

Microsoft Teams Phone Readiness Assessment

Customer challenges

Teams Phone deployments can expose readiness gaps that impact call quality and user adoption. A clear view of network performance and infrastructure fit is often missing until late in the rollout.

- Uncertainty about network and WAN readiness to support voice traffic at scale
- Poor call quality, dropped calls, latency, or jitter impacting user experience and business-critical communications
- Limited visibility into how Teams Phone will interact with existing infrastructure, legacy telephony and network designs
- Inconsistent user experiences across locations, regions or user personas
- Difficulty proactively identifying and remediating issues before deployment, leading to adoption and support risks

Solution highlights

Kyndryl's Microsoft Teams Phone Readiness Assessment identifies readiness risks and remediation priorities before deployment. It uses Microsoft-recommended metrics to provide actionable, deployment-ready guidance.

- Assessment of LAN, WAN and internet readiness to support Teams voice and PSTN workloads
- Analysis of latency, jitter and packet loss and call quality risks against Microsoft Teams thresholds
- User, site, and usage-readiness across key locations and personas
- Identification of prioritized remediation actions aligned to Microsoft best practices
- Executive-ready readiness report with findings, risk areas and recommended next steps

Customer benefits

Accelerate Teams Phone adoption with greater confidence by validating readiness before go-live. The assessment reduces risk, improves call quality and provides a clear path to deployment.

1. Clear understanding of Teams Phone readiness and deployment risks prior to go-live
2. Improved voice quality and more consistent communication experiences for employees
3. Reduced unplanned downtime, support escalations and reactive troubleshooting
4. Faster, more predictable rollout planning through prioritized remediation actions
5. Stronger foundation for future expansion of Microsoft voice and collaboration services





8 Million devices
under direct management



Consistent
99.9%+ SLA attainment



20-30% savings
for our clients based on time-tested metrics and modernization initiatives to optimize through cloud



6 Million end users
supported through our support services



7k+ employees
driving digital workplace experience, across
30 delivery centers in 50 languages



Proven methodology and customer experience across
Over 1.5k transformations

29,000+ Microsoft Cloud certifications

17,000+ Unique Microsoft certified employees

60+ Countries with Microsoft Cloud certified employees

Why Kyndryl and Microsoft?

About Kyndryl

Kyndryl is the world's largest provider of IT infrastructure services, serving thousands of enterprise customers in more than 60 countries. As a focused, independent company, we're building on our foundation of excellence by bringing in the right partners, investing in our business, and working side by side with our customers to unlock their potential.

Kyndryl and Microsoft advantage

Kyndryl and Microsoft provide the services and solutions to meet customers wherever they are on their cloud journey: on premises, across multiple clouds, or on the edge. With our joint expertise, we work with customers to manage complexity and modernize their operations for rapid business outcomes. We bring together deep design, delivery, management, and cloud technology expertise, supported by an expansive ecosystem, to unlock our customers' potential for long-term business impact.

Next steps

Learn more at kyndryl.com.

© Copyright Kyndryl, Inc. 2026

Kyndryl is a trademark or registered trademark of Kyndryl, Inc. in the United States and/or other countries. Other product and service names may be trademarks of Kyndryl, Inc. or other companies.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

This document is current as of the initial date of publication and may be changed by Kyndryl at any time without notice. Not all offerings are available in every country in which Kyndryl operates. Kyndryl products and services are warranted according to the terms and conditions of the agreements under which they are provided.

The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions.

Microsoft Specializations

Azure

- AI Platform on Azure
- Microsoft Azure VMware Solution
- Infrastructure & DB Migration to Azure
- SAP on Microsoft Azure
- Microsoft Azure Virtual Desktop
- Analytics on Microsoft Azure

Business Applications

- Low Code Application Development
- Intelligent Automation

Modern Work

- Copilot

Security

- Identity & Access Management

Other programs

- Private Cloud Solutions Partner
- Member of Microsoft Intelligent Security Association (MISA)

kyndryl.

Microsoft Partner | Azure Expert MSP

