

# IN THE KNOW

## Skype for Business becomes Microsoft Teams July 2021

With the retirement of **Skype for Business (July 2021)** and end of support for **Skype for Business Server editions** (January 2024), you may be planning your transition to its replacement, **Microsoft Teams**. Here are 5 key things to know as you plan your migration:

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### What's Your Timeframe?

Migrations and adoption frequently take **longer than planned** – now is the time to consider your options and plan for a successful implementation.

If you're **currently using** Skype for Business Online, there are **critical dates** to be aware of:

- Skype for Business Online will be retired on **July 31, 2021**
- Skype for Business Server 2015 will go out of mainstream support on **September 13, 2020**
- Skype for Business Server 2019 will go out of mainstream support **January 9, 2024**

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### How are Skype & Teams Different?

One of the primary differences between Skype and Teams is how Teams combines chat, presence, audio/video conferencing and calling with teams, channels and files. Channels are places where conversations happen and where the work takes place. Files shared in a channel (easily access on the Files tab) are stored in SharePoint.

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### How do I make the transition to Teams?

Upgrading from Skype to Teams is **more than a technical** migration. It represents a transformation in **how users communicate** and **collaborate**. Your approach should address the **technical aspects** of the migration as well **user acceptance** and **adoption** to ensure you are creating a positive user experience and business ROI.

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### What 3rd party apps integrate with Teams?

Microsoft Teams integrates with and relies on **Microsoft's Common Data Service** for Apps which enables the integration of **off-the-shelf** and **custom** applications. Teams can integrate a catalog of more than 300 third-party applications. Some of the most common include Adobe Creative Cloud, Jira Cloud, Evernote, and Zendesk.

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### What are the license requirements for Teams? What do I need to use Microsoft Teams as a voice solution?

Microsoft is available in Office 365 Suites. Depending on your organization's size, Microsoft has several different purchase and licensing options to enable phone calls using Teams. Customers require Microsoft Office 365 E5 or Microsoft Office 365 E3 license as well as Microsoft Cloud PBX in tandem with a calling plan in the country in which the call is originating.



Clarify360 can assist in evaluating your migration options, rationalizing your licensing and associated apps, and planning for adoption success. Contact us today to learn more and put a plan in place for Teams success.

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