Charting the Communications Landscape

Microsoft IT Showcase Course

Get ready to be what's next.

Microsoft

Agenda

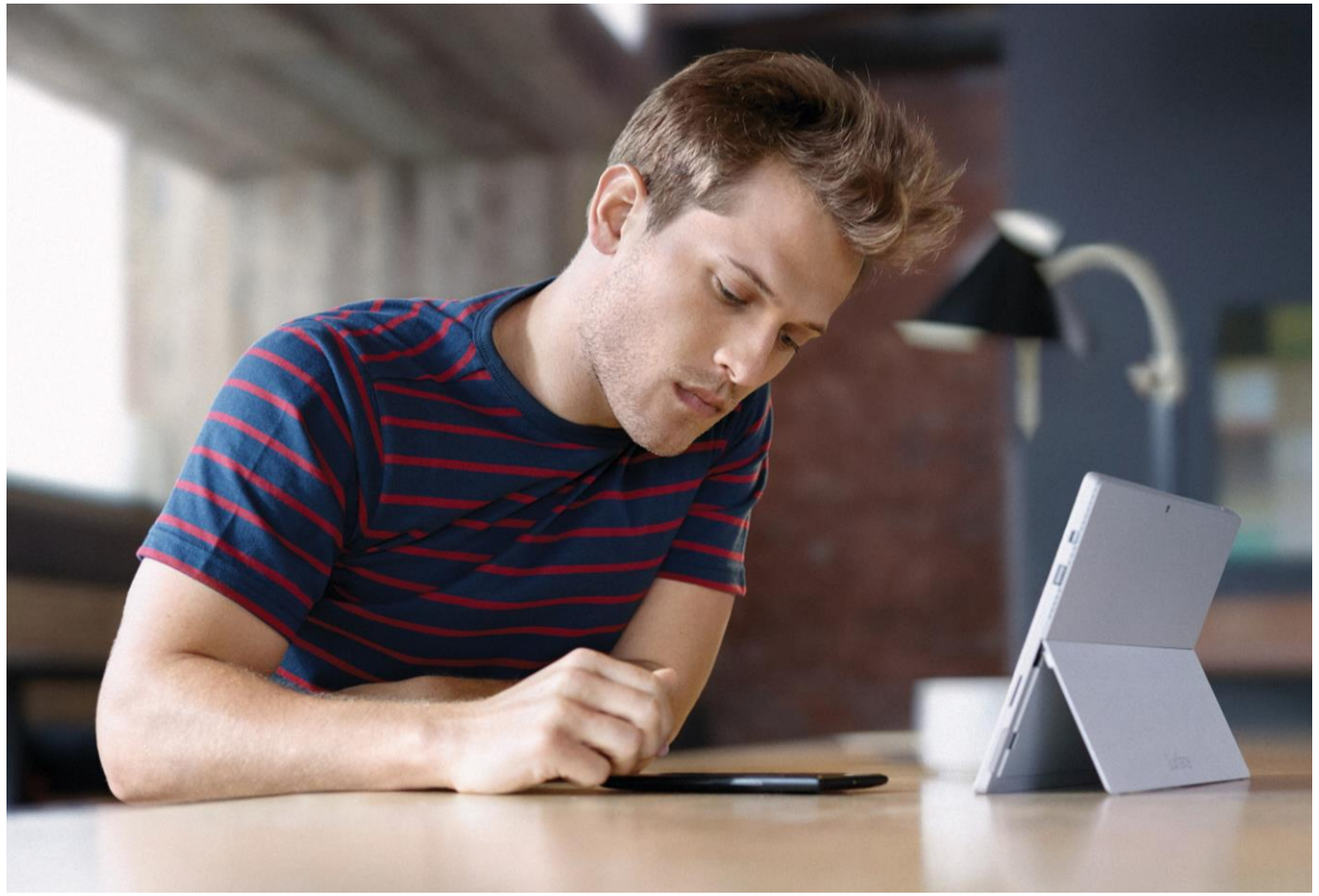
How Microsoft IT deployed Skype for Business (SfB)/Lync

Running SfB/Lync at Microsoft

Beyond the desktop

Best Practices

How Microsoft IT deployed SfB/Lync



Microsoft SfB/Lync environment

SfB/Lync deployment overview

Realized business value

Microsoft SfB/Lync environment

200,000+ active Lync/ SfB users

9 million+ audio sessions per month

4 data centers with SfB/Lync infrastructure

980,000 monthly SfB/Lync meetings

107 countries

568 buildings

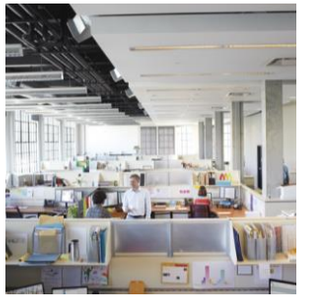
8 data centers

131,400 Enterprise Voice users

16,000+ federated companies

120 Million monthly instant messages

89% meetings using app sharing



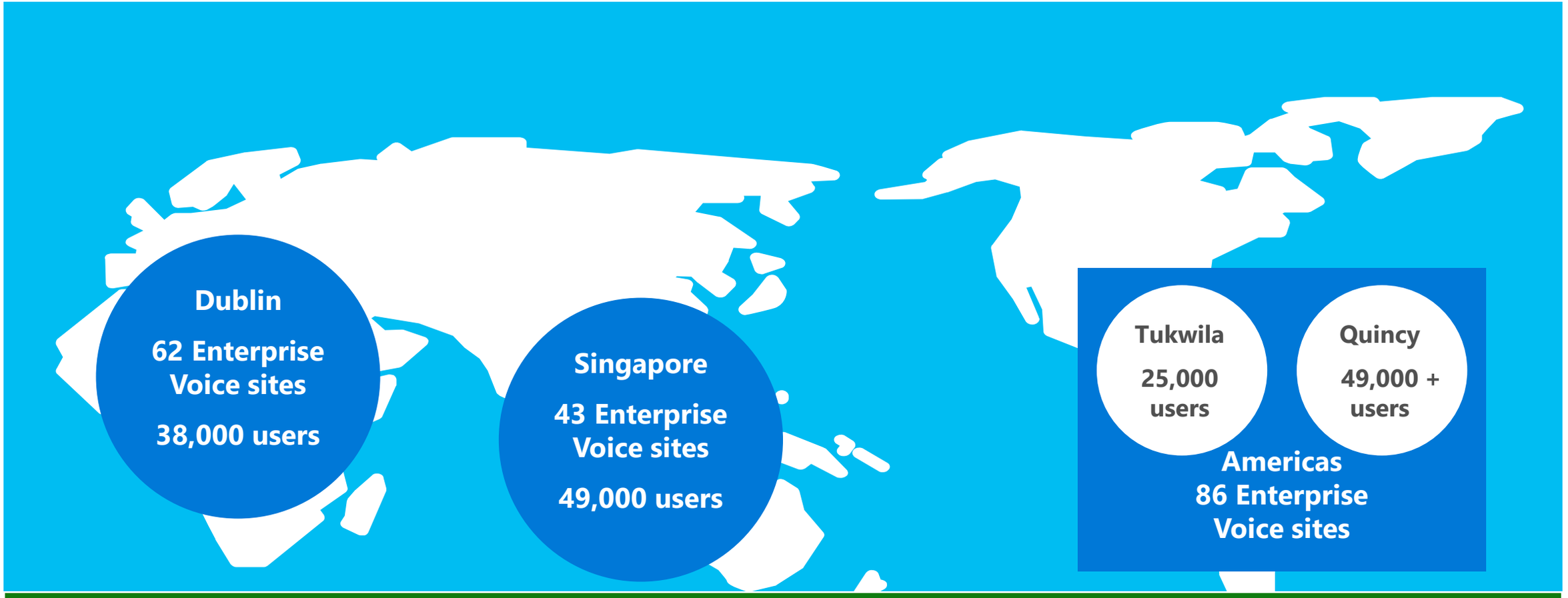
44,000 monthly peer-to-peer video calls

50% remote Lync/ SfB usage

90,000 unique active SfB/Lync mobile users

10,000 + conference rooms

SfB/Lync deployment overview



131,000+ users on Enterprise Voice across 191 sites
(95 percent of Microsoft Employees)

200,000 users enabled for SfB/Lync 2013; 165,000 unique users monthly;
650K daily login events

Realized business value

Productivity Gains	Increased end-user productivity	Saved employees ~ X min per day
	Increased end-user productivity	Avoided X trips per year or T/E reduction $X
	Shortened sales cycles	Increased proposals by X.X % (imp. closure rate)
Reduced Costs	Reduced audio-conferencing costs	Saved $X.X M USD (decommissioned PBX)
	Reduced IT infrastructure and administration costs	Saved $X.X million in office moves
	Reduced real estate and facility costs	Reduced infrastructure expenditures by X%

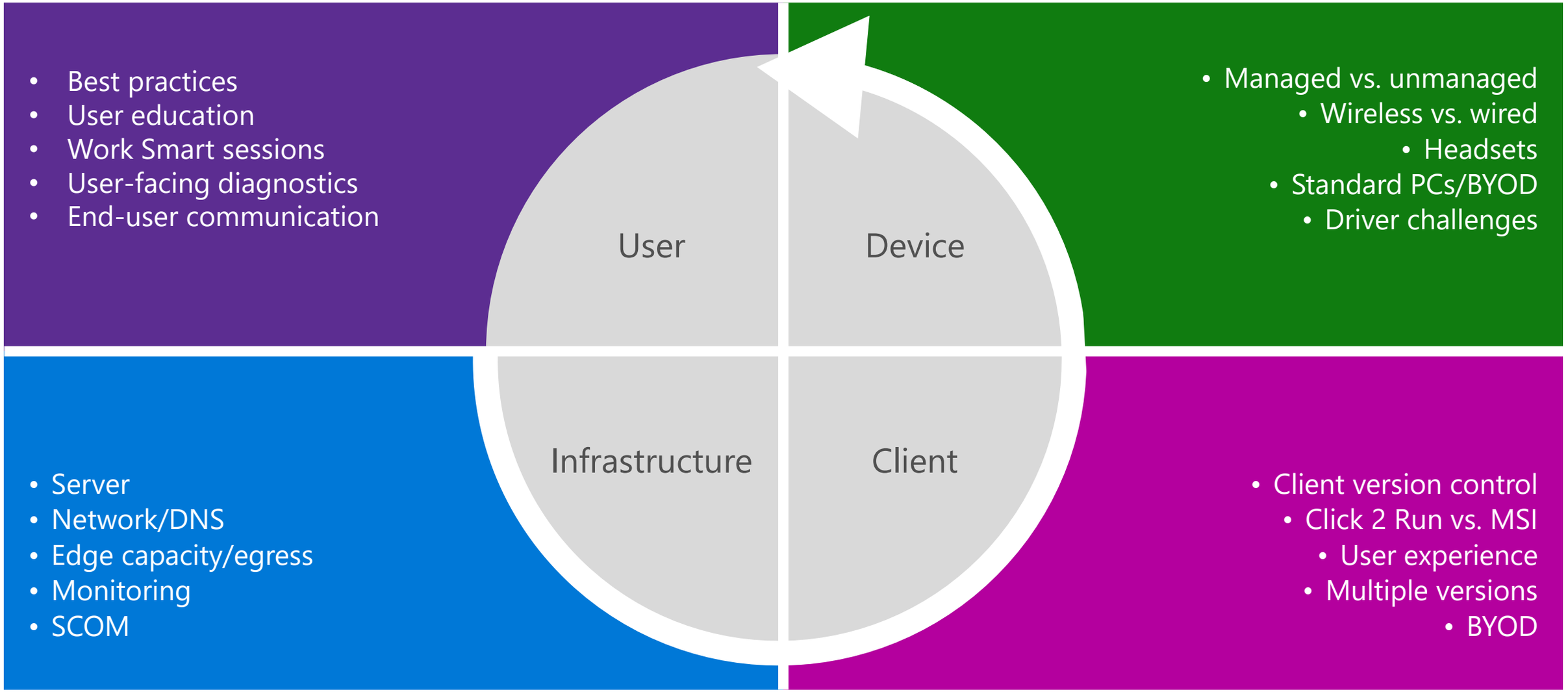
Summary

Deploying SfB/Lync has helped us realize business value in productivity gains as well as reduced costs.

Running SfB/Lync at Microsoft

- Four elements of a SfB/Lync service
- Optimizing the corporate network
- The Microsoft IT SfB/Lync toolbox
- Best practices in supporting SfB/Lync
- Bringing IT together

Four elements of a SfB/Lync service

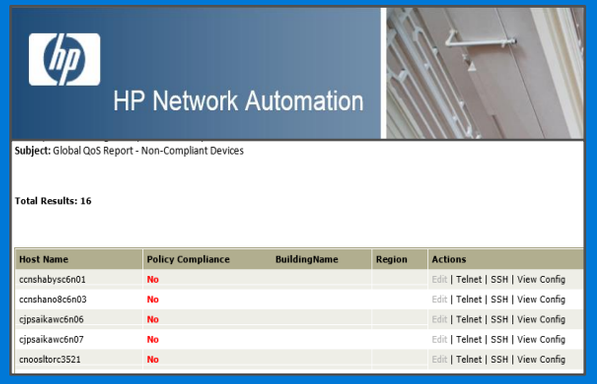


Optimizing the corporate network

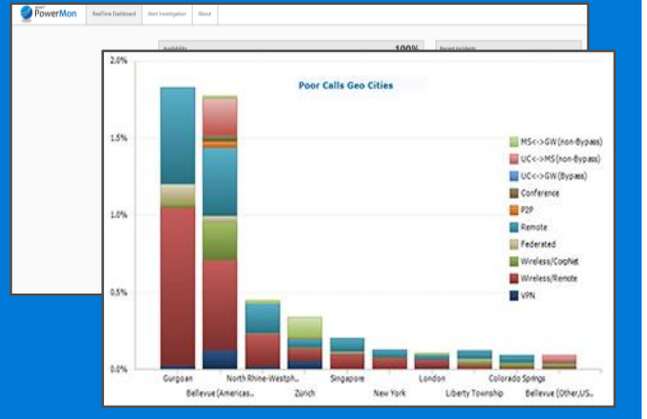
The Microsoft IT SfB/Lync toolbox

Third-Party Tools

Network QoS Monitoring

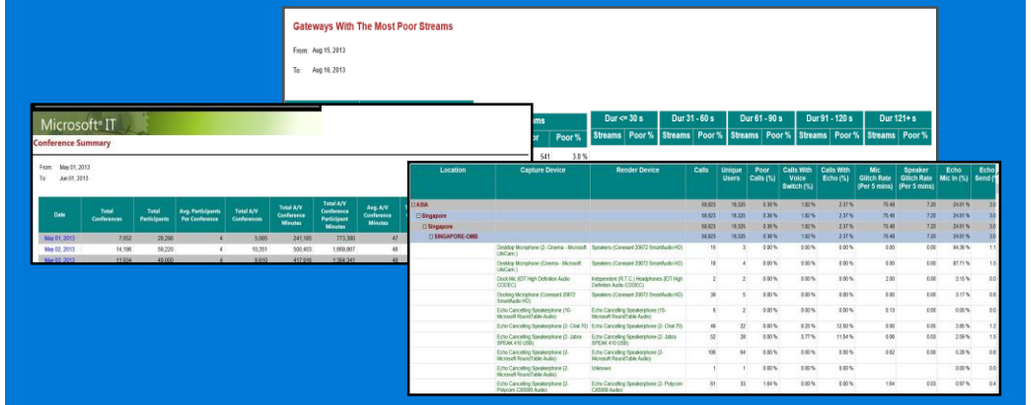


Unify Square – PowerSuite

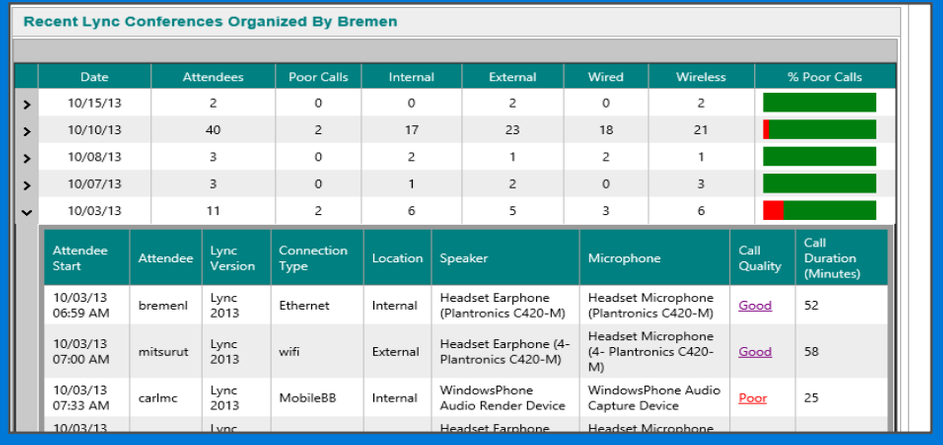


Custom Reporting

Top 10 Reports



How was my call? MySetup



Why are these tools necessary?

- ✓ Interdependencies on network, DNS, proxy/egress, etc.
- ✓ Size of enterprise with multiple geographies
- ✓ Expectations that SfB/Lync just works

What do these tools give us?

- ✓ Better indication of health
- ✓ Proactive alerting
- ✓ Breakdown by geography down to the building
- ✓ Meet the expectations of users

What improvement efforts were put in place?

- ✓ Third-party tools for feedback to Product Group
- ✓ Feedback to Unify Square for more monitoring
- ✓ Cross-team network initiatives
- ✓ Netsocket pilot for better SfB/Lync/network telemetry

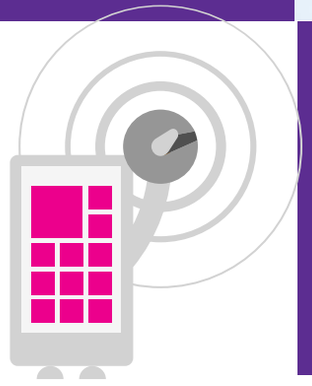
Best practices in supporting SfB/Lync

Type of Audio Device

Peer-to-peer vs. Conferencing

PSTN vs. Click-To-Join

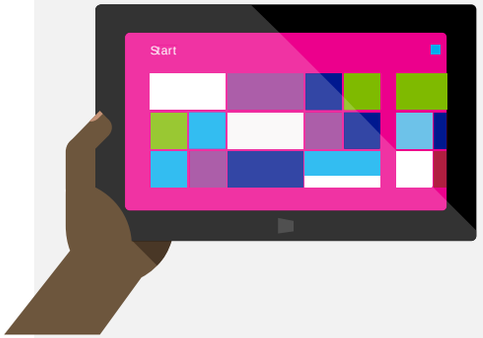
Wired vs. Wireless



Internal vs. External

Standardization of Computers

Best practices in supporting SfB/Lync



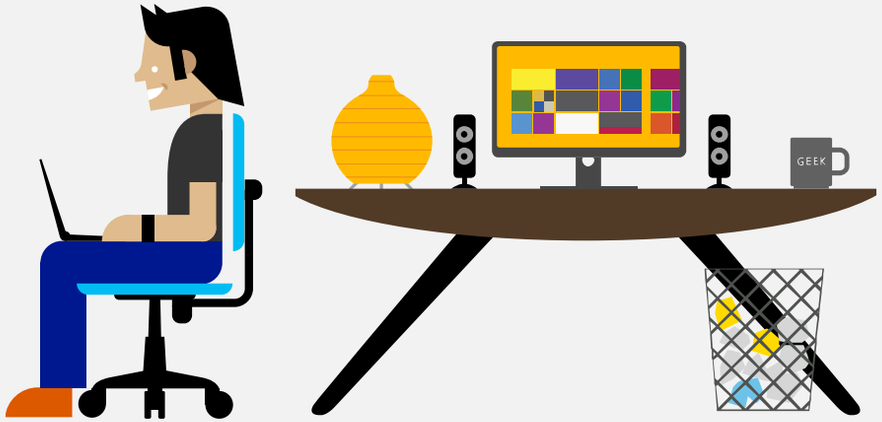
Mobile Office

- Wi-Fi
- In a hotel lobby or public Wi-Fi share
- Computer speakers and mic

Do not use

Call in with landline

Poorest



Off Campus

- Wi-Fi
- Hotel room, home
- Use approved audio device

Good for listening

Call in with landline

Poor

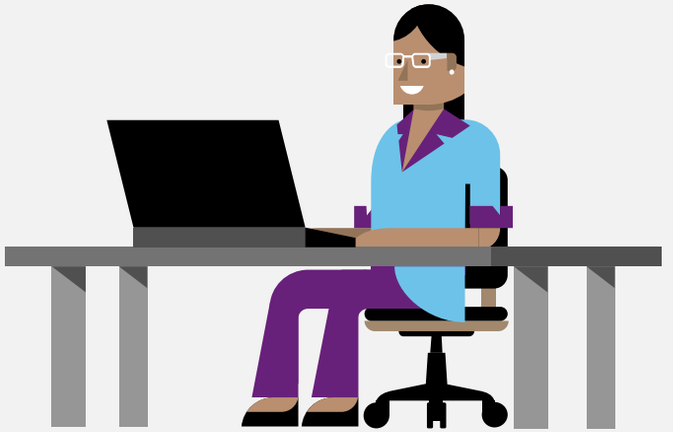
Off Campus

- Connect via Ethernet
- Use a corporate-issued computer
- Use approved audio device

Good for mobile workers

If crucial meeting, use landline

Acceptable



On Campus

- Corporate Wi-Fi: strong signal
- Use approved audio device

Good for internal and team meetings

Find a wired connection for customer meeting

Good

On Campus

- Wired on Corpnet
- Use approved audio device
- Mute when not talking
- Find a quiet spot

Use all the time

Use for all meetings, especially customer meetings

Best

Bringing IT together

Users

Audi/Video Installers/RE&F

Microsoft IT

Device Manufacturers

Product Group
(SfB/Lync, Skype, Office, Hardware)

Global Procurement Group (GPG)

SfB/Lync

Users

RE&F/MSAV

Microsoft IT

Device Manufactures

Product Group

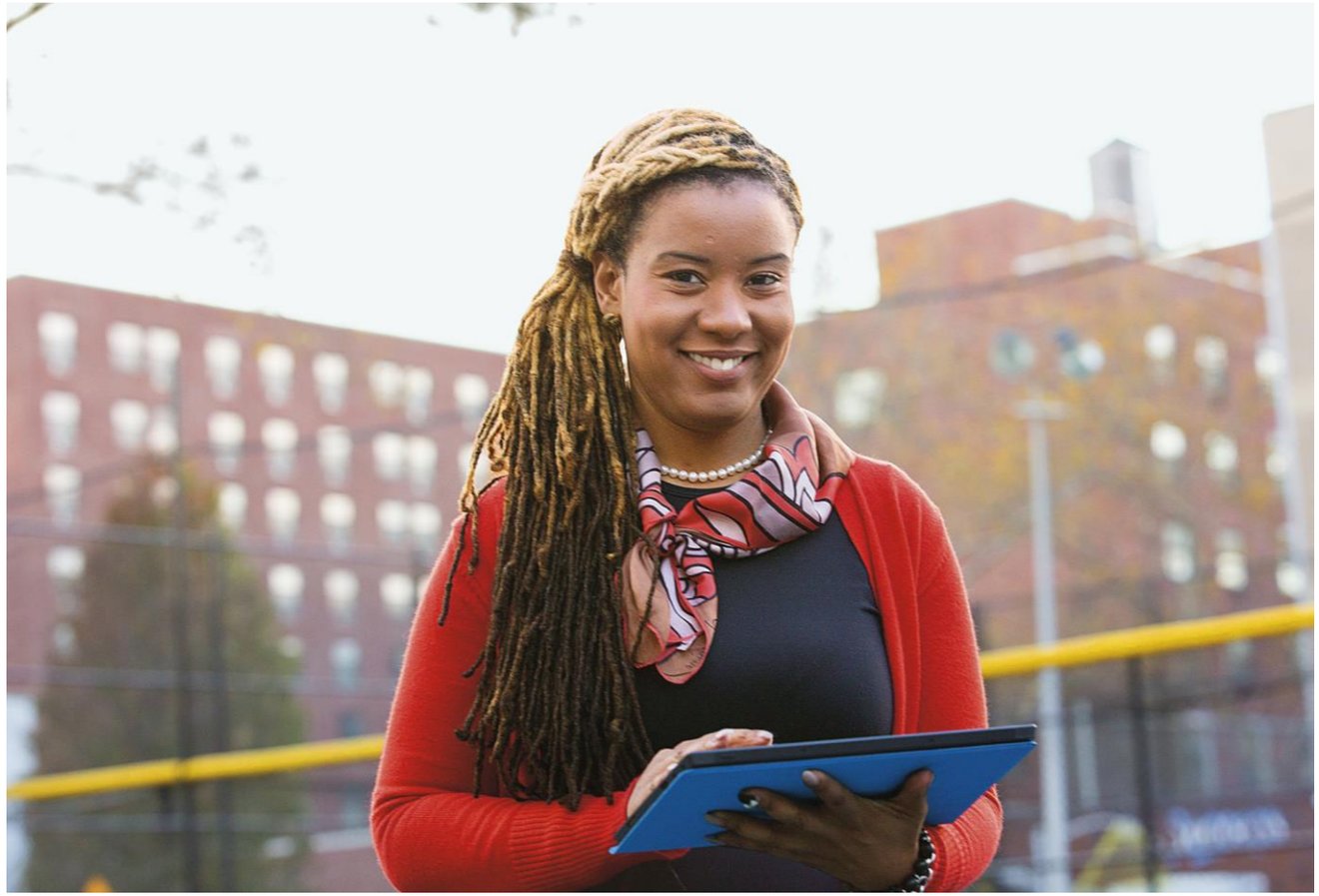
GPG

Summary

Skype for Business provides monitoring, stability, and a controlled environment for supporting the four elements of the service – User, Device, Client, and Infrastructure.

There are a number of tools available for configuration as you make decisions based on the needs of your end users.

Beyond the desktop

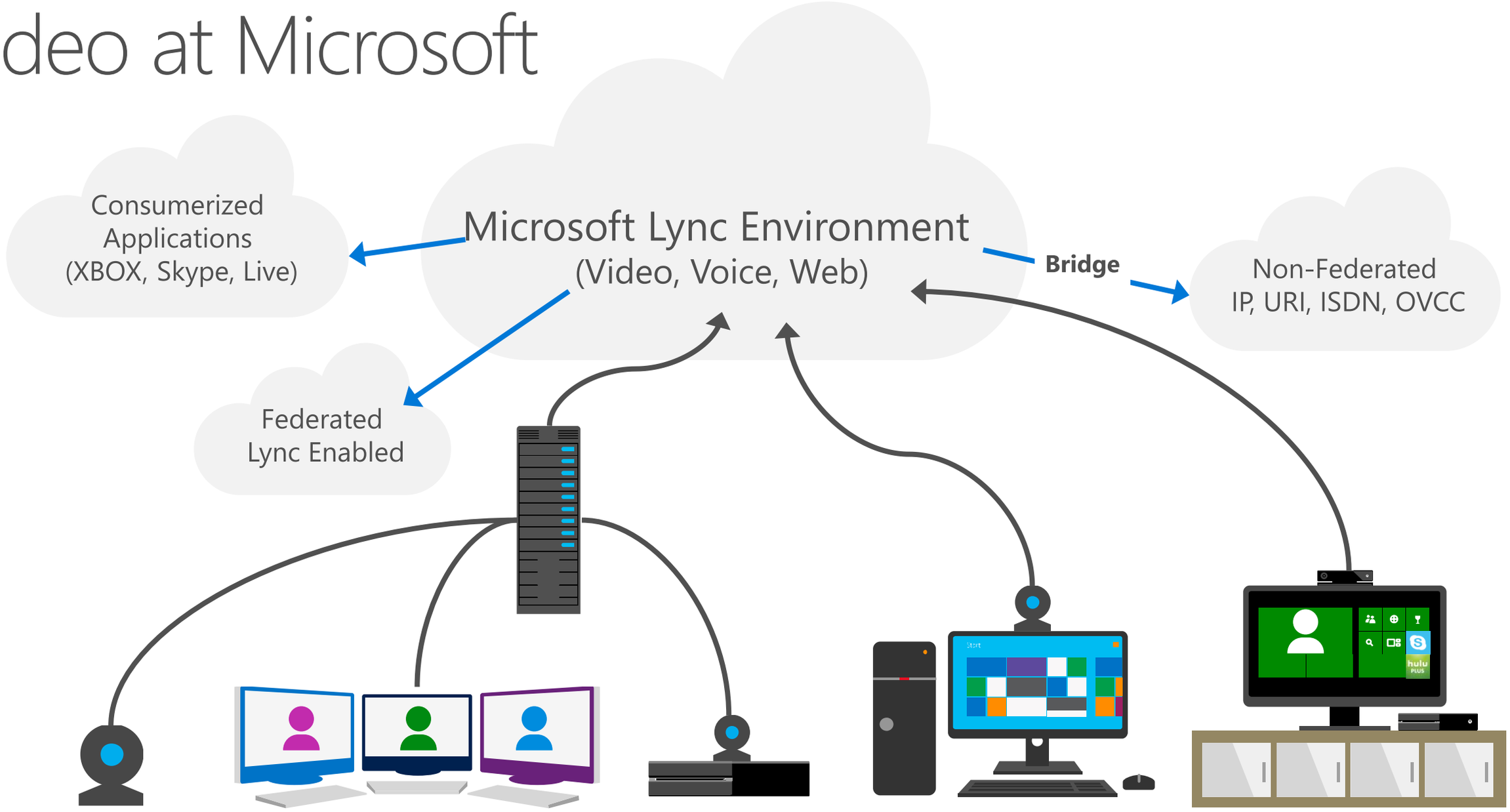


Video at Microsoft

Device program

The trip ahead

Video at Microsoft



Device program

Device Manufacturer

Headset
Cameras
Speakerphone

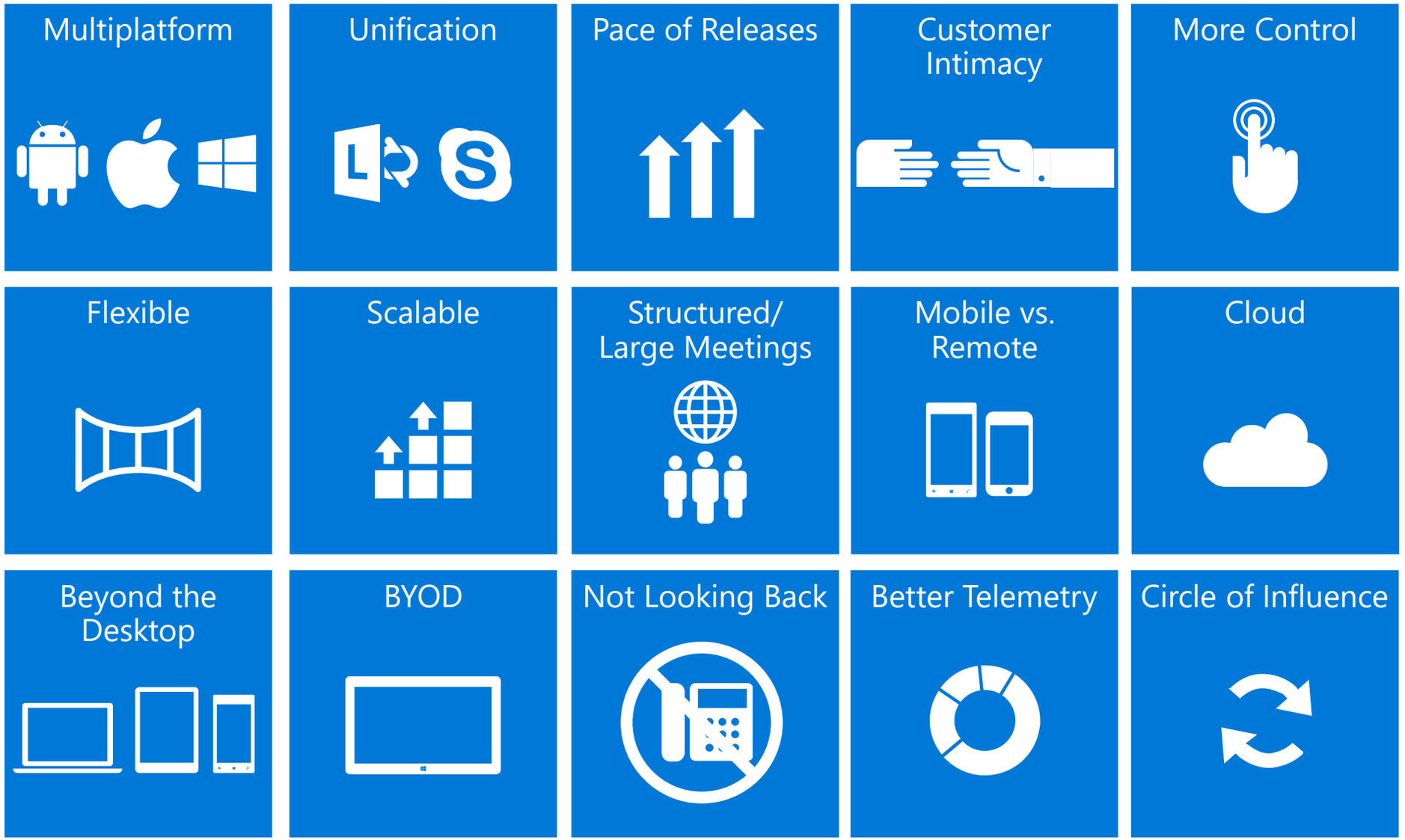
SfB/Lync Logo Program

SfB/Lync functions
Audio/video requirements
Qualified device

IT-Approved Devices

Subjective	Objective
Social	Construction
Cultural	Functionality
Comfort	Compatibility
Fidelity	
Price	
Duplication	

The trip ahead



Summary

To go beyond the desktop, think of what are the optimal components that an end user can employ based on the key scenarios.

Microsoft IT best practices

Microsoft IT best practices

Microsoft IT best practices

What	Improve collaboration services/activities anytime and anywhere!
Why	• Improve productivity • Reduce Costs (i.e. travel and infrastructure)
How	• Determine your starting point – Business needs/requirements and infrastructure capabilities • Determine your desired state – Productivity and reliability • Optimized network to improve QoS • Leverage monitoring tools to maintain service availability

Summary

In planning a Skype for Business deployment, determine the starting point and desired state, optimize the network, and leverage monitoring tools to maintain service availability. This allows you to see improved productivity and cost reduction while, ultimately, improving collaboration.