

Complete Cloud Voice

Services Deliverables	SOF Phase	Proof-of-Concept	Essentials	Complete
Business Case Alignment & Cloud Deep-Dive	Plan	Limited	✓	✓
Environmental Discovery & Analysis	Plan	Limited	✓	✓
Network Discovery & Analysis	Plan	Limited	PEI Assisted	PEI Facilitated
Architecture Design & Review	Plan	Limited	✓	✓
DID Migration Planning	Plan		✓	✓
Wi-Fi Readiness	Plan		Basic	Heat Mapping
Device Readiness	Plan	Devices Provided	✓	✓
User Adoption Plan	Plan	Limited	Remote	On-site
Production Readiness Documentation & Review	Plan	✓	✓	✓
Executive Summary	Plan	✓	✓	✓
Project Plan	Plan		✓	✓
Dedicated PM	Plan/Deliver	✓	✓	✓
Skype for Business On-Line Integration <i>User Assignment</i> <i>Phone number distribution</i> <i>User Enablement</i> <i>Office 365 Workload Enablement</i>	Deliver	Limited to PoC users	✓	✓
PEI Skype for Business Launch Kit <i>Announcement/E-mail Campaign</i> <i>End-User Adoption & Training</i> <i>Go-Live Enablement & Support</i>	Deliver	Limited to PoC users	Remote	On-site
Porting of Telephone Numbers and DID's	Deliver		PEI Assisted	PEI Facilitated
Hybrid Integration (on premises & cloud PBX mix)	Deliver			✓
End User & Conferencing Device Enablement	Deliver	Per Device	Centralized	Centralized
Service Statement of Results	Deliver	✓	✓	✓
Users Enabled	Deliver	Up to 20	✓	✓
End-User and Administration Training	Deliver	Limited to PoC users	Remote	On-site
User Satisfaction Survey <i>User acceptance summary</i> <i>Issues list and proposed mitigations</i>	Operate		✓	✓
Go-Live End User Support	Operate	Limited to 30 Days	✓	✓
PEI Skype for Business Managed Services <i>Monitor</i> <i>Ongoing End-User Support</i> <i>Administrative Support</i> <i>Moves, Adds, & Changes</i>	Operate		Basic	Fully Managed
Provide Monthly Performance Reports	Operate		✓	✓
Advisory Services	Operate			✓

How do you get started?

Contact us to discuss our Skype Operations Framework package and begin your transition.

Contact Us

to begin road-mapping your Skype for Business journey today!

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