AUDIOCODES APPLICATION NOTE

User Management Pack™ 365 for Microsoft Teams and Skype for Business

Goodbye to PowerShell, Hello to a Single Pane of Glass

In today's rapidly evolving world of business telecom, Microsoft Teams and Skype for Business have emerged at the front of the pack to become the gold standard in unified communications technology. Quite apart from the confidence that the Microsoft brand inspires, there are several reasons for this dominance. These solutions are generally secure and reliable, they are very intuitive and easy to use, and they work through a single interface that can be accessed from any device anywhere.

Microsoft Teams and Skype for Business have become the gold standard in unified communications technology.

However, system administrators tasked with setting up and managing Microsoft Teams or Skype for Business in a multiple domain and hybrid cloud environment face varied and complex challenges that need to be addressed. These challenges stretch from the deployment process itself right through to managing users. Taken together, they can end up being very costly in both time and money. Let's explore some of them now.

Too many tasks, too much money, not enough time

Firstly, because each business's enterprise environment is different, customized deployments are required. Planning and executing a different deployment every time can prove to be very expensive.

Secondly, managing a Microsoft Teams or Skype for Business deployment requires a system administrator to either become an expert user of multiple management tools and applications, such as PowerShell, or employ in-house experts instead. Unfortunately, such experts do not come cheap. There are also various control panels that need to be monitored constantly. Compounding these difficulties, the sheer variety of applications makes it difficult to determine exactly who's responsible for what in a company's Microsoft Teams or Skype for Business service level agreement (SLA).

Thirdly, to make matters worse, system administrators often end up having to repeat the same user management tasks again and again. Whether it is provisioning, user privileges or security clearances, too much time is spent on routine maintenance instead of more important – and profitable – projects. And it's not just a question of time, either. Let's take security as an example.

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A heavy daily workload consisting mainly of repetitive tasks can be detrimental to enterprise security because it often takes too long to deny former employees access to Microsoft Teams or Skype for Business. Likewise, productivity can be harmed when new employees aren't added quickly enough and given the correct privileges to do their job properly.

Meet User Management Pack™ 365

AudioCodes' User Management Pack™ 365 is a powerful and innovative software application that directly addresses each of these challenges. Sitting intuitively on top of an organization's existing Microsoft Teams, Skype for Business Server, or Skype for Business Online solution, User Management Pack™ 365 simplifies day-to-day user management by connecting an enterprise environment's single or multiple domains with Microsoft Office 365 via specialized solution modules known as connectors.

The true value of User Management Pack™ 365 lies in its simplicity, bringing all the different management aspects into a holistic lifecycle process. It simplifies the setup of hybrid voice over the built-in Office 365 Connector, completely automates user lifecycle management, and enables identity management across multiple forests. Migration of users to Phone System

Imagine you could manage your entire Microsoft Teams or Skype for Business deployment through one powerful web portal.

(Office 365) only takes a single click, and there is full control over all Microsoft Teams and Skype for Business user modalities, including Office 365 Phone System users.

Imagine you could get rid of PowerShell and forget about the separate control panels. Taking it further, imagine you could manage your entire Microsoft Teams or Skype for Business deployment through one powerful web portal. Today, User Management Pack™ 365 turns imagination into reality. Everything you need for Microsoft Teams and Skype for Business deployment and lifecycle management is now consolidated in one place, eliminating the need for multiple management tools in favor of a single pane of glass.

This revolutionary approach means that system administrators no longer need to waste their time attending expensive training courses for management tools instead of focusing on more important projects. User management is instantly streamlined. Definitions and policies can be assigned quickly from one place and in bulk, further increasing productivity. Security is significantly improved because employees can be granted or denied access quickly and easily.

And, perhaps most importantly in this age of increased focus on the bottom line, User Management Pack™ 365 lowers the total cost of ownership of Microsoft Teams and Skype for Business operations.

#NoMorePowerShell

User Management Pack™ 365 makes it possible to leave behind all the different management tools that have been part and parcel of your Microsoft Teams or Skype for Business experience until now. Take a look at these short video clips to see what it can do for you.

You owe it to yourself to make your life easier by giving User Management Pack™ 365 a try. Why not say goodbye to PowerShell, and hello to a single pane of glass?

User Management Pack™ 365 for Service Providers Onboarding Automation

User Management Pack™ 365 Service Provider edition includes additional features to automate the onboarding of new SME and SMB customers. The unique Quick Connect feature enables service providers to add new Teams customers (including configuration of AudioCodes SBCs and the Microsoft Office 365 tenant) quickly and easily.

About AudioCodes

AudioCodes is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers, and hosted business services. AudioCodes offers a broad range of innovative products, solutions and services that are used by large multi-national enterprises and leading tier-1 operators around the world.