Microsoft Teams **Skype for Business**

Consulting Services

Expert Partners for your Entire Skype for Business & Teams Journey

UNIFY²

Consulting
Global UC Experts

With the emergence of Skype for Business (SfB) and Teams and the high expectations of associated productivity gains and always-on reliability, IT teams find themselves with the added responsibility of planning and deploying an intricate and multi-faceted UC system. The additional challenges of troubleshooting complex SfB/Teams confirguration requirements and PBX infrastructure can also strain your IT resources. Unify Square Consulting Services are designed to help.

Whether you've made the decision to deploy SfB and/or Teams, have already deployed, or are just starting to get into a daily SfB/Teams rhythm, our certified consultants can offer the ideal "informed perspective," giving you the technical expertise to establish and optimize SfB/Teams across your organization. We can guide you and resolve issues at every point along the way—from determining the right UC solution for your business to restarting stalled deployments to overcoming employee resistance to the new technology. Our dedicated consulting team builds a powerful relationship with you and works across your organization to ensure IT staff and business decision makers have the right information and tools to move forward.

Our services range from assessing your network and delivering detailed roadmaps to piloting global deployments and onboarding users. And we can be there for ongoing access to SfB/Teams expertise whenever you need it. UC is our business and we will help you get the most out of Skype for Business/Teams, whether it's on-prem, hybrid, or in the cloud.

Why include Unify Square Consulting Services in your SfB/Teams Deployment?

- **Health and Stability Insurance:** Give your organization every chance for continuing SfB/Teams success with a dedicated UC consulting team at your fingertips.

- **Scalable Operational Efficiency:** Address global deployment barriers for quicker and smoother site transformations.

- **Improved End User Adoption:** Discover why employees aren't using SfB/Teams and how to change their behavior.

- **Significant Cost Savings:** Maximize ROI by arming your organization with a roadmap unique to your environment for a flawless transformation.

Signature Services

UC Lifecycle 360™			
UC RightTrack™	User Adoption	UC Network Assessment Service	Teams Transformation Service

"Building Block" Service Categories

Strategy & Design
Business Case
Architecture & Design
Video RightTrack
Cloud Planning & Design

User Experience
User Adoption Strategy
Hypercare
Exec/Admin Onboarding
Training Communications

Implementation & Deployment
Infrastructure Build
Teams Migration
PBX/PSTN Migration
Office 365 Phone System Pilot Service

Analytics & Operations
System Health Maintenance
Operations & Site Readiness
Capacity & Usage Analytics
Custom Reporting

Signature Consulting Services

Our Signature Consulting Services are designed to meet the most critical SfB/Teams challenges.

UC Lifecycle 360™

Deploying SfB/Teams requires a commitment of dedicated operational excellence ---no easy feat. We created UC Lifecycle 360™, a flexible, customizable service, for enterprises who require ongoing outsourced expertise throughout the duration of their global SfB/Teams operations. Our certified consultants are just a quick call away as you plan, deploy, adopt, operate, evolve, and even upgrade Skype for Business. UC Lifecycle 360 --- because there's a "first time right" to everything related to SfB/Teams.

UC RightTrack™

Whatever your level of UC or Skype for Business/Teams expertise, it can still be hard to plot the optimal course. In just 30 days or less, our industry-recognized consultants will deliver a customized SfB/Teams roadmap to kick-start your UC transformation. We address integration, interoperability complexities, and more to get you on the road to operational excellence and a world-class UC transformation.

User Adoption

Technology changes are disruptive for end users. We work with you to explore and implement options to get your Teams and/or Skype for Business deployment accepted across the organization. Our scientific, best practices approach educates employees and delivers organizational communications and operational flows to initiate changes that enable your workforce.

UC Network Assessment Service

As part of an overall cloud readiness assessment, this service conducts a WAN and/or WiFi network assessment for hybrid and cloud environments.

Teams Transformation Service™

Cloud talk can be confusing, and all the talk about team-chat and collaboration software even more so....making it challenging to know what's right for your organization. This highly targeted and customized program provides guidance on everything from business case analysis for Microsoft Teams to migration and onboarding. We also help with strategy for integrating with and transitioning from Skype for Business.

Building Block Features that Lead the Industry

Let the breadth and flexibility of our services target the gaps in your SfB/Teams deployment and deliver operational efficiency.

- **Cloud Migrations:** Supports user authentication installation and directory synchronization for improved performance on-prem, in the cloud, or in a hybrid environment.
- **UC Network Assessment Service:** Analyzes and tests your whole environment for bandwidth and usage to fully support SfB/Teams.
- **Capacity and Usage Analytics:** Provides customized analysis with peak load, overall capacity, and WiFi/WAN data to determine voice readiness.
- **Customized Architecture and Design Roadmap:** Gives you bespoke design that fully captures all the technical details needed for your UC transformation.
- **Seamless User Adoption:** Surveys, trains, and onboards employees so user behavior adopts early in the process.
- **Operational Readiness Assessment:** Focuses on multiple scenarios including disaster recovery, SCOM alert management, server maintenance procedures and security protocols.
- **PBX/PSTN Integration & Migration Plan:** Incorporates detailed documentation including server set-up guidance and fully authored scripting to enhance the environment.
- **Hypercare:** Provides UA assistance targeted at VIP individuals to solve the toughest end user adoption problems with targeted training, demo sessions, and work flow development.
- **System Health Maintenance:** Leverages our PowerSuite™ Service Health and Operations Dashboard solutions to troubleshoot your environment and get SfB/Teams back on track.
- **Customized Reporting:** Delivers made-to-order report sets and unique views of CDR, SDN and QoE data from SfB/Teams, surfacing "the data that matters" to enable a higher performing UC system.

"Leveraging outside experts to help assess and plan your UC roadmap reduces risks and improves the chances of a successful deployment. Enterprises that try to integrate voice communications with UC themselves get into trouble."   *– Gartner*

About Unify Square

Unify Square's software and cloud managed services power the world's largest Microsoft Skype for Business and Teams deployments. Built on innovative technology, our solutions create actionable insights and help enterprises transform their UC&C infrastructure, delivering enterprise-grade service availability, data-driven end-user satisfaction, and double-digit ROI increases. Founded by SfB product visionaries, Unify Square is one of Microsoft's global elite partners and a founding Cloud Voice and UC IT Pro Tools partner. Unify Square solutions have delivered value to more than 5 million Skype for Business seats, in over 275 enterprises across more than 50 countries, and in most major industry verticals.

UNIFY²