

Avanade Services for Skype Operations Framework

Accelerate your cloud communications journey

Executive Summary

The shift toward Unified Communications as a Service (UCaaS) and CloudPBX provides the foundation for consuming telecommunications services to create 21st century innovative, immersive collaborative environments. But the journey towards cloud communications for many requires more than simply purchasing a license and UCaaS service. How do you make the business transition with minimal disruption to your users, communications and business operations? Avanade combines the Microsoft Skype Operations Framework (SOF) with our own proven consulting and managed services to help your business realize the benefits of CloudPBX faster and with less risk through planning, delivery and operations expertise.

What is Microsoft's Skype Operations Framework?

In an era of UCaaS, achieving business value and rapid ROI requires any solution to be properly deployed, adopted and consumed by the end users. This is especially true for real-time voice, telephony and conferencing services which provide great productivity rewards but also risk your investment if they go unused. Microsoft created the [Skype Operations Framework \(SOF\)](#) to provide an approach to implementing a reliable communications service based on Skype for Business. SOF provides the foundation to help accelerate your Skype for Business or Skype for Business Online journey.



Figure 1: Microsoft SOF Lifecycle



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The Avanade SOF Advantage

Avanade Unified Communications for Skype for Business provides for the broadest client needs by encompassing the deployment architectures and service management models that meet your unique business needs. Avanade's **Plan** and **Deliver** services address Skype for Business Online CloudPBX deployments and can be extended to provide on-premises and hybrid / "cloud connector" deployment models. We also transition you to the final **Operate** phase with our expert managed services, accommodating your service management or working with you to create a shared support model. This solution flexibility provides you - regardless of UC infrastructure or Lync / Skype for Business experience - the confidence to undertake a SOF-based transformation.

We understand your communications systems are your business's lifeline. To reduce service-impacting events while delivering a rich end-user experience, we also provide a range of infrastructure transition services including PBX interoperability, migration of legacy systems, and wired / wireless network workload assessments specific to Skype for Business. We also offer change enablement services to help fully empower UC adoption and consumption by your end users.

Benefits of Avanade's Unified Communications

- Identify your business objectives with our comprehensive unified communications business case strategy and voice value assessment
- Accelerate deployment and reduce risk with our unified communications planning workshops, architecture & design services and implementation services
- Increase user adoption and use with our proven change-enablement best practices
- Accelerate business agility and innovation with unified communications applications tailored for you.
- Reduce the complexity and cost of managing your unified communications with our Unified Communications and Collaboration Managed Services

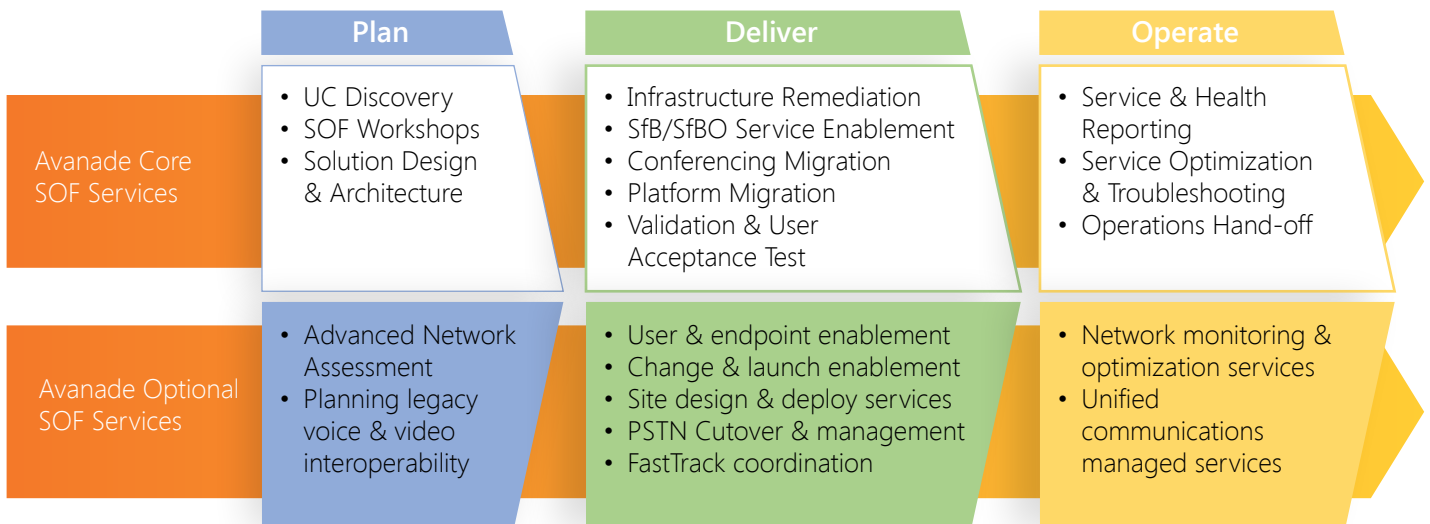


Figure 2: Avanade core and optional services for Skype Operations Framework

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What Avanade can do for you

Successful adoption of Skype for Business Online and Office 365 requires a comprehensive approach that avoids disruption to your ongoing operations. As Microsoft's leading partner for both Skype for Business and Office 365, with more than 4 million Office 365 seats deployed – Avanade's services and tools, combined with Microsoft's SOF, help you quickly and cost-effectively maximize the potential of the Microsoft Cloud. Leveraging our deep expertise with Microsoft technologies we'll help you reinvent business productivity with Skype for Business Online and Office 365.

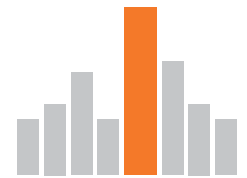
For more information:

To learn more about how Avanade can help you and how Skype for Business and Office 365 can become part of your foundation for a digital workplace strategy visit www.avanade.com/en/solutions/cloud/unified-communications-and-collaboration

The Avanade advantage



DEPLOYED OVER
4 MILLION
OFFICE 365 SEATS
MORE THAN
ANY OTHER
PARTNER



AVANADE
has deployed **MORE**
OFFICE 365 SEATS
across EXCHANGE,
LYNC & SHAREPOINT
ONLINE THAN ANY OTHER
MICROSOFT PARTNER



1 MILLION+
UCC SEATS
ACTIVELY
MANAGED



MICROSOFT
ALLIANCE
PARTNER
OF THE YEAR 2016
WINNER – NINE
CONSECUTIVE YEARS



MICROSOFT
CERTIFIED
PROFESSIONALS
FOR DEPLOYING
& ADMINISTERING
OFFICE 365



About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 29,000 professionals in 23 countries. Visit us at www.avanade.com.

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