Unify Square Overview
Skype for Business & Teams Success

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Unify Square powers up your Skype for Business (SfB) & Teams 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/Teams, or migrate to Microsoft Teams with Office 365. Built on Skype for Business/Teams-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.

PowerSuite™ Skype for Business & Teams Performance & Operations Solutions Software and Services

Meet PowerSuite™, our SfB/Teams performance & operations solutions suite—the industry's first and most complete. PowerSuite lets IT deliver operational excellence, keep SfB/Teams 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/Teams system TCO. PowerSuite delivers multi-faceted capabilities in the six key areas critical to SfB/Teams success.

Monitoring
SfB/Teams deployments are a complex mix of hardware, software, and third party services working in concert all day, every day. PowerSuite monitors and diagnoses SfB/Teams 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 SfB/Teams 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/Teams investment.

Analytics
Data analytics has become the gateway to insight for today's businesses. But increased data volume and complexity bring with them the challenges of smart management and control. 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
The SfB platform generates vast amounts of data. 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 metrics, at the right time, so that IT can troubleshoot ahead of user escalations.

Provisioning
In the day-to-day UC world, manual processes for adding users or changing UC device configurations can significantly increase costs and complexity. PowerSuite's Provisioning solutions fully automate the SfB/Teams 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. PowerSuite provisioning and device management decreases helpdesk escalations and offers significant cost benefits.

Unify Square's Teams Software + Services Portfolio

For enterprise's considering Teams as either a full-time alternative to Skype for Business or as a stand-alone team-chat client, we offer a portfolio of consulting, managed services and software to ensure that Teams is envisioned, onboarded and operated with high ROI.

- **Envisioning:** Our **Teams Transformation Service** helps with migration planning including Strategy, Implementation Requirements, Permissions, Provisioning, and Testing as well as migration from SharePoint, One Drive, and Skype for Business

- **Onboarding:** Our **Teams User Adoption Service** helps with issues relating to Configurations, Customizations, AppStore management, Exec/Admin onboarding, Adoption best practices and Extensibility options in Teams

- **Operating:** Our **PowerSuite Software for Teams** adds a new Collaboration Dashboard to track work-stream collaboration analytics and our **PowerSuite Cloud Managed Services for Teams** helps with 24x7 administration and maintenance of Teams deployments, including compliance reporting and oversight, Tier 2 escalation support and Tier 3 and 4 technical support

PowerSuite™ Cloud Managed Services

The budget and management resources needed to staff a full-time SfB or Teams 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 either SfB or Teams or both 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 complete UC platform to strengthen your SfB/Teams 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/Teams 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.

> "We have realized a 30% reduction in UC expenses having worked with Unify Square."
>
> *-- Unify Square F100 Financial Services customer*

Consulting Services

Go ahead, make the Skype for Business/Teams 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/Teams expertise whenever you need it. Maybe you need help planning your SfB/Teams 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 system that delivers significant ROI. And we'll be there for you as SfB/Teams evolves. We also have specific signature offerings to target common problem areas:

- **Teams Transformation™ Service:** We provide guidance on business case analysis for Microsoft Teams, migration (from SfB or Slack) and onboarding. We can also help with provisioning, governance, app-store and user adoption issues or questions

- **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/Teams solution that's right for you.

- **UC Network Assessment Service:** Assess and prepare your network for the best UC transformation possible. We test across WiFi and/or WAN networks to ready your organization across all sites with our proven assessment approach for both pre-deploy and ongoing operations which ensures optimum SfB and/or Teams 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.

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.

Headquartered in Bellevue, Washington, Unify Square also has offices in the United Kingdom, Germany, Switzerland, India, Australia and Lithuania. We invite you to learn more.

Contact **sales@unifysquare.com** or visit **unifysquare.com.**

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