

## UC Network Assessment Service



The Microsoft UC platform [Skype for Business (SfB) and Teams] utilizes a robust set of adaptive codecs for encoding the various media sent and received by clients. However, the performance of the underlying network is critical to the quality and reliability of the Microsoft UC platform. The adoption of SfB/ Teams may be negatively impacted by network issues (perceived or real) so it is essential to ensure that the network will support how

your business will make use of the Microsoft UC platform. A UC network assessment, therefore, should be undertaken if your organization is: 1) planning to adopt Skype for Business or Teams; 2) already running Skype for Business or Teams and is planning changes to the way in which the Microsoft UC platform is used; or 3) is currently suffering from call quality issues.

The Unify Square UC Network Assessment service helps you evaluate, troubleshoot and prepare your Wi-Fi or WAN network for outstanding

### Assessment Focus Areas

- **Signal strength:** Measuring how efficiently the Wi-Fi network is reaching the survey location.
- **Same channel overlap:** Measuring overlapping channels to optimize access point placement.
- **NMOS degradation:** Measuring MOS score impact from the network.
- **Connected access points:** Highlighting the effectiveness of access point placement and configuration

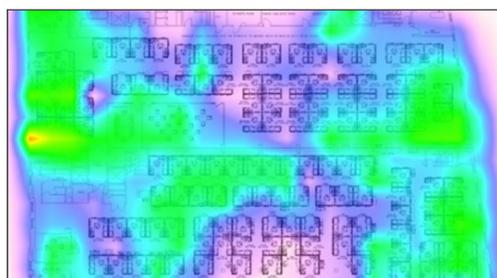
SfB/Teams performance - cloud, on-prem or hybrid – before or after your migration to Unify Square has developed a custom application to simulate SfB/Teams traffic allowing for accurate measurements with or without an existing deployment of Skype for Business.

### Industry Leading UC Assessment Services

Unify Square's UC Network Assessment Service is the perfect compliment for customers who:

- Have already deployed Skype for Business or Microsoft Teams and are experiencing call quality issues
- Have already deployed Skype for Business or Microsoft Teams and are making changes to the network
- Have already deployed Skype for Business or Microsoft Teams and are changing the way users access the network (moving more users to, for example, WiFi)
- Are planning to deploy Skype for Business or Microsoft Teams

#### Assessment Graphical Report Examples



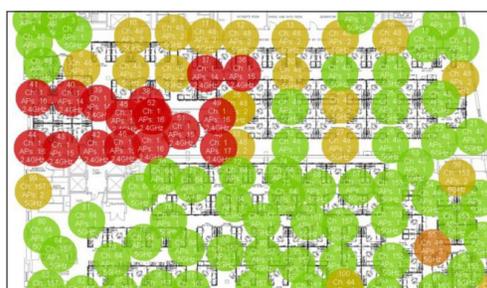
Coverage



NMOS Degradation by AP



Degraded Calls by AP



Same Channel View

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### Assessment Phases and Deliverables

Phase	Description and Deliverables
<b>Network assessment readiness</b>	<p>For customers that have yet to deploy the Microsoft UC platform or are changing the way in which Skype for Business or Teams are used, it is important to understand the demands that will be made of the network; in order to do so, a persona modelling exercise will be undertaken to allow calculations to be made as to the bandwidth requirements for your WAN/Wi-Fi and internet links. Deliverables include:</p> <ul style="list-style-type: none"> <li>• <b>Persona Modelling:</b> up to five personas will be developed, each representing a role within your organisation; for each persona, patterns of use are modelled to determine how much network bandwidth that role will consume.</li> <li>• <b>Bandwidth Planning:</b> Taking the persona modelling information and combining it with information about network configuration and capacity, calculations are performed to determine if the network is able to provide the capacity required to support Skype for Business or Teams in the way in which your organization intends to use them.</li> </ul>
<b>Simulation</b>	<p>In this phase, Skype for Business or Teams calls will be generated to determine how well the network performs in the transportation of SfB/Teams media; measurements such as latency, packet loss and Network Mean Opinion Score (NMOS) degradation will be captured for analysis. Deliverables include either:</p> <ul style="list-style-type: none"> <li>• <b>WAN assessment:</b> the probes will be distributed to the agreed locations and left to run in simulation mode for the agreed period of time (usually one week)</li> <li>• <b>Wi-Fi assessment:</b> mobile probes will perform a series of test calls from an agreed number of locations</li> </ul>
<b>Report and presentation</b>	<p>Based on the output of the previous phases, a detailed analysis of the modelled and simulation data will be performed and compiled in a detailed report outlining the findings of the network assessment, any issues encountered and remediation steps required in order to ensure your deployment is a success. Deliverables include:</p> <ul style="list-style-type: none"> <li>• <b>Summary of findings:</b> a summary of the strengths and weaknesses found in the WAN and/or Wi-Fi networks</li> <li>• <b>Detailed analysis:</b> a detailed look at the assessment data including expert analysis of the results, highlighting network deficiencies and strategies for their improvement</li> <li>• <b>Management presentation:</b> a presentation of the high-level findings along with recommendations for remediation next steps</li> </ul>

**Simulation pre-requisites:** a number of items need to be in place before the simulation phase begins; these include:

- Probe locations
- Active Directory/SfB accounts
- Floor plans and the granting of any access (user accounts and physical) required for the simulation

### 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.