

One Platform for Chat, Meetings, Calls, and Texts

MICROSOFT TEAMS & TEAMS PHONE

Planning & deployment for Microsoft Teams, Teams Phone, and business texting

Microsoft Teams is Microsoft's chat, meeting, and calling platform, with Office apps and file sharing built in. Teams Phone turns it into a full business phone system, and Teams supports business texting too. If your organization already uses some of this, you're not starting from zero — the question is whether it's set up to hold as you grow.

What Teams, Teams Phone, and Teams SMS Actually Do

Teams is available with Microsoft 365 or on its own — Teams Essentials covers very small businesses that just need meetings and chat.

- **Teams:** Chat, video meetings, and file sharing in one app, with files stored behind the scenes in SharePoint
- **Teams Phone:** A full business phone system: calling, voicemail, business numbers, no traditional on-premises PBX
- **Teams SMS:** Business texting from the same app, covering 1:1 messages for US and Canada numbers through a Calling Plan

THE GAP BETWEEN OWNING TEAMS AND GETTING VALUE FROM IT

For a lot of businesses, Teams is now the phone system, the texting platform, and the main collaboration hub all at once — which is exactly why it needs planning. Turned on without governance, Teams tends to sprawl into hundreds of unmanaged teams and channels, and a careless phone-system cutover can drop calls the business depends on.

That planning is exactly what Sourcepass MCOE — the dedicated Microsoft practice within Sourcepass — is built to provide. Sourcepass can license, deploy, and support Teams, Teams Phone, and business texting as part of our managed services; MCOE goes further, available on its own no matter who supports the rest of your IT, running Teams through a five-stage framework — governance that keeps the platform from sprawling, clean number porting for the phone cutover, and role-based rollout that gets it genuinely used.

That depth is backed by Microsoft Solutions Partner designations across Security, AI Business Solutions, and Cloud & AI Platforms; two Pax8 Global Microsoft Copilot MVP Awards; and the resources of a top-ranked national managed services provider with 97% client satisfaction.



MCOE ENGAGEMENTS FOR TEAMS

Available as a practice or licensing and advisory engagement.
Deliverables and ongoing responsibilities vary based on contracted scope.

Practice Engagement

ASSESS:

A DEPLOYMENT PLAN BUILT AROUND YOUR GOALS

Built from what you use today: current phone system, existing Teams deployment, licensing, how teams communicate.

SECURE:

GUARDRAILS SET BEFORE TEAMS SPRAWLS

Who can create teams and channels, external and guest sharing, file structure, and data retention.

MODERNIZE:

A PHONE CUTOVER THAT DOESN'T DROP CALLS

Number porting, call routing, licensing, and any hardware you need, handled end to end.

ADOPT:

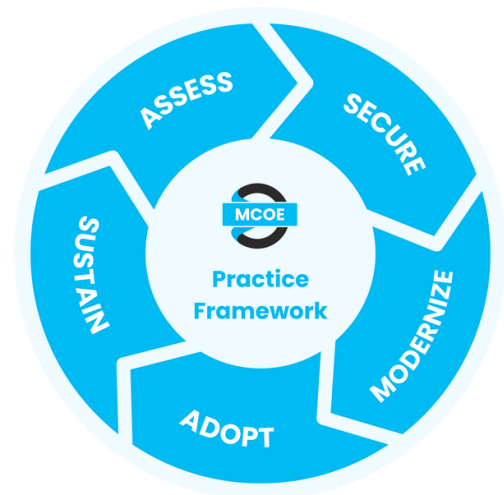
ROLLOUT BUILT AROUND HOW YOUR TEAMS WORK

Piloting where it makes sense, then scaling, with training when included in the engagement.

SUSTAIN:

SUPPORT WHEN YOU NEED IT

A Teams Phone Support Plan is separately scoped; operational support comes through Sourcepass managed services.



Licensing & Advisory Engagement

Administering Teams yourself?

MCOE can still get the licensing right — which plans include Teams, and sizing Calling Plan licenses to your actual call volume. Available on its own, whoever supports the rest of your IT.

Business Outcomes

One platform your team actually uses, instead of three.

Chat, meetings, files, and calls consolidated into Teams cuts the friction of switching tools and the licensing overhead of maintaining separate ones.

More value from consolidating your phone system.

Retiring legacy phone hardware for Teams Phone turns a fixed infrastructure cost into a flexible, cloud-based one — and one less system to license and maintain separately.

Governance that scales with growth, not against it.

Guardrails set early are what keep a growing organization from waking up to hundreds of unmanaged teams and channels.

Faster onboarding when the business changes.

A new office, an acquisition, a remote hire — Teams' cloud-based model means new users, locations, or numbers get added in a fraction of the time a traditional phone system requires.

Start with a Security Assessment for Microsoft 365



Excellent Service and Strategic Guidance, Delivered with Innovation.
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