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Managed Services for Microsoft Lync

Managed Services for Microsoft Lync from Dimension Data provides clients with **operational management** of their Lync unified communications infrastructure.

With our certified in-house capabilities, global presence and multi-national Gold accreditation with Microsoft, we deliver an **enterprise ready managed voice platform** across a multitude of vendors so that our clients can focus on reaping the rewards from investing in **unified communications**.

Your organisation needs reliable, flexible and secure communication tools to enable better connectivity and collaboration with your employees, customers and business partners.

By putting your unified communications environment in the care of a safe pair of hands, your organisation can focus on activities that generate revenue to help grow your business. Dimension Data's Managed Services for Microsoft Lync provides lifecycle support and management for your Microsoft® Lync infrastructure and services, enabling your organisation to communicate with confidence and enhance your business agility while driving down costs and risk.

Building on top of Dimension Data's existing IP Telephony Managed Service, Managed Services for Microsoft Lync allows clients to **Deploy Enterprise Communication on the Microsoft platform without having to worry about operational issues such as:**

- Additional Security
- Fault resolution / identification
- Change Management
- Co-ordinating 3rd party suppliers

The Service also enhances management information to enable:

- Tracking the user experience
- Measuring availability
- Change impact assessment
- Trending of system capacity
- Recommendations for service improvements

As organisations start to deploy and utilise Lync for greater collaboration and communication, Managed Services for Microsoft Lync delivers greater level of service at a reduced cost to the organisation.

What's Included in Managed Services for Microsoft Lync?

Lync, similar to other unified communication environments, is made up of a multitude of hardware and software components communicating over a network to deliver a communication solution to end users regardless of where they are.

Hardware Support and Maintenance

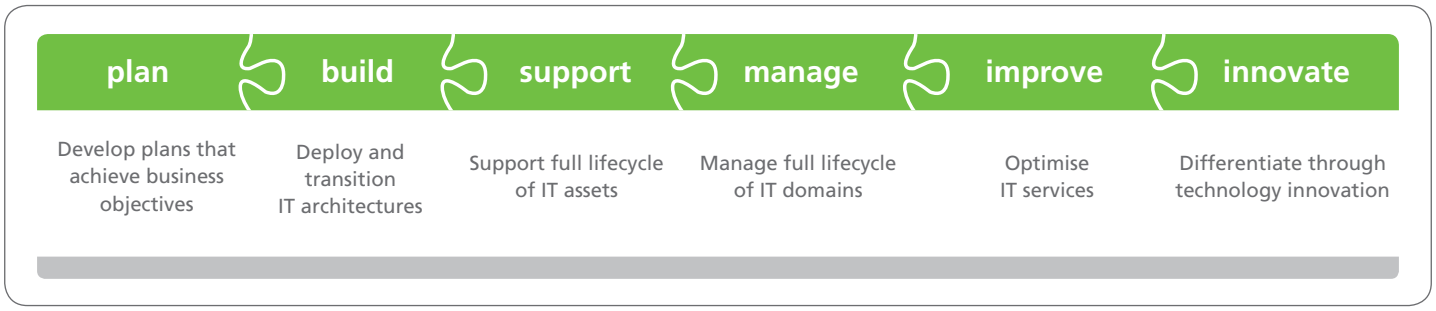
In addition to supporting the Lync and voice gateway infrastructure, Managed Services for Microsoft Lync can support the underlying IP network hardware.

All support is underpinned by support contracts to corresponding vendors such as Sonus and Cisco, allowing Dimension Data to triage issues internally with the suppliers.

Lync Application Support

We utilise Microsoft® System Center 2012 for delivering our managed services, allowing us to perform application level monitoring which enables us to identify, diagnose and resolve issues before they impact your end-users.

Figure 1: Dimension Data's Services Continuum



Patch Notifications

We proactively verify and notify you of relevant software patches including bug fixes and security releases for your Lync environment.

Should a patch be relevant to your environment, Dimension Data will perform a system impact analysis before making recommendations and releasing the relevant software for you to implement.

Managed Services for Microsoft Lync is designed to allow organisations to shift their focus away from the management of their communications infrastructure and back to core revenue-generating business activities, resulting in the improved efficiency and better use of IT resources.

Service Management

A Service Delivery Manager is appointed to each client to help manage escalations, monitor the service and provide a reporting function through regular meetings. This constant cycle of monitoring, communicating, reporting and reviewing IT service achievements helps us to provide continuous service improvement.

Administration of Lync

Dimension Data will be responsible for the full administration of the Lync platform remotely, including user administration. This will allow you to focus on your core business activities.

Dimension Data's approach to managed services

We take a holistic approach to service delivery as illustrated by our Services Continuum **(see figure 1)** and aim to form strong partnerships with our clients. We engage with organisations, helping them to plan, build, support, manage, improve and innovate their IT environments.

Designed around your needs

Our modular approach allows organisations to package the management of their Lync platform to suit their own needs. This adds value to organisations that already have a Lync platform in place, as well as those migrating away from legacy voice systems

Planned, built and managed by experts

Dimension Data has more than 25 years experience in designing, building and managing large complex networks. Our IP telephony expertise is widely acknowledged by vendors, analysts and clients alike.

A consultative approach

Dimension Data has developed a set of proven methodologies for the end-to-end delivery of services. Our approach begins with an understanding of the requirement to maximise the value of legacy infrastructures and the continued need to create and sustain an optimised environment that delivers measurable return on investment.

Supported by Microsoft

Managed Services for Microsoft Lync is supported by Microsoft, providing clients with a full Supportability Assessment prior to transition to Dimension Data, as well as direct access to 3rd and 4th level support should an incident occur that requires Microsoft assistance.

Benefits Summary

- Improved efficiency of IT resources
- Improved operational efficiencies
- Access to experienced engineers globally
- Reduced resource and training costs
- Predictable service costs
- Scalability of the service
- Service delivery underwritten by a Service Level Agreement

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