

Unify Square Overview



All the 'Ready, Set, Go' You Need for Skype for Business Success

Unify Square powers up your Microsoft Skype for Business (SfB) environment, unlocking better visibility, end user satisfaction, and ROI. Whether you're up and running or just getting started, our one-stop mix of software (including cloud managed services) and consulting will get this key UC component in place and working at its best. We can help you improve legacy Lync performance, upgrade to SfB, or migrate to SfB Online with Office 365. Built on Skype for Business-targeted, results-focused technology, our extensive software solutions give you an end-to-end leg up on deployment optimization, daily operations enhancements, and continuous UC performance improvement.



Meet PowerSuite™, our integrated Skype for Business operations solutions suite—the industry's first. PowerSuite lets IT deliver operational excellence, keep SfB users happy and productive, and manage more sites with more efficiency, whether they're in the cloud, on-prem or hybrid. With quick deployment, you can go from zero to actionable insights in hours, reducing SfB system TCO. And with 360°, single-pane visibility, identifying ways to improve service quality has never been so easy. PowerSuite delivers multi-faceted capabilities in the six key areas critical to SfB success.

Monitoring

Skype for Business deployments are a complex mix of hardware, software, and third party services working in concert all day, every day. Issues will inevitably arise and when they do, IT needs to respond with lightning speed so your workforce can carry on. PowerSuite monitors and diagnoses Skype for Business in real time to keep IT abreast of end-to-end system uptime, availability, and performance—providing the tools and intelligence to detect issues early or even prevent them.

User Experience

Technology changes are disruptive for end users and Skype for Business is no exception. This disruption can lead to a lack of confidence in new technology or worse – non-usage—which can stop your UC transformation in its tracks. PowerSuite's User Experience solutions help you to understand where the real user issues reside and keep them at bay for the lifetime of your SfB investment. Beyond our specific User Experience solutions, all Unify Square technology, products, and services are user adoption focused, designed to make it easy for your enterprise and all your employees to get the most from Skype for Business.

"We have realized a 30% reduction in UC expenses having worked with Unify Square."

— Unify Square F100 Financial Services customer

Analytics

Data analytics has become the gateway to insight for today's businesses. Skype for Business offers ample opportunity to use data strategically. But increased data volume and complexity bring with them the challenges of smart management and control. Beating these challenges can lead to significant efficiency and service improvements and our PowerSuite Analytics solutions help you get there. Unlike simple plug and play analytics offerings, PowerSuite™ gives IT a holistic system view and prioritized prescriptive guidance to improve understanding and more effectively target troubleshooting.

Reporting

Skype for Business generates vast amounts of data daily – tracking the details of your organization's calls, messages, conferences, and collaborations... and their quality. Buried in these details is invaluable information that can help you improve planning, speed transformation, and pinpoint areas ripe for improvement. PowerSuite™ Reporting solutions are designed to surface the right SfB metrics at the right time, telling you what you need to know about the environment and its utilization, so that IT can best allocate responsibilities, resources, personnel, and even track billing records for SfB costs.

Provisioning

In the day-to-day SfB world, manual processes for adding users or changing UC device configurations can significantly increase costs and complexity. Let's get you standardized and streamlined. PowerSuite's Provisioning solutions fully automate the SfB MACD process for users and phone numbers, and also provide a central dashboard for configuring and managing UC IP Phones and headset devices from multiple vendors. By enabling your IT team to apply enterprise-wide provisioning rules and exceptions, your helpdesk escalations decrease, your organization remains compliant, and you reap significant cost benefits.

PowerSuite™ Cloud Managed Services

The budget and management resources needed to staff a full-time Skype for Business IT team can be overwhelming. But you don't have to go it alone. If offloading this UC workload is the right answer for you, we're here to help.

PowerSuite offers an option to deliver SfB as a 24x7 world-class service, putting our software technology to work directly for you. Our certified depth NOC and Service Desk engineers work remotely behind the scenes around the clock—using the industry-leading capabilities of our comprehensive PowerSuite™ product to help you ensure system health and stability, with improved control and reduced administrative costs. PowerSuite fully supports Microsoft's Skype Operations Framework (SOF) to strengthen your SfB backbone - whether your deployment is on-prem, hybrid, or in the cloud.

UC-Core™ Technology Stack

At the heart of our solutions is patented UC-Core™ technology, designed to sharpen visibility into Skype for Business environments and deliver actionable insights IT can use to quickly transform your UC infrastructure into a highly responsive business asset. The machine learning driven technology is the centerpiece of an enterprise-scale data warehouse hosted in Azure but delivered as a set of low cost, high performance solutions which are easy to install and even easier to use.

Consulting Services

Go ahead, make the Skype for Business leap. We've got your back—and your IT team's too. Maybe you want the assurance of a lifelong UC consultant, with ongoing access to SfB expertise whenever you need it. Maybe you need help planning your SfB system and staging deployment. Or maybe you've deployed several sites only to have technical hurdles or end user resistance halt progress. Our consulting experts will get you to an optimized SfB system that delivers significant ROI. And we'll be there for you as SfB evolves. We also have specific signature offerings to target common problem areas:

- **Office 365 Cloud Transformation™ Service:** We provide guidance on business case analysis for SfB Online, Office 365 cloud migration and onboarding. We also help with strategy for integrating with Skype Broadcast, PSTN Conferencing, and Cloud PBX.
- **UC RightTrack™:** We assess your current situation and business goals and provide a customized approach unique to your environment. In 30 days or less, we'll get you on track with the SfB solution that's right for you.
- **Network Readiness Services:** Assess and prepare your network for the best UC transformation possible. We test across WAN and WiFi to ready your organization across all sites with our proven assessment approach for both pre-deploy and ongoing operations which ensure optimum SfB performance.
- **User Adoption:** We work with you to explore and implement options to accelerate your deployment across the organization. Using our User Satisfaction solution to survey users, we help you clarify the issues, make recommendations, and initiate the changes that enable your workforce.

"Unify Square's technical expertise, resources and skilled management make them the industry's go-to providers for assessing, deploying, managing, and measuring SfB."

-- Unify Square F100 Banking customer

About Unify Square

Unify Square's software, consulting, and cloud managed services power the world's largest Microsoft Skype for Business (SfB) deployments. Built on innovative technology, our solutions create actionable insights and help enterprises transform their unified communications infrastructure, delivering enterprise-grade service availability, data-driven end-user satisfaction, and double-digit ROI increases. Founded by SfB product visionaries, Unify Square is a member of the Skype for Business Partner Advisory Council and one of Microsoft's global elite partners. Our software and services have delivered value to more than 5 million Skype for Business seats, in over 275 global enterprises across more than 50 countries, and in most major industry verticals.

Headquartered in Bellevue, Washington, Unify Square also has offices in the United Kingdom, Germany, Switzerland, India, Australia and Singapore.

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