

Skype Operations Framework

Organisations are increasingly looking to *migrate from their ageing telephony and unified communications systems* to modern productivity platforms like Microsoft Office 365 with Skype for Business.

The desire to improve efficiencies, reduce operational costs, engage employees, and promote greater communication and collaboration to both internal teams and the supply chain, is top of mind for today's enterprises. Organisations need to differentiate by attracting and retaining the best staff and accelerating their journey to workspaces for tomorrow.

Value proposition

Having the latest Office applications delivered from the cloud and managed by the global experts at Dimension Data, will increase your user satisfaction, while also allowing your teams to focus on primary business objectives.

Dimension Data has been delivering Office 365 and Skype for Business to some of the largest and most complex institutions for many years. Our subject matter experts have a deep understanding of not only enterprise

voice but also the underlying network, and the security and compliance requirements for specific industry sectors. We can help you to extract the most value from your Microsoft licensing agreement.

Our long held Microsoft capabilities, coupled with years of experience deploying traditional unified communication and collaboration solutions, enables us to be strongly positioned to manage the transition from ageing solutions to Skype for Business. We can enable the transition, irrespective

of the deployment model – be it Microsoft's 0365 Cloud PBX, hybrid Office 365 model with a private cloud, hosted, or on-premise.

This knowledge enables Dimension Data to integrate the Skype for Business solution with existing communications facilities that haven't reached end-of-life, transition contact centre to business workflow, supply and support communication infrastructure to over a 100 countries around the world, and manage the services that span the entire communications ecosystem.

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Services

Dimension Data provides a range of consulting, support, and managed services that align to the Skype Operation Framework. We help organisations plan, deploy, and operate Cloud PBX and a hybrid solution for Skype for Business communications solutions.

Plan	Deliver	Operate
<p>Transformational services</p> <ul style="list-style-type: none"> Needs assessment and roadmap definition Network readiness assessment Environment remediation Solution architecture and design Migration and coexistence planning <p>Advanced services</p> <ul style="list-style-type: none"> Network optimisation and WiFi assessments 	<p>Deployment services</p> <ul style="list-style-type: none"> Solution deployment and services enablement Coexistence or hybrid configuration Migration services Functionality/user acceptance testing <p>Optional services</p> <ul style="list-style-type: none"> User, and endpoint enablement 	<p>Managed services</p> <ul style="list-style-type: none"> System administration technology and services 24x7x365 escalation support and troubleshooting Operational and administrative reporting Business and technical usage review with innovation recommendations

Dimension Data's services, aligned to the Skype Operations Framework, include:

Plan – Strategic, transformational, and technology consulting

- Envision** – Transformation and technology consulting services that define communications needs and user profiles, understand 'current state', determine 'future state', and define a transition roadmap.
- Assess** – Skype for Business network optimisation and readiness assessment services to ensure the network will support the voice and video conferencing traffic from quality and performance perspectives.
- Prepare** – Assessment and remediation services to prepare your IT environment for the implementation and successful transition to the Skype for Business-based solution.
- Design** – Deployment planning services for the Skype for Business solution architecture design, integration, and migration planning services.

Deliver – Technical and business deployment services

- Deploy and enable** – Skype for Business ecosystem build, deployment, user enablement and testing services.
- Adopt** – Transition and co-existence services to facilitate the successful transition to the desired future-state whether in the cloud, on-premise, or hybrid.
- Enhance and integrate** – Implement and configure integration and co-existence with legacy and third-party systems and services.

Operate – Day-to-day managed services

- Run** – System administration services with advanced Dimension Data Cloud Control™ management portal to enable safe delegation of tasks to help desks with escalation services for tasks requiring application expertise or low-level access to administrative tools and interfaces.

- Support** – 24x7x365 escalation and support services with application and network troubleshooting.
- Advanced monitoring and alerting** – System monitoring for availability and performance with proactive quality of service screening and alerting as required to enable quick resolution of potential issues.
- Reporting** – A full set of operational and administrative reports are available through the Cloud Control portal. Reports can be customised and set for automatic delivery via email.
- Innovation** – Business and technical management with usage reports, introductions to new technologies or features, and recommendations to drive new business benefit.

Where do you start?

Contact us to understand what you have and where you need to go. Our structured and programmatic approach will help you transition to your workspaces for tomorrow.

The Skype Operations Framework is a comprehensive guide and toolset for implementing and managing a reliable, cost-effective communications service based on Skype for Business.

It is a multi-faceted approach to the successful deployment of and migration to Skype for Business Online, incorporating three key elements that have your success firmly at the centre.