



SKYPE for BUSINESS: SUPPORT

Skype for Business support by SPS covers all your integrations:

- / Call processing
- / Conferencing
- / Hunt groups
- / Edge services / Federation
- / Email interaction
- / Group chat / Persistent chat
- / Instant Messaging
- / Skype for Business Polling
- / Skype for Business Whiteboard
- / Mobility
- / Presence



You can't predict service interruptions for your Skype for Business (formerly Lync) environment, but you can plan for them. To ensure availability and performance, system administrators need to cover many areas of expertise:

- / Skype for Business server hardware
- / Skype for Business software & system databases
- / Client devices (PCs, desk-phones, smart-phones, tablets, etc.)
- / Network routing (gateways, firewalls, session border controllers, virtual private networks, wireless LAN, etc.)
- / External networks (ISP, DSL, PMLS, PSTN, SIP, etc.)
- / Email integration (MS Exchange)
- / Voicemail integration (MS Exchange Unified Messaging)
- / Telephony integration (Communication Manager or PBX)
- / Conferencing system integration (hardware and software)
- / Contact center (CC), Customer relationship management (CRM), and other integrations

Plus, many Skype for Business environments integrate services from multiple vendors — opening the possibility of endless finger-pointing when something goes wrong.

It's your choice: hire and train the experts you need, or contract for them. But for about the cost of a premium cup of coffee,* you can ensure the uninterrupted availability and performance of your Skype for Business system — without tying up valuable IT and Telecom staff resources

* Per user, per month.

SERVICES

The following services can be covered on a 24x7 or 8x5 basis:

- / Tier-2 remote help desk support: SPS supplements your own Tier-1 help desk by answering questions and accepting escalations.
- / Remote technical support: SPS acts as “single point of contact” for troubleshooting and resolution of issues with covered interfaces.
- / Fault isolation assistance: SPS helps identify errors for any interfaces not covered.
- / Configuration assistance: SPS assists with configuration for end-user features, desktop applications, changes in the environment, etc.
- / Remote installation assistance: SPS applies “dot” releases, patches, bug fixes, and service packs. (Full release levels require a separate engagement.)
- / Priority scheduling of on-site support: If an issue cannot be resolved remotely, priority onsite support is available (and billed separately).



SPS provides unmatched knowledge and ability to proactively maintain the health of your Skype for Business environment, while ensuring that any problems will be corrected rapidly — minimizing impact to your business. The experts at SPS have experience with Skype for Business deployments and multivendor integrations supporting up to 35,000 users, across a wide range of business and public-sector clients. Trust the experts from SPS to ensure that our team is ready to support yours.

Ask your account executive to engage the

SKYPE FOR BUSINESS SPECIALISTS from SPS

*and learn how you can make the most of Skype for Business!
Contact SPS today at 888-777-7280 or visit www.spscom.com.*

BENEFITS

With the specialists from SPS on the job, your IT and Telecom staff resources are freed from the distraction of maintaining and supporting your Skype for Business environment — so they can focus instead on new projects and changes that enhance your business. Your users and your business benefit from:

- / Industry-leading knowledge: SPS maintains a staff of top-tier experts with over 90 relevant Microsoft certifications.
- / Faster, more responsive service: Because SPS specializes in Skype for Business, we can identify the right expert and deliver answers fast — often faster than isolated in-house resources who cover multiple projects.
- / Proactive Monitoring: With our iCON Network Monitoring and Management platform, SPS can isolate and address system alarms and events — before they compromise performance or interrupt essential services.
- / Predictable cost: Retaining SPS as a service partner helps avoid unexpected peaks in your support spend.
- / Enhanced escalation: Our team has 24-hour access to the technical support team for every product we support.
- / Proactive assessment: SPS performs a thorough assessment of your Skype for Business environment at the start of every engagement, ensuring that the right knowledge is always on-tap to address any problem.

SPS / Integrate. Collaborate. Accelerate.

Strategic Products and Services

300 Littleton Road
Parsippany, NJ 07054

888.777.7280

www.spscom.com

AVAYA



Microsoft Partner
Gold Communications

