Microsoft Teams | **Skype for Business**

PowerSuite™

Performance & Operations Solutions Suite for Teams and Skype for Business

PowerSuite

Microsoft Teams and Skype for Business
Performance & Operations Solutions
Software and Services

Meet PowerSuite™, our integrated Performance & Operations Solutions Suite for Microsoft Teams & Skype for Business (SfB)—the industry's first. PowerSuite lets IT deliver operational excellence, keeps Teams and SfB users happy and productive, and manages more sites with more efficiency, whether they're on-prem, in the cloud, or both.

If you've implemented Skype for Business or Teams via Office 365, PowerSuite provisions, manages, and troubleshoots your UC system with the industry's most effective and comprehensive set of solutions. PowerSuite also includes our cloud managed services team, providing the most complete one-stop-shop SaaS solution to optimize Teams and SfB operations.

With quick deployment, you can go from zero to actionable insights in hours, reducing system TCO. With 360-degree, single-pane visibility, identifying ways to improve service quality has never been so easy. PowerSuite delivers multi-faceted capabilities and integrated functionality in the six key areas critical to Teams and SfB success: **Monitoring, User Experience, Analytics, Reporting, Provisioning, and Cloud Managed Services.**

Why choose PowerSuite?

- **360° Visibility:** Gain a "single pane of glass" holistic view of your ecosystem and identify opportunities to improve quality of service.

- **UC Transformation Assistant:** Extend the value of your employees, increase global organizational efficiency, and facilitate culture change.

- **Multiple Roles, Multiple Lifecycles Support:** Leverage PowerSuite automation to assist IT across the full deployment lifecycle with solutions aligned with IT roles.

- **Enhanced Cloud and Microsoft Teams Services:** Be "Cloud Ready" and "Teams Ready" with full services and support for Microsoft Teams.

- **"Get to Green" Catalyst:** Use the power of integrated solutions to help IT achieve a healthy UC run state and reduce TCO for your entire Microsoft Teams and Skype for Business ecosystem.

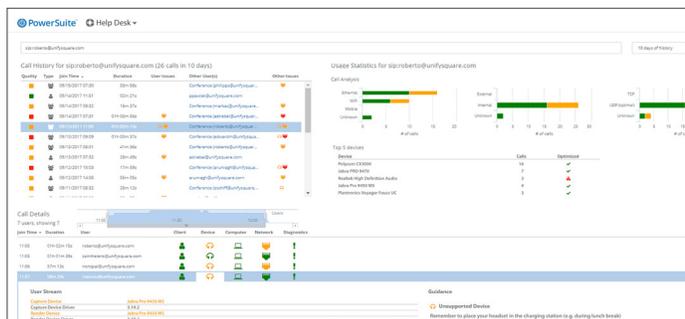## Product Features that Lead the Industry

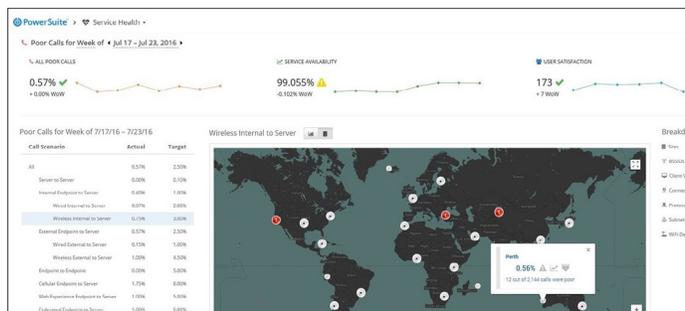### PowerSuite Solution Samples

Figure 1: Help Desk

Figure 2: Service Health

- **Monitoring Dashboard:** Uses patented synthetic transaction methodology to provide advanced identification of problems not caught by standard system monitoring.

- **Service Health:** Provides standard and geo-mapped views of service availability, voice quality, and user satisfaction, allowing IT to make informed decisions about overall system health.

- **Insights Center:** A centralized hub to view a prioritized list of Teams/SfB problems along with clear workflow-oriented actions to resolve.

- **Help Desk:** Allows real-time access (including mid-call update info) to individual user accounts to understand factors contributing to poor call quality, including end user devices and network types. View individual Microsoft Teams data showing collaboration history by modality, client usage and teams joined.

- **Benchmarking:** Delivers a patented crowdsourced, aggregated benchmarking system to view how one environment compares against other systems.

- **Geo Heatmaps and Filtering:** PowerSuite features geo-functionality for detailed drill-downs and filtering visibility in the following solutions: Service Health, Executive Dashboard, Billing Records, Usage & Adoption Dashboard, Device Management, Phone Number Management and Provisioning & Policy Compliance Management.

- **Operations Dashboard:** Uses UC-Core™ technology and predictive analytics to provide the Microsoft Teams and SfB Engineer with a prioritized set of prescriptive guidance for IT troubleshooting focus.

- **Device Management:** Core deployment and update capabilities for Microsoft Teams and Skype for Business certified IP Phones and UC endpoint devices.

More Leading PowerSuite Features

- **User Satisfaction:** Features an easy, automated IM-based survey system to proactively take the pulse of the organization by gathering user feedback to establish satisfaction scores and identify issues.

- **Executive Dashboard:** Visualizes adoption of the different Microsoft Teams and SfB Engineer modalities throughout the organization, plus simultaneously tracks declining legacy voice and conferencing with its higher cost basis.

- **Phone Number Management and Provisioning:** Resolves day-to-day MACD tasks, integrates with Microsoft AD, ensures policy compliance, maintains audit logs, and automates end user rule exceptions.

- **Tracking Dashboard:** The Tracking Dashboard solution allows IT to specify a targeted set of users (most frequently VIP users) to track their calls and conferences over a selected time period. The solution will provide a score of the users' experience and flag IT when the scores dip below unacceptable levels. This will allow for proactive troubleshooting to understand who on the call is creating the poor call experience, and for guidance on how to address and resolve. The solution will also allow for a direct drill-down into the PowerSuite Help Desk solution for further troubleshooting.

- **Usage & Adoption Dashboard:** Provides a unique visual angle on user types, modality usage (by session) and different client usage. View Microsoft Teams data showing total teams count, available and deleted teams, and the team details with name and creation date.

- **Call Explorer:** Integrates pre-packaged reports and adhoc query creation functionality to create a reporting solution for diagnostic drill-downs.

- **Billing Records:** Provides team or location-based billing information for departmental chargeback programs.
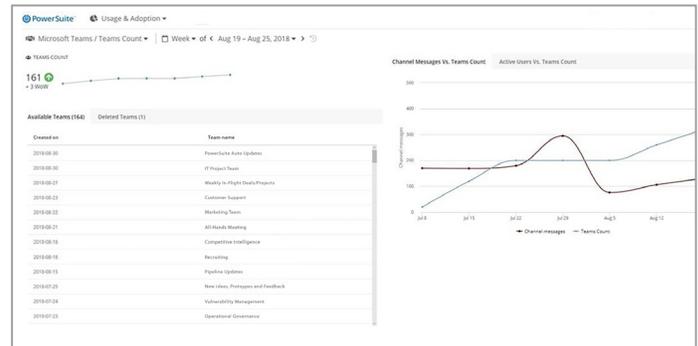

Figure 1: Usage & Adoption Dashboard
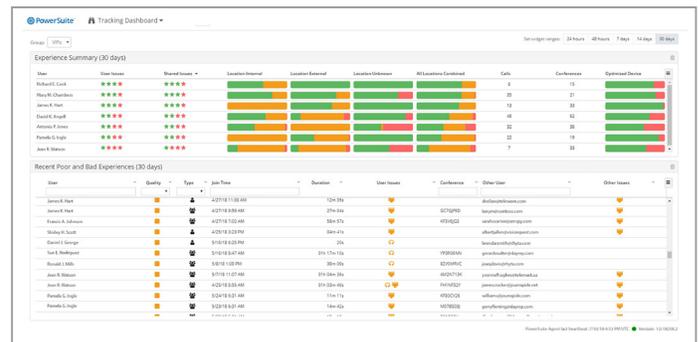

Figure 2: Executive Dashboard

Figure 3: Tracking Dashboard

Four PowerSuite Package Options

Standard:	Enterprise:	Enterprise Pro:	Premium:
Entry Level with 6 core solutions	Mainstream SaaS package adds 7 solutions	Adds White Glove Services + 4 software solutions	Adds full 24x7 cloud managed services

About Unify Square

Unify Square's software and cloud managed services power the world's largest Microsoft Teams and 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 Microsoft Teams and 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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