

# Cloud Services for Lync

## The challenges you face

Your business needs a communications infrastructure that supports productivity and addresses the needs of an increasingly mobile workforce. This means providing your employees with quality, cost effective communications and conferencing services along with instant messaging (IM) and presence, from any device at any time.

As cloud-based services become the new norm, their 'buy vs. build' benefits are revolutionising traditional approaches to unified communications and collaboration solutions. Seeking the benefits of increased flexibility, scalability and efficiency, organisations are exploring cloud-based, software-powered communications solutions. Blending control with quality, a well-managed cloud service can ensure simplified architectures and standardisation across your organisation's communications and collaboration assets.

## Questions to consider

- Are you concerned about the costs of web, audio and video conferencing?
- Are you looking to streamline the way in which you communicate and collaborate internally and with clients and business partners?
- Are you getting the most from your existing investments and IT resources? Are you paying what you **use** or what you **have**?
- Are cloud services a strategic initiative in your business? Have you begun your journey to the cloud?

## Dimension Data Cloud Services for Lync

Dimension Data's Cloud Services for Lync is a private or hybrid cloud service that provides your organisation with valuable communications and collaboration capabilities through a fully-managed service based on Microsoft® Lync Server 2010.

Designed to go beyond presence and IM to deliver peer-to-peer and PSTN voice calls, web, audio and video conferencing, Cloud Services for Lync is a highly available, communications infrastructure that integrates with other Microsoft Office applications, Microsoft SharePoint and Microsoft Exchange to offer a complete and distinctive solution.

To meet your individual requirements for key enterprise communication tools, Cloud Services for Lync enables you to customise your Lync environment and will integrate with other cloud services and Microsoft applications in hybrid environments.

## Cloud Services for Lync **Highlights:**

- A fully-managed service that we operate and maintain to accelerate speed time to market, lower costs and risks.
- Integrated self-service controls that enable you to administer end-user accounts and fully control your environment.
- Enterprise security and compliance through a standardised governance model built on operational excellence.
- Enterprise functionality and performance with rich service capabilities backed by strong service level agreements and regular reporting.
- Enterprise mobility through a wide range of communication and collaboration services, on a variety of mobile clients.
- Customised services, migration and integration to suit your business needs.

Features	Elements
<b>Managed cloud platform</b>	<ul style="list-style-type: none"> <li>Secure, managed platform infrastructure delivers your networking, storage, computing and virtualisation requirements.</li> <li>Highly available infrastructure with dedicated Lync Server workloads that run on Dimension Data's Managed Cloud Platform™ (MCP) and Managed Hosting Platform.</li> </ul>
<b>Self-service management portal</b>	<ul style="list-style-type: none"> <li>Dimension Data CloudControl™, a cloud management system, provides operational control and automation of cloud resource provisioning, orchestration, administration, and billing through a shared management front end.</li> <li>Support via phone or e-mail 24 hours a day, 365 days a year.</li> <li>Incident management and resolution, changes and requests.</li> </ul>
<b>IT service management system</b>	Issue, problem, change and release management based on Microsoft System Center to provide: automated provisioning and customisation of users, server infrastructure, Lync server workloads, Microsoft SQL Server database instances system maintenance, patching and updating, real-time monitoring, analysis, alerts and reporting.
<b>Ongoing standard service reporting</b>	Ongoing health checks on usage, performance and service levels.
<b>Release management</b>	Includes testing and delivery of version upgrades and bug fixes installed remotely through a standards-based process, with provision for urgent security software and hotfix installation.
<b>Lync functionality</b>	<p>Core set of standard functionality for use with any audio or video device supported by Microsoft for use with Lync, plus optional service elements and value-added services for complex requirements:</p> <ul style="list-style-type: none"> <li>Lync Server features based on your Client Access Licence including point-to-point and multi-party IM, file transfer, audio and video, rich presence, Office application integration, federation, archiving, encryption, audio, video and web conferencing, PSTN integration, and skill search when installed with Cloud Services for SharePoint.</li> <li>Lync Client support for Lync 2010, Lync 2011 for MAC, Lync 2010 for Mobile Clients, Lync 2010 Attendant.</li> <li>Lync Server Mobility Service for supported devices including Apple, Android and Windows Phone devices.</li> <li>Lync and SQL Server database sizing to your specific needs.</li> <li>Lync User Policy Management including archiving, client version, conferencing, external access, location, PIN, presence and voice.</li> <li>High availability Lync Architecture.</li> <li>Active Directory Synchronization and sign on assistant.</li> <li>Back-up and restore.</li> </ul>
<b>Additional Lync services</b>	<p>Choose from additional available services including:</p> <ul style="list-style-type: none"> <li>Advanced Third Party Audio/Visual Conferencing</li> <li>Integration</li> <li>Third Party Carrier SIP Trunking, On-premise PBX (of IP-PBX) Interconnect</li> <li>Cloud Services for Exchange</li> <li>OWA and IM integration</li> <li>Unified Messaging (voicemail) Integration</li> <li>Integration with on-premise or Office 365™ Exchange facilities</li> <li>Lync Client Deployment, Management and Support</li> <li>Packaging Services and Disaster Recovery</li> </ul>
<b>Service availability</b>	High regional availability service level of 99.9%

## Licences

Licensing is simple and flexible. We will help you to choose one of two options to get the most value from your Lync environment:

- 1) Leverage your Microsoft Enterprise Agreement or Volume Licence through Microsoft Licence Mobility to get the most out of your existing investments; or
- 2) Use our subscription-based Service Provider Licences, where we manage software use rights on your behalf.

## Pricing

Our consumption-based, OPEX model enables you to scale capacity up or down as required, while structuring the service to meet your governance, risk and compliance policies.

Pay for what you use, based on the number of users, plus any additional services you require. It's as simple as that.

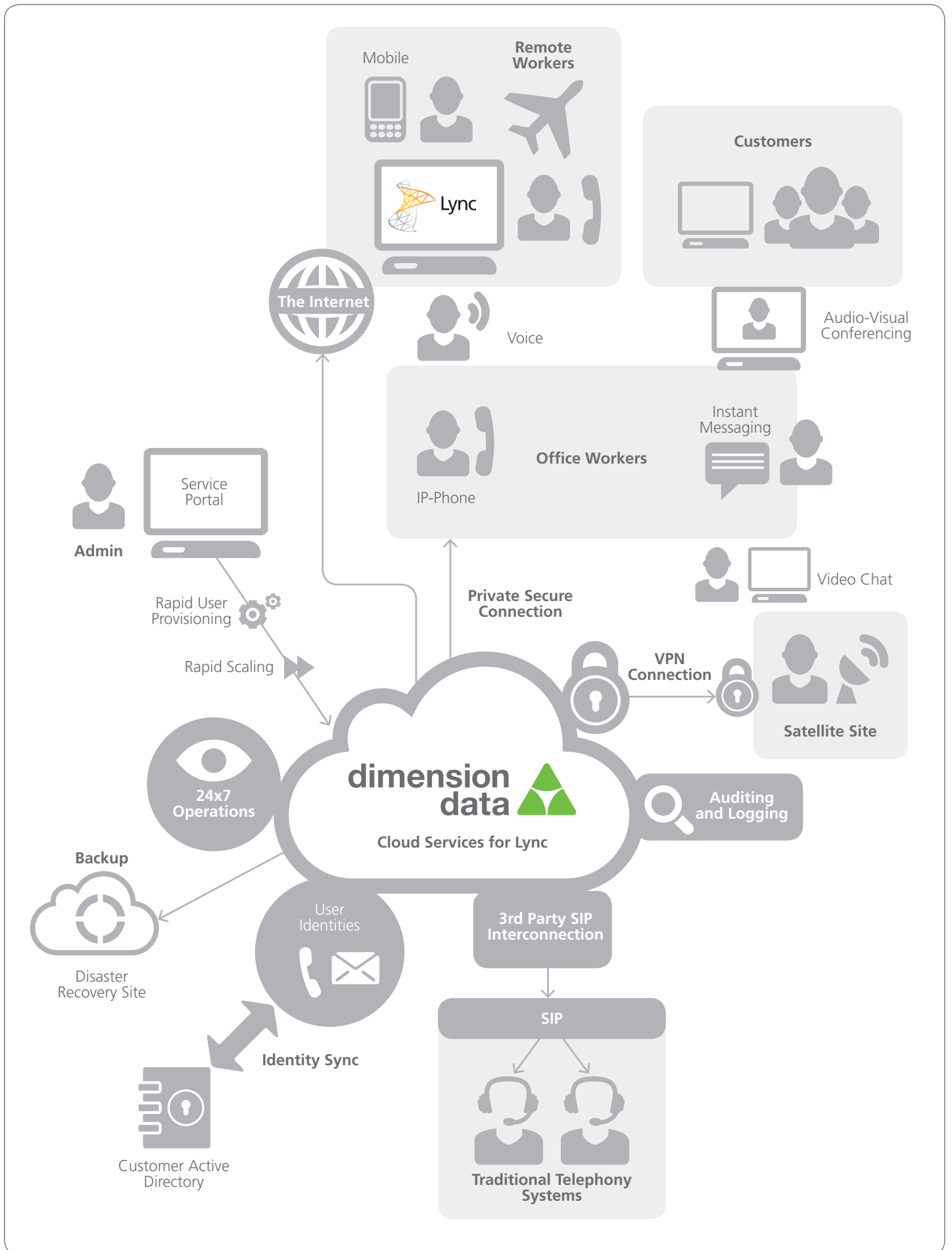
## Service Add-Ons

For organisations with special or complex requirements, we offer:

- **Advisory Services** – evaluating and reporting on your IT environment using assessments and health check services.
- **Migration Services** – Office Communications Server to Lync upgrade services.
- **Licensing Services** – software procurement and software asset management.
- **Cloud Services** – Cloud Services for SharePoint, Exchange and Compute-as-a-Service.

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**Cloud Services for Lync**



## Benefits to you

### Increased Business Agility:

- Flexibly scale up and down to keep pace with business growth and change.
- Upgrade seamlessly to new versions of Lync and free up internal resources for other high value projects.
- Drive innovation and productivity through a dynamic environment that supports rapid response times and speed to market by providing anytime, anywhere access for fixed and mobile users.
- Automated provisioning and orchestration ensures rapid delivery and management of the Lync infrastructure and software.

### Lower Costs:

- Save operational costs by leveraging service provider economies of scale.
- Drive cost efficiencies through our existing Lync licensing investments through Microsoft License Mobility, or by using our subscription-based licensing.
- Cut capital expenditure by reducing your need for expensive onsite infrastructure and management.
- Save on audio and web conferencing costs through inclusive Lync conferencing
- Gain better budget control through predictable costs and customised management services, where you pay only for what you use.

### Reduced Risk:

- Ensure data sovereignty compliance through our use of validated best practices, task lists and our private or hybrid cloud infrastructures that allow you to audit, track, secure and control access to data and company resources.
- Ongoing assessments, updates and monitoring ensure high availability and security.
- Enjoy consistent quality service governed by well-defined service level agreements.
- Rely on the specialist skills of an experienced cloud partner with demonstrable success and the highest level of certifications for delivering Lync solutions.

### Next Steps

Contact one of our representatives today to find out how Cloud Services for Lync can help accelerate your business ambitions for improved agility, better cost efficiencies and reduced risk. Our consultants can provide a demonstration of how these services could support your business goals, and will assess your existing cloud readiness to enable and drive efficiencies through the cloud.

## Reduce your carbon footprint

Minimise your carbon footprint with Cloud Services for Microsoft and cut travel, energy and waste through a more sustainable and efficient infrastructure. Studies show that by switching to a cloud infrastructure, your organisation can reduce carbon emissions by 30 – 90%. Cloud Services for Microsoft saves energy through:

- Using only what you need to cut energy use.
- Fewer wasted resources like physical hardware, energy and cooling.
- Flexible capacity changes and saving costs through economies of scale.
- Higher server utilisation rates.
- Advanced and efficient data centre infrastructures that cut power loss, and improve cooling and power conditioning.
- More online collaboration that reduces the need for travel.

The **success of your business** depends on **your ability to adapt** to a dynamic market environment, where globalisation and economic pressures are **reshaping the landscape**.