBX along with any other reports such as call CDRs/reports and number ranges.



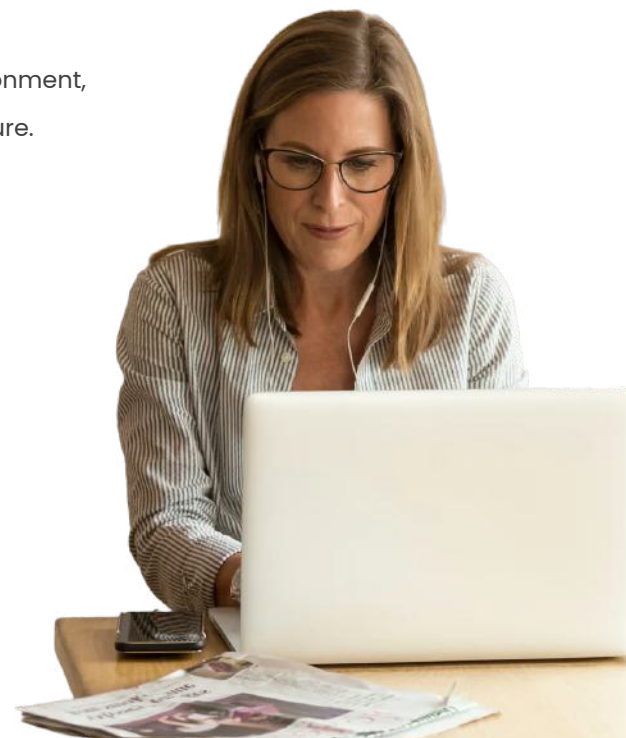
Access to personnel during the assessment

During the planning workshop, we will require attendance of stakeholders, telephony, cloud and infrastructure teams.



Completed questionnaire

Contains questions about the environment, plans, requirements and infrastructure.



THE VOSS SUITE

At VOSS, we empower our customers to reduce operational costs, improve service reliability, strengthen governance and data protection, and adapt their digital workplace as business models, employee expectations, and organizational requirements evolve.

The VOSS platform is the foundation of our product suite. Each product - from automation to monitoring and analytics - is built on the same consistent framework, providing a common set of tools, data, and integrations across your digital workplace.

The platform unifies four essential capabilities in a single architecture - automation, monitoring, analytics, and AI - offering a unified foundation for managing complex enterprise environments. By integrating with core business systems and collaboration platforms, VOSS enables you to automate operational workflows, enforce governance, and gain real-time visibility into performance and across employees, devices, and infrastructure.



VOSS Discover provides a comprehensive inventory and analysis of your collaboration and digital workplace tools, enabling you to understand your current environment, identify inefficiencies, and plan transformations with precision.



VOSS Migrate automates the extraction, transformation, validation, and loading of users, devices, and collaboration data, reducing the risk, cost, and complexity of any large-scale migration or platform change.

[Find out more](#) about products that solve real-world challenges in your organization.



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