



UCP Skype for Business Cloud PBX



Maximize productivity and ROI with Microsoft Skype Operations Framework (SOF)

YOUR VALUE



Focus on more strategic tasks by entrusting us to plan, deploy and operate your communication and collaboration solution



Reduce investment costs for deployment and maintenance with Skype for Business Online



Increase efficiency and accelerate your ROI with operational excellence and end user adoption done the right way



Protect your investments with premium services from one of the leading UCC industry experts worldwide

Shifting to the cloud requires rethinking of how customers and partners plan, deliver and operate Skype for Business. We at UC Point can help you to better understand Skype for Business Online, as well as, how to correctly plan, deploy and manage the environment. Methodically aligned with the Skype Operations Framework (SOF) by Microsoft, our services can help you capitalize on the shift to the modern workplace by delivering comprehensive guidance, as well as, extensive tools and assets to make your Skype for Business Online migration to the (public) cloud a successful one.

What is Skype Operations Framework (SOF)?

Moving your business to the cloud and implementing Office 365 starts with a first essential step – establishing and integrating Skype for Business Online as YOUR overall communication and collaboration service. With Skype Operations Framework, Microsoft has introduced a unique approach that ultimately translates ongoing Skype for Business service innovation into the on-going enhancement of business outcomes.



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OUR APPROACH

PLAN



YOUR OUTCOMES:

- ◆ Business requirements
- ◆ Architecture and approach
- ◆ Assessed readiness and undertaken remediation and preparation

ACHIEVED THROUGH:

- ◆ Define decision making process, desired state of solution
- ◆ Define personas & confirm usage scenarios, use cases
- ◆ Review Business Requirements and objectives
- ◆ Network Assessment, Health Check, Deployment Readiness & Site Assessments
- ◆ Blueprinting

DELIVER



YOUR OUTCOMES:

- ◆ Deliver high quality Skype for Business Online services on a site by site basis
- ◆ Started driving adoption and initiating operations

ACHIEVED THROUGH:

- ◆ Roll-out / Execution
- ◆ Review of success criteria, POC testing
- ◆ Data migration, client & user enablement
- ◆ Regular review and workload testing
- ◆ Reports on deployment findings, risks and issues
- ◆ Knowledge transfer

OPERATE



YOUR OUTCOMES:

- ◆ Reliable Skype for Business Online service delivered to end users over time
- ◆ High quality maintenance and enhancements (new features)

ACHIEVED THROUGH:

- ◆ Managed Cloud PBX Service / Managed Security
- ◆ Monitoring & Trend Analysis
- ◆ Automated Ticket creation
- ◆ Trouble-shooting and break-fix support, rapid response for major incidents
- ◆ Updates, patches, advisories and support assistance

The Skype Operations Framework (SOF) combines key elements of practical guidance, best practice recommendations, and assets, which have customer success written firmly at their center.

Why partnering with us?

We at UC Point provide you with everything you need to get your Skype for Business Online, Cloud PBX and PSTN Conferencing experiences started – besides a proper planning and deployment we work with several partners to also offer state-of-the-art hardware components (e.g. headsets, conferencing systems and additional equipment). With us at your side you will easily set-up and optimize your Skype for Business services and ensure that all systems are working properly within your IT environment. We want you to be best prepared as you start your journey into the cloud. Take advantage of our premium services we have to offer to ensure seamless collaboration and communication in the Office 365 and Skype for Business Online environment, e.g. our Interoperability service UC-Interop, our most accurate network quality analysis DNA365 or our certified Skype for Business and Enterprise Voice Support.

The highest Microsoft certifications emphasize our competence in the field of Unified Communications & Collaboration, including:



GET IN TOUCH

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