

## PowerSuite™



### Cloud Managed Services for Teams and Skype for Business



The budget and management resources needed to staff a full-time Microsoft UC platform [Teams and Skype for Business (SfB)] and IT team can be overwhelming. It's not easy to hire, train, and retain staff with the broad range of technical skills and know-how to quickly respond and resolve issues. 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.

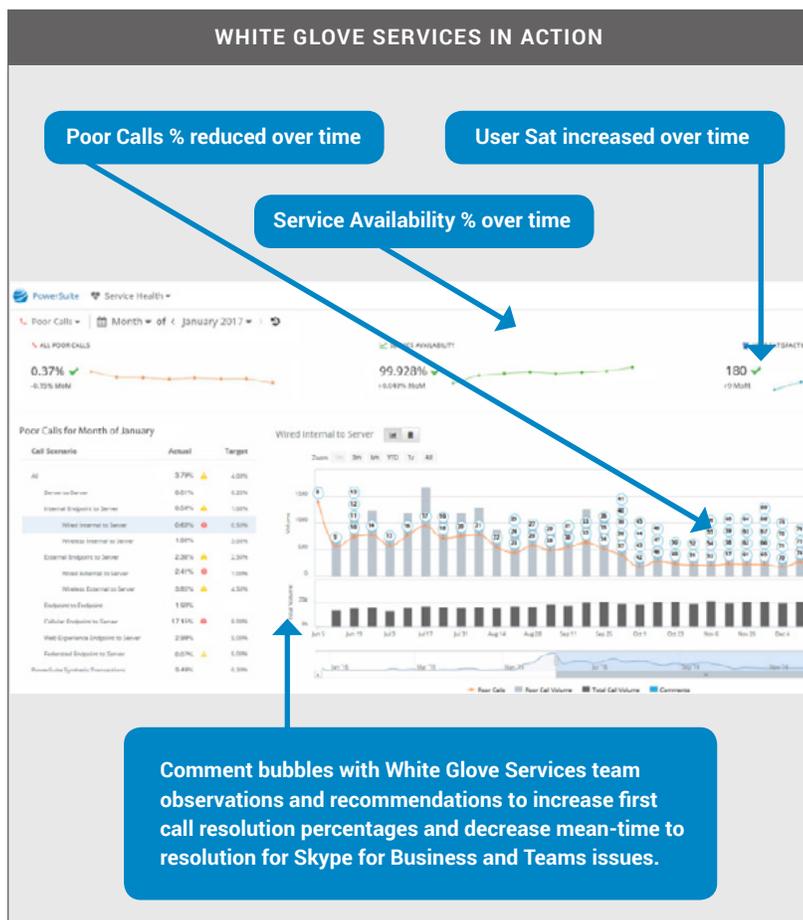
PowerSuite Cloud Managed Services delivers the perfect system to manage

Teams/SfB at world-class levels, extending break-fix capabilities to high-value proactive capabilities that catch issues early and continually improve the health of your UC environment.

PowerSuite Cloud Managed Services puts our software technology to work directly for you, delivering Teams/SfB as a 24x7 world-class service. 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 helps automate and scale the workload and dramatically reduce issues and downtime. Access to our expertise gives your IT team the technical breadth and depth needed to solve the toughest problems—whether your deployment is on-prem, hybrid, or in the cloud.

#### Why choose PowerSuite™ Cloud Managed Services

- **Health & Stability Insurance:** Instantly identify and respond to Teams/SfB issues impacting end users to maintain expected dial-tone service levels.
- **Cost Reductions:** Decrease TCO (up to 88% headcount efficiencies) and increase operating expense predictability with fewer issues escalated to the CIO level. Typical savings of 15-20% over traditional outsourcing or hosting offerings, even more over in-house management costs.
- **IT Assistance & Empowerment:** Gain competitive advantage by enabling your IT team to focus on more forward-looking strategy and operations (up to 30% efficiency gains) areas.
- **User Productivity Improvement:** Extend the value of your employees, increase organizational efficiency, and facilitate culture change with a smooth transition to Teams/SfB.



#### POWERSUITE MANAGED SERVICES FOR TEAMS

PowerSuite Cloud Managed Services now extends to Teams and includes 24x7x365 all-inclusive administration and maintenance of Microsoft Teams deployments.

##### Teams Configuration Management

- Customer configurations/templates
- Selected on-going end-user migrations
- Device provisioning

##### Teams Operations

- Teams App Store Management
- Compliance Reporting and Oversight
- VIP Monitoring and Support
- Meeting Room Monitoring and Support

##### Teams Support

- Tier 2 Escalation Support
- Tier 3 & 4 Technical support

## Cloud Managed Services for Teams and Skype for Business

- **Proactive Management:** Provides 24x7x365 management of Teams, SfB and SfB-Online including patching, configuration management, and more.
- **Real-time Monitoring & Problem Analysis:** Monitors hundreds of sites for specific KPIs in real time allowing IT to visualize the data in seconds.
- **Transparency:** Gives IT 100% transparency and visibility into daily operations and system performance with the same PowerSuite dashboards used by our Service Delivery engineers.
- **Alerting & Rapid Response:** PowerSuite detects and validates an issue, then sends alerts to the PowerSuite Service Desk. The alert is analyzed and the team takes action to seek a speedy resolution before you even know a problem is underway.
- **Multi-vendor Management & Escalation:** Solves issues across vendors and handles escalations as needed until the job is done.
- **User Satisfaction Monitoring:** Sends a recurring end user satisfaction survey to gain insights that help anticipate near-term adoption and utilization roadblocks.
- **'Keep Current' Platform Maintenance:** Prevents you from being among the 77% of enterprises that don't deploy the latest UC patches and applications.
- **Comprehensive Coverage:** Includes PBX co-existence planning and management, infrastructure support, end user (Tier 2) support, provisioning (including on-boarding/off-boarding of users and security policy enforcement), and architecture & operations planning.
- **Expertise:** PowerSuite **Cloud Managed Services** NOC and Service Desk are staffed by some of the global industry's elite.
- **"Self-learning:"** IT benefits from the collective experience and knowledge we obtain through deploying, supporting and managing other Teams and SfB systems.
- **Backed by a Solid SLA:** Dramatically reduces downtime and lets you maintain expected dial-tone service levels with 96.5% to 99.9% service availability.
- **White Glove™ Services:** the way-station between a PowerSuite software DIY experience and a full Microsoft UC platform remote managed service – includes reactive PowerSuite programming and Weekly Operations Reviews.
- **Add-on Options for:**
  - Site deployment services for on-prem and/or Cloud PBX servers for EV
  - Device (SBC/SBA/gateway/video) maintenance & management
  - eBonding
  - WiFi/WAN UC Network Assessment Services

## We're Different – in a Good Way

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| <ul style="list-style-type: none"> <li>• Customers talk directly to an expert the first time.</li> <li>• Not a hosted platform: All Teams/SfB services reside on your premises, in a telco, or in a Microsoft datacenter.</li> <li>• Proactive approach build a strong trusted relationship between customers and Unify Square.</li> </ul> | <ul style="list-style-type: none"> <li>• 24x7x365 dedicated service delivery vs. on-call "consulting."</li> <li>• Includes remote and Teams/SfB-specific software assisted personnel vs. "body-shop"/on-site outsourcing.</li> <li>• Includes true 100% Teams/SfB system focus vs. just networking and hardware focus.</li> </ul> |
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## Key PowerSuite Building Blocks

<b>PowerSuite™ Automation</b>	<b>Dedicated Microsoft UC platform Expertise</b>
<b>Global Scope &amp; Reach</b>	<b>24x7 Proactive Service (certified NOC &amp; Service Delivery engineers)</b>

## TWO SERVICES TIERS

<b>White Glove Services</b>	<b>INCLUDED IN:</b> <b>PowerSuite Enterprise Pro Edition</b> 'Entry level' watcher and teacher service with regular operations reviews for organizations only using PowerSuite software
	<b>INCLUDED IN:</b> <b>PowerSuite Premium Edition</b> White Glove Services + full 'turn-key' operations of the Teams/SfB on-prem, hybrid or cloud environment

## About Unify Square

Unify Square's software and cloud managed services power the world's largest Microsoft Teams and Skype for Business 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.