

CASE STUDY · NOVEMBER 2021

From Failing Lync to Microsoft Teams Phone: A Project Case Study

A project case study of how Massive IT stabilized a public community college's failing Lync deployment and migrated approximately 1,000 phone numbers to Microsoft Teams Phone in one coordinated cutover.



Conceptual illustration only; not the customer's production environment.

Project snapshot

Detail	Summary
Client	A public community college (customer anonymized)
Numbers in scope	Approximately 1,000 direct inward dialing (DID) numbers
Approach	Two stages: legacy upgrade, then cloud migration
Cutover	One coordinated, campus-wide transition
Technology	Microsoft Lync, Skype for Business, Microsoft Teams Phone, Adtran PRI, Yealink and Polycom phones

Executive summary

A public community college faced a critical telecommunications challenge: its aging on-premises Microsoft Lync deployment was failing, putting dependable campus-wide voice communications at risk. The legacy environment included an Adtran-connected PRI circuit, approximately 1,000 DID numbers, common area phones, auto-attendants, and telephone services across campus locations.

Massive IT executed a two-stage modernization strategy. Engineers first upgraded the unstable Lync platform to Skype for Business to establish a minimum viable migration foundation. They then designed and prepared Microsoft Teams Phone, established a pilot group, validated calling workflows, and coordinated number porting and device readiness. Once testing was complete, the team performed a coordinated big-bang cutover, transitioning the campus-wide voice environment at once.

The challenge

This was more than a straightforward cloud migration. The college had to move essential telephone services from an unreliable legacy system while maintaining the number assignments and routing arrangements that faculty, staff, departments, and callers depended on.

- **Failing source system:** The Lync deployment required stabilization before it could support a dependable migration path.
- **Extensive numbering:** Approximately 1,000 DIDs needed inventory, mapping, carrier coordination, and porting preparation.
- **Diverse campus endpoints:** User phones and common area devices required configuration and provisioning across locations.

- **Complex call flows:** Auto-attendants and call queues had to be recreated and verified in Microsoft Teams Phone.
- **Concentrated cutover risk:** The planned big-bang approach required users, numbers, devices, and call routing to be ready for one coordinated event.

The solution: recover, validate, migrate

1. Upgrade and stabilize the legacy platform

Massive IT first upgraded the failing Microsoft Lync environment to Skype for Business. This intermediate step created a minimum viable platform for the cloud transition and reduced the uncertainty of attempting to migrate directly from an unstable source.

2. Build the Teams Phone environment

The project team prepared Microsoft Teams Phone calling services, including user access and licensing, dial plans, caller ID, number assignments, emergency locations, and departmental calling workflows. Voice readiness activities also addressed Yealink and Polycom provisioning, firmware considerations, network readiness, carrier information, and port order validation.

3. Pilot and test before broad deployment

Massive IT established a pilot group to test the target calling experience before migrating the wider college. The pilot was used to validate essential calling functions, endpoint behavior, number assignments, and routing scenarios, with feedback informing final cutover preparation.

4. Execute a coordinated big-bang cutover

Following the pilot, Massive IT transitioned the campus-wide telephone environment in a single coordinated cutover. The effort aligned the migration of approximately 1,000 DIDs with Teams Phone enablement, common area phones, auto-attendants, and call queues. Close coordination among college IT stakeholders, providers, and project engineers was essential to the transition.

5. Support adoption and operational readiness

The deployment plan included user communications, champions, training and awareness materials, support coordination, and call-quality monitoring readiness through Microsoft Teams reporting tools. These activities supported the change from traditional telephony to cloud-based calling.

Business outcomes

- **Modernized campus communications:** Replaced the failing legacy Lync-based phone platform with Microsoft Teams Phone.
- **Large-scale numbering transition:** Incorporated approximately 1,000 DID numbers into the coordinated migration scope.

- **Consolidated calling workflows:** Brought users, common area phones, auto-attendants, and call queues into the Microsoft Teams Phone environment.
- **Lower deployment uncertainty:** Used a pilot to validate functionality ahead of the campus-wide cutover.
- **Cloud communications foundation:** Established a more modern platform for ongoing user, device, and call-routing administration.

Results described here reflect this specific engagement; outcomes for other organizations depend on their environment and scope.

Why this project matters

Legacy telephone migrations can be difficult when an organization has an unsupported or failing source platform, carrier dependencies, many telephone numbers, and specialized physical devices. This project demonstrates the value of addressing those dependencies in the right order: first recover the source platform, then validate the destination, then coordinate the full transition.

Massive IT combined legacy Microsoft communications engineering, cloud voice architecture, carrier and DID migration coordination, endpoint provisioning, and deployment planning in one engagement. The distinguishing achievement was not simply deploying Teams Phone; it was creating a workable migration path from a failing system and then executing a campus-wide transition.

Conclusion

Massive IT helped the college move from a deteriorating on-premises communications environment to Microsoft Teams Phone. The engagement illustrates a disciplined approach to complex unified communications projects involving legacy system recovery, approximately 1,000 telephone numbers, campus-wide devices, sophisticated call routing, and a coordinated cutover.

Modernize your communications

Massive IT helps organizations plan and execute Microsoft Teams Phone migrations, including legacy PBX and Skype for Business transitions, number porting, call-flow design, endpoint provisioning, emergency calling configuration, and multi-site deployments. Schedule a consultation or call (813) 518-5454.