

# Unified Communications for Skype for Business

## Empower your business to collaborate in new innovative ways

### Executive Summary

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Skype for Business can help connect employees, customers, suppliers and partners virtually everywhere to achieve more together. Avanade's Unified Communications for Skype for Business helps you to realize this vision whether you're just exploring unified communications, upgrading your current platform, or looking to build new unified communications applications. It covers services for every aspect of your Skype for Business environment, from vision and strategy to deployment, adoption, and managed services.

#### What are Avanade's UCC solutions?

Avanade Unified Communications (UC) for Skype for Business encompasses the broadest range of transformational, change-enablement and managed services for Skype for Business, from strategy, rollout and adoption success to managed services to keep your environment running at peak performance. This full lifecycle approach to the Microsoft unified communications platform includes business case strategy and voice value assessment, planning workshops, architecture & design, implementation, change enablement, UC applications, and managed services.



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### Enterprises face many questions—with many answers

Microsoft Skype for Business (formerly Microsoft Lync) can be one of the most powerful tools in your digital workplace, one that helps fulfill the promise of anytime, anywhere communication and collaboration on any device, thereby empowering your people and delivering increased productivity, faster innovation, and lower costs. But there's no one-size-fits-all Skype for Business deployment. To realize these benefits, enterprises must make the right decisions on where to host the technology (on-premises, cloud, or hybrid), which capabilities to adopt and on what timeline, whether—and how—to embed voice and IM within line-of-business applications, and how to prepare for issues of change management.

### Real-time management presents new challenges

Enterprises that are accustomed to managing their Exchange and SharePoint environments will find new challenges when they manage Skype for Business. That's because, unlike other technologies in the Microsoft unified communications and collaboration portfolio, Skype for Business is a true real-time/synchronous application. For example, most problems won't be reproducible—so monitoring needs to be proactive and precise. And it can never stop, imposing a 24x7x365 burden on the IT staff. Enterprises also need to ensure that the IT staff has the specialized skills to fully manage a sophisticated and ever-growing range of Skype for Business capabilities.

### 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



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### Transformational Services for Skype for Business

Avanade has you covered with services and support for the lifecycle of your Skype for Business use. You adopt this technology to generate business value, and our UC transformational services for Skype for Business help to ensure that you maximize that the business value right from the start. We start with our comprehensive UC business case strategy and voice value assessment, and use the results of that assessment to guide everything else we do. Next, we use UC planning workshops, architecture & design services and implementation services to both speed your deployment and lower your risk, so you can begin to benefit from Skype for Business as soon as possible. And because some of your biggest gains will come from integrating voice, video and IM into line-of-business processes, we make sure you have all the right options for UC-enabled applications.

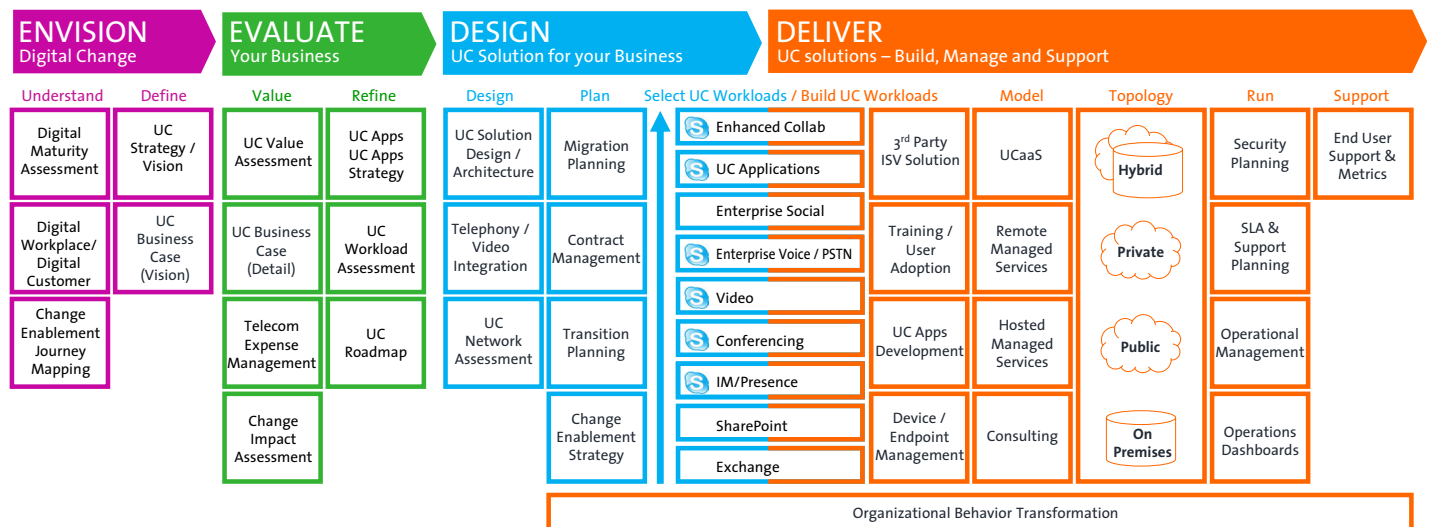
### Change-Enablement Services for Skype for Business

To gain the most return on investment in Skype for Business, enterprises need to ensure smooth, successful implementations with high user adoption and use. That's where Avanade's change enablement services for Skype for Business come in. We help you to define your change strategy and employ the Skype

for Business rollout and adoption success kit to realize its success. Our services also include communications plans to educate and motivate your employees, training and performance support to build relevant skills, change readiness and measurement to maximize lasting change, tools for stakeholder engagement and senior-level sponsorship.

### Managed Services for Skype for Business

Our robust Unified Communications and Collaboration Managed Services (UCCMS) help to assure the health and stability of your deployment—while freeing your IT staff from that 24x7x365 task. We support the complete set of native Skype for Business features and their backend monitoring, management, service requests, reporting, and support. Our managed services also include Account Management Services, Avanade's ongoing guidance intended to drive value and continuous improvement. The Avanade Management Platform toolset powers performance monitoring, remote management and service management to provide a complete solution. The experts located in our Managed Services Delivery Centers proactively manage your UC ecosystem around the clock against a service level agreement designed to help improve availability and performance.



Avanade's lifecycle approach to unified communications delivers business value at every stage

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### What Avanade Unified Communications for Skype for Business can do for you

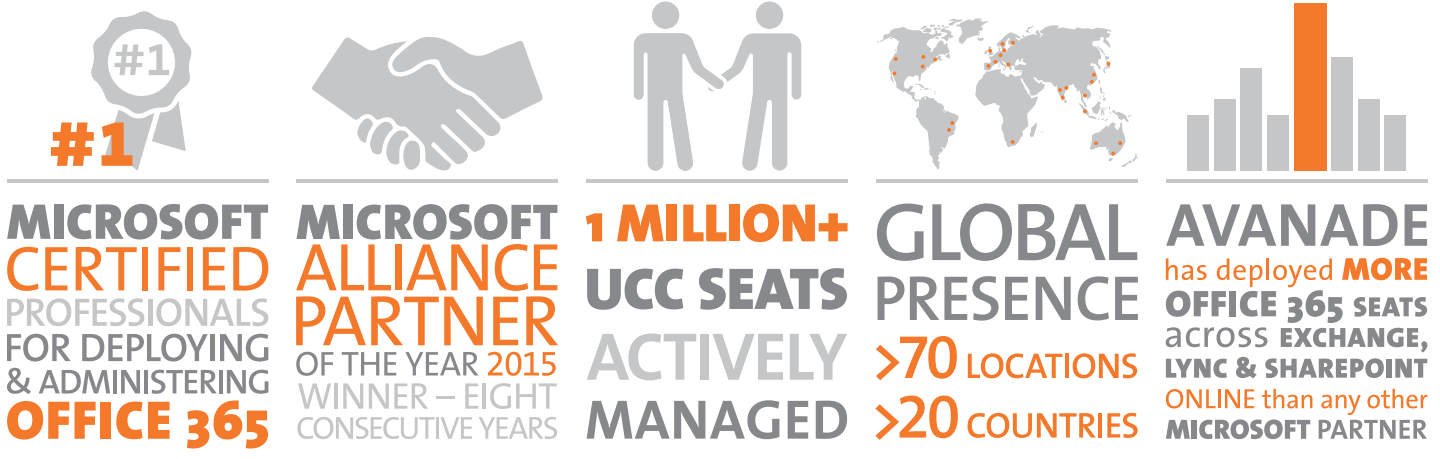
Your enterprise may have considerable expertise in its line of business but, unless that business is technology adoption and, in particular, UC adoption, you may not be well-positioned to design, implement, and managed your unique Skype for Business environment. Avanade is. We have designed deployments for more than one million seats of Lync—including one of the world's largest installations of Lync for enterprise voice. And we have more certified professionals for Lync Core Solutions and Enterprise Voice Online Services than any other Microsoft Partner.

Avanade, co-founded by Microsoft and Accenture, has taken a leading role in Skype for Business planning and implementation. We were one of a select few Skype for Business Elite Launch Partners worldwide. We participated in Microsoft's invitation-only Skype for Business Technology Adoption Program. And we are an active member of the Skype for Business Partner Advisory Council.

### For more information

To learn more about how Skype for Business can help you, about how it can become part of the foundation of your digital workplace strategy, and about how Avanade can help, please visit [Unified Communications for Skype for Business](#) and [Digital Workplace](#).

## The Avanade Unified Communications Advantage



### About Avanade

Avanade leads in providing innovative digital services, business solutions and design-led experiences for its clients, delivered through the power of people and the Microsoft ecosystem. Our professionals combine technology, business and industry expertise to build and deploy solutions to realize results for clients and their customers. Avanade has 27,000 digitally connected people across 23 countries, bringing clients the best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at [www.avanade.com](http://www.avanade.com).

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