

\Orchestrating a brighter world

**NEC**

Assuring the health and stability of your Microsoft UC system

# NEC Managed Skype for Business



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# Expert management services as well as ongoing products that can deploy new functionality to users

## Background

Organisations are embracing Skype for Business as a business critical tool that will increase productivity and business agility as well as potentially providing a full PABX replacement solution.

With this dependence on the solution, customers need a robust support arrangement with SLA commitments, provided by skilled staff with options to extend to 24x7x365.

## Common Challenges

- A single support organisation accountable for support of the Skype for Business solution across all components
- Multiple service options that allow the service to match the way Skype for Business is used in the organisation
- Committed service levels, ensuring organisations can communicate to employees when Skype for Business issues will be fixed
- Support from engineers and staff that are experience and trained in Microsoft Skype for Business technology, ensuring that issues are fixed quickly with long term recommendations to prevent re-occurrence
- Optional proactive reviews to ensure the ongoing health of Skype for Business



Skype for Business adoption can result in increased productivity

## Technology Overview

Skype for Business (formerly Microsoft Office Communicator and Microsoft Lync) is a real-time communications solution that provides the infrastructure for enterprise instant messaging, presence, VoIP, ad hoc and structured conferences (audio, video and web conferencing) and PSTN connectivity (through a third-party gateway and carrier links).

Skype for Business is used in many organisations for instant messaging and presence (IM&P) partly due to the strong

integration with Microsoft's Outlook, Exchange and SharePoint. IM&P provides rich presence information, file transfer, voice and video communication.

Skype for Business is excellent at providing mobility with apps available on Apple, Android and Windows devices. This means remote users can access the solution anywhere with Internet access. Partner companies on Skype for Business can collaborate and interoperate seamlessly with enterprises through federation.

The solution can also communicate with consumer Skype users allowing enterprises to communicate seamless without requiring users to have personal Skype user accounts.

## NEC's Managed Skype for Business

NEC's Skype for Business Managed Service assures the health and stability of your Microsoft Unified Communications system, covering IM and presence, voice, video, web conferencing and enterprise voice telephony.

NEC's Skype for Business and voice experts will help improve the performance, functionality and security of you Skype for Business deployment while reducing cost and time spent on keeping the solution running.

With Skype for Business solutions typically deployed with a partner gateway (SBC) and phones, NEC has a multi-vendor partner ecosystem including Sonus, Audiocodes, Polycom, SIP carriers and our own compatible products that allows NEC to provide expert management services as well as ongoing products that can deploy new functionality to users.

NEC can design, configure and manage solutions that leverage existing investments in NEC or Cisco UC ensuring value for money but also minimising change impacts to your organisation.

### Features & Benefits

#### Lower committed costs with committed SLAs from experts

Customers can leverage NEC's experience in Skype for Business and voice without having to employ expensive staff directly or invest in significant training. Our service provides support from Microsoft certified engineers and voice specialists. This will provide:

- Improved efficiency in resolving issues allowing your business to return to normal operations quickly



- Access to experienced engineers that are recognised by Microsoft
- Reduced resource and training costs – NEC provides regular training to NEC staff providing the service at no extra cost
- Predictable service costs – fixed unit cost for support
- Service delivery underwritten by a Service Level Agreement

### Flexibility with a choice of three service packages

Service can be upgraded as needed to support any increased functionality or features required by the customer.

As organisations start to deploy and utilise Skype for Business for greater collaboration and communication, the NEC Skype for Business Managed Service delivers a greater level of service at a reduced cost to the organisation.

Also through NEC and our partners, customers can add additional services that can provide a complete service to your business including voice and network carriage services, Microsoft licenses on a pay as you go basis, desktop phones, video conferencing endpoints.

### Support from the Unified Communication experts that set global standards

NEC not only supports customers with IP UC environments but continues to develop products and set standards. In Australia alone, NEC holds 100 patents in mobile communications through our local R&D facility in Melbourne.

Globally, NEC is consistently a top tier patent holder across telecommunications and information technology, including owning some of the original patents related to IP telephony. NEC is a major contributor to global telecommunications standards, including the IETF, ITU, 3GPP and ETSI.

This means our depth of knowledge in Unified Communications extends beyond our competitors and we actively shape the future of Unified Communications through innovation in new standards.

### Clearly defined service packages with 24x7 service desk

Calls for the service desk can be logged 24x7 on any service, which means the customer does not need to wait until their service calendar starts to log incidents and requests.

NEC's Skype for Business Managed Service allows customers to deploy enterprise communication on the Microsoft platform without having to worry about operational issues such as:

- Fault resolution and identification
- Change Management
- Co-ordinating 3rd party suppliers

### Proactive management (standard and premium packages only)

Service health is reviewed on a daily, weekly and monthly basis and any issues are flagged (and fixed if in scope of the service).

The NEC Service also enhances standard management information to include:

- Tracking the user experience (QoS, MoS metrics)
- Measuring availability
- Change impact assessment
- Trending of system capacity
- Recommendations for service improvements



Skype for Business features easy to use video conferencing functionality

## Why choose NEC?

NEC is a Microsoft gold communications, collaboration and content partner amongst others. We have been recognised through Microsoft awards for delivering innovative, unique and successful projects that drive tangible outcomes for our customers across the entire Microsoft stack.

We have the most experienced professionals and employ Skype for Business specialists – with 3 MVPs (Most Valuable Professionals) plus a VTSP (Virtual Technical Solutions Professional) in our BI practice. In our Microsoft teams across Australia, NEC has over 100 Microsoft certified individuals.

NEC Australia excels in providing expertise in communications, systems integration and managed services. We have continued to invest in voice expertise, product development and research globally and have a track record spanning more than 45 years of engineering success and delivering support to Australian organisations, both large and small.



**Investment:** NEC's continues to invest into Skype for Business e.g. our UG30 voice gateway allows you to integrate NEC UC environments to Skype to support presence, conferencing and click to call.



**Accreditation:** NEC is a Microsoft Cloud Service Provider and is accredited by Microsoft to sell Skype for Business solutions in our Cloud environment.



**Deployment:** NEC uses a Microsoft Skype hybrid deployment combined with NEC UC and PexIP video conferencing. Users can select to have enterprise voice without the need for a desk phone, or keep their NEC deskphone and integrate it with the Skype for Business UC client.

## Service Packages

		Essential	Standard	Premium
Instant messaging & presence		✓	✓	✓
Video and audio conferencing		-	✓	✓
Enterprise voice		-	-	✓
Pricing unit		Per end		
Incident management	Support hours	8:30 to 17:00 Mon to Fri	24x7x365 (Priority 1 only)	24x7x365
	Public holidays	-	✓ (Priority 1 only)	✓
Service resolution		95% of Priority 1 incidents responded to within target	95% of Priority 1 & 2 incidents responded to within target	95% of Priority 1 & 2 incidents responded to within target
Service desk		Online only	8:30 to 17:00 Mon to Fri	24x7
Service portal		✓	✓	✓
Remote support		✓	✓	✓
Change management (fee applies)		✓	✓	✓
Maintenance services (POA)		✓	✓	✓
Scheduled application patching		✓	✓	✓
Self-service reporting		✓	✓	✓
Remote monitoring		-	✓	✓
Service management		-	✓	✓
Weekly and monthly reports		-	✓	✓
Standard proactive reviews		-	✓	✓
Comprehensive proactive reviews		-	-	✓
Problem management		-	-	✓
Monthly advanced and technical analysis report		-	-	✓
Service insight		Required for existing deployments		

### Additional Services

- Billing reports
- Cloud migration
- Contact centre integration
- Exchange voicemail
- Multi-vendor conferencing
- Training services
- VIP service

**For more information:** visit [nec.com.au](http://nec.com.au) email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call 131 632

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