



SKYPE for BUSINESS: LIFECYCLE SERVICES

SPS is the service partner you can trust.

- / Unparalleled expertise in voice and collaboration
- / Round-the-clock support
- / Proactive monitoring and optimization
- / Cost-effective investment protection and risk control
- / Advanced tools to ensure that small problems don't become big ones

Assess, Design, Implement, Support

Companies everywhere are drawn to the advanced Unified Communication (UC) capabilities of Skype for Business (formerly Lync). Features like presence, HD video, mobile connectivity, and integration with Microsoft applications and other platforms offer the potential to transform and accelerate any business. But making the most of Skype for Business requires a host of considerations:

- / Sizing and scaling to meet the needs of your organization
- / Integration with telephony and conferencing systems
- / Provisioning bandwidth for real-time, jitter-free audio and video
- / Application integration with Microsoft Outlook and Office
- / Road-mapping future updates and expansions
- / Ongoing optimization of your Skype for Business environment and integrated real-time communication services

SPS has invested in top-tier, Microsoft-certified talent to ensure that our team is ready to support yours. With experience on Skype for Business deployments and multivendor integrations for up to 35,000 users — across a range of customers that includes some of the largest Skype for Business implementations to date — SPS provides unmatched knowledge and ability to execute.

SPS provides a wide range of services covering every phase of your Microsoft Skype for Business project, with ongoing support and managed-service options to suit your unique needs.

Ensure performance. Simplify budgeting. Increase control and reduce risk.

Ask us how!



Skype for Business Lifecycle Service Offers

All SPS services and support for Skype for Business are provided by our highly-capable team of Microsoft specialists, who carry over 90 relevant certifications. SPS has deep expertise in Skype for Business, along with telephony, voice, video and web conferencing. And because SPS is a Microsoft Software Assurance Planning Services Provider, you can apply Software Assurance vouchers to your SPS projects.

SPS provides a wide range of services, covering every phase of your program lifecycle:

DEPLOYMENT PLANNING

- / **Assessment:** Assess your current UC environment, develop deployment and remediation plans as needed.
- / **Planning and Design:** Develop a reference architecture to meet your business objectives and support your preferred integrations and modalities.
- / **Advisory Services:** Recommendations on how to maximize your environment and plan your upgrade roadmap.

IMPLEMENTATION SERVICES

- / **Migration & Update:** Modernize from OCS 2007 R2 to Lync Server 2010 or 2013.
- / **Pilot:** Save yourself the trouble! SPS can deploy a stabilized pilot so you can test your solution with targeted user groups before an enterprise-wide rollout.
- / **Enterprise Rollout:** SPS provides peace of mind on any size rollout — from basic IM and Presence to full-blown conferencing, collaboration, voice, video, mobility, and Exchange Unified Messaging (UM).
- / **Network Assessment and Deployment:** Skype for Business can make unexpected demands on your network. Let SPS help you properly plan for the impact on your wired and wireless networks. Need an upgrade to handle the traffic? SPS can handle that.

MANAGED SERVICES AND SUPPORT

- / **Support Agreement:** Eliminate the staffing burden and risk of supporting your integrated multivendor Skype for Business UC/UM environment. SPS Technical Service Center experts are backed by Microsoft Tier-III resources.
- / **Proactive Monitoring:** The SPS iCON Network Monitoring and Management platform isolates transient issues and events — before they compromise performance or interrupt essential services.
- / **Managed Services:** Powerful tools and highly-qualified SPS technical resources help you efficiently manage and optimize your communications infrastructure.

These offers help you:

- / Ensure performance, availability and security
- / Reduce risk; anticipate and prevent problems
- / Benefit from top Skype for Business experts — without hiring or training
- / Optimize total cost of ownership (TCO)

High-engagement services from SPS are based on documented best practices to provide greater control over your business communication environment — providing the visibility you need while controlling the costs and risks of poor performance and availability. And when SPS handles management and support of your Skype for Business environment, you can focus on new projects that add value to your business.

Ask your account executive to engage the Microsoft Skype for Business specialists from SPS, and learn how you can make the most of Skype for Business. Contact SPS today!

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Contact SPS today at 888-777-7280 or visit www.spscom.com.*

SPS / Integrate. Collaborate. Accelerate.

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