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BUSINESS | TECHNOLOGY | SUCCESS

MICROSOFT UNIFIED COMMUNICATIONS

SKYPE FOR BUSINESS

LUNCHEON

Anthony Caragol
Gonzalo Escarrá

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with questions and comments
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Agenda

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- SWC Introduction
- Unified Communications Technology Landscape
- Introduction of Skype for Business 2015
- Demonstration
- Getting Started

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About SWC Technology Partners

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SWC is a leading provider of innovative IT solutions for the mid-market. For more than 35 years, **SWC** has excelled at providing strategic guidance and delivering best-in-class solutions tailored to fit growing organizations.

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About SWC Technology Partners

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- Collaboration
- Business Intelligence
- CRM
- Custom Development

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- Digital Strategy & Analytics
- Design & Creative Services
- Email & Marketing Automation
- SEO/SEM
- Social Media Marketing
- Website Development

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- Unified Communications
- IT Architecture & Strategy
- Information Security
- System Center
- Desktop Management, Deployment & Virtualization

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- Monitor & Manage
- Service Desk
- Onsite & Remote Support
- Enhanced Services
- Zephyr EDI & Data Exchange Solutions

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At SWC we get past the hype and help our clients use the cloud to move their business to new heights.

- **Advisory**
- **Software**
- **Recovery**
- **Network**

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Awards

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A World of Communication Challenges

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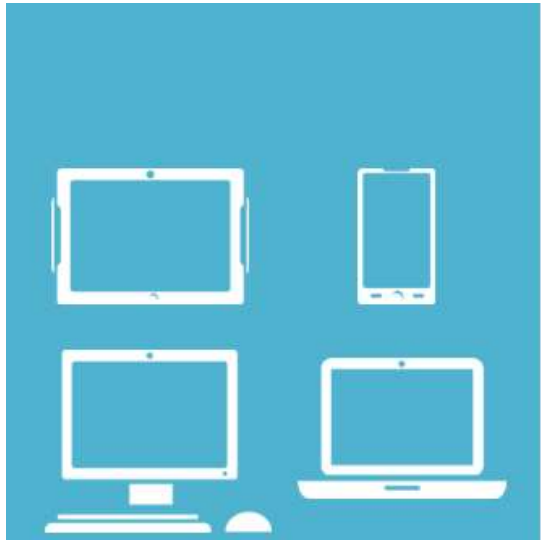
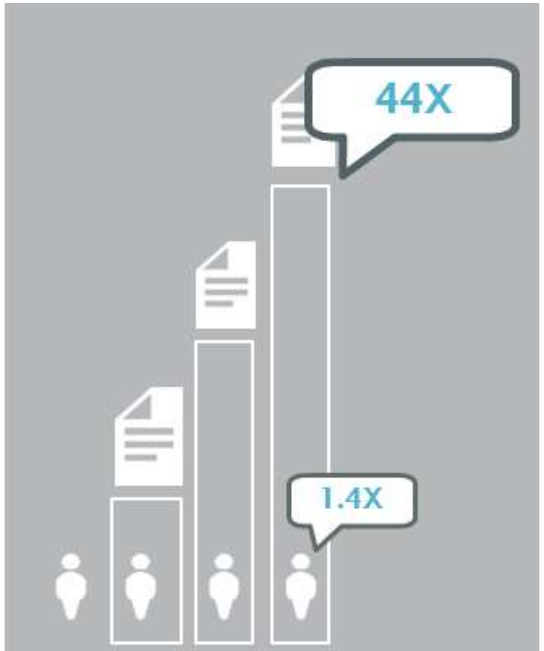


MULTITUDE OF DEVICES



INFORMATION EXPLOSION

COMPLIANCE

MULTI-GENERATIONAL WORKFORCE

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What is Unified Communications?

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Applications Used Every Day

What is Microsoft Unified Communications?

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Skype for Business Across Platforms and Devices

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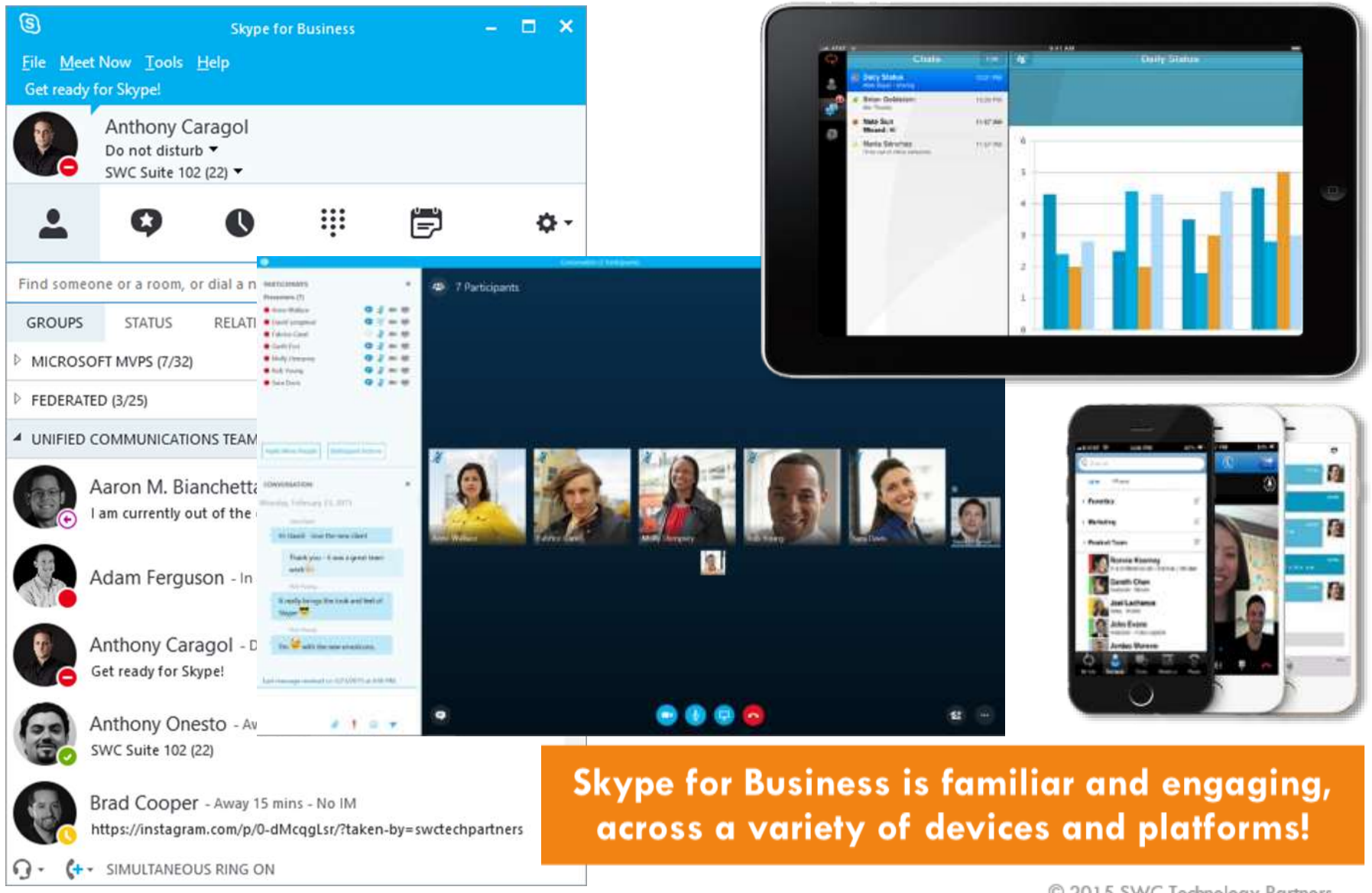
CHOICE OF CLIENTS

- Lync\Skype 2013 or Basic
- Windows Store App
- Skype for Business Web App
- Mobile
- Macintosh
- Skype Room System



Skype for Business is familiar and engaging, across a variety of devices and platforms!

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Conferencing for Everyone

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CHOICE

DEVICE

Skype for Business

LOCATION

PEOPLE

Great collaboration experiences from the desktop, browser, mobile device or conference room!

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Lync is Now Skype for Business

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- Lync is now Skype for Business
- In place upgrade with same hardware requirements
- Phones and existing clients will continue to work
- Most third party add ins will continue to work

Familiar experience Skype users love with the security, compliance and control of Lync

Connecting people everywhere to achieve more… together

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What's New – Clients

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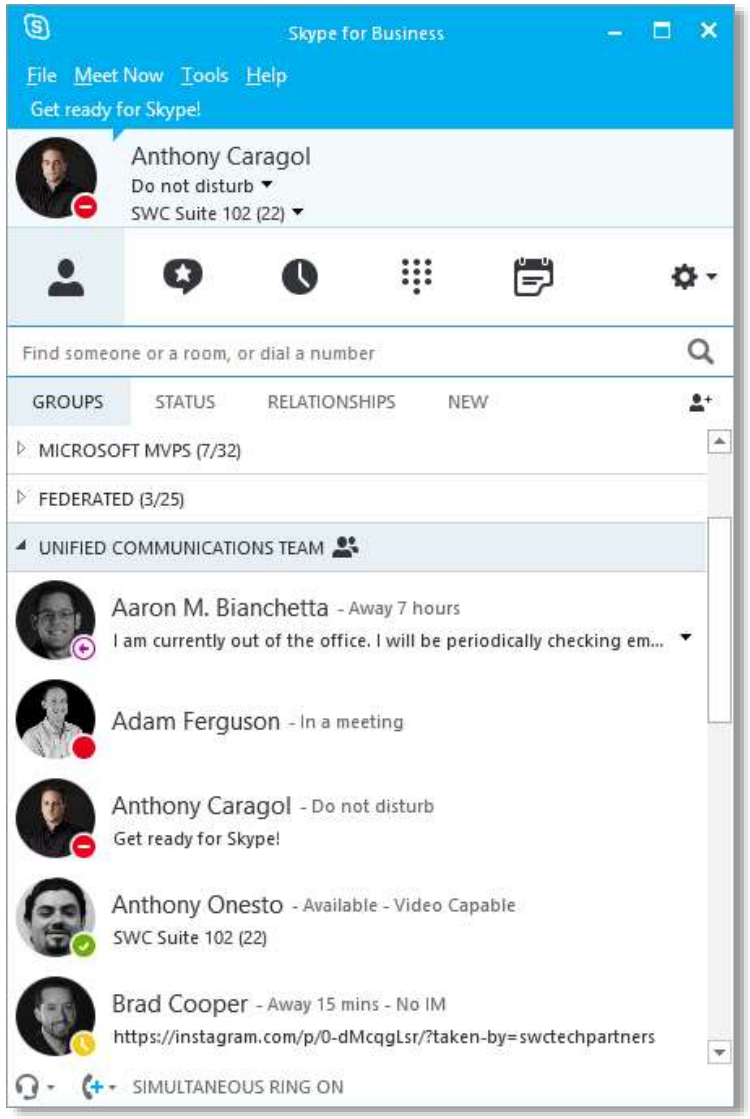

Skype for Business

- New look and feel
- Call Monitor
- Server Side Conversation History
- Upgrade as a patch
- Skype Directory Integration
- Emoticons

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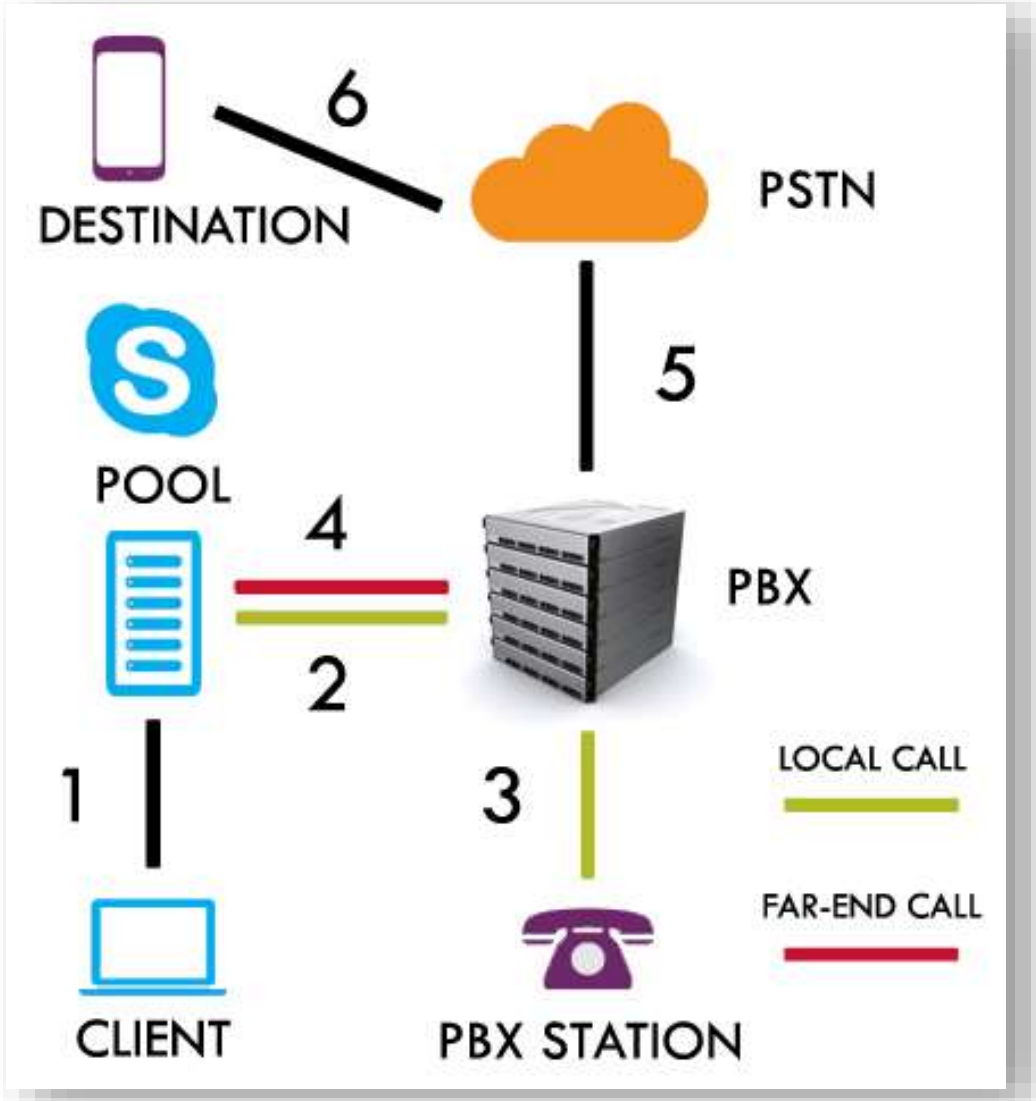
What's New – Server Side



- In-Place upgrade from Lync 2013
- Call via work
- Easier patching
- SQL Server AlwaysOn support
- Reliability and utilization enhancements
- Video Interop Server

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What's New – Enterprise Voice

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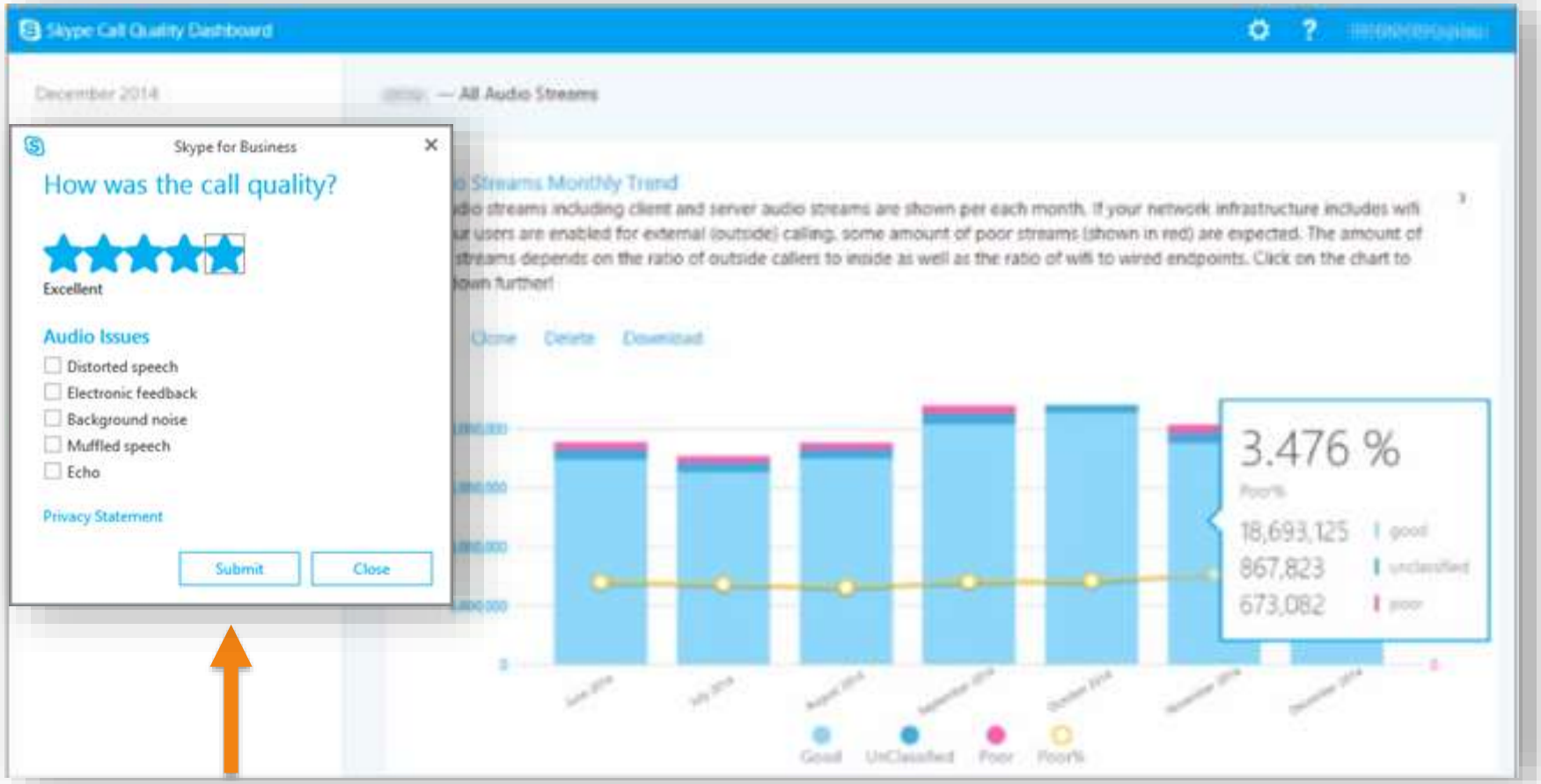
Skype Call Quality Dashboard (New Role!)



Rate My Call

Call via Work

SILK Codec Default

Available Now!

Cloud PSTN

- PSTN Calling in Office 365
- New or Ported Numbers
- Voicemail
- Hybrid Voice
- PSTN Conferencing

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Broadcast Meetings

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Available Now!

Broadcast Meetings

- Cloud hosted meetings
- Up to 10,000 participants
- Controlled from Skype client
- DVR capabilities
- Available to almost all O365 Levels

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Enterprise Voice-PBX Deployment & Interop Scenarios

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REPLACE	▪ Replace PBX with a Complete UC Solution ▪ Meets Enterprise Telephony Requirements ▪ Connect to the PSTN via a SIP Trunk or Gateway During Transition
ENHANCE	▪ Enhance PBX with Full UC ▪ PBX Phone Left in Place For Transition with Simultaneous Ringing ▪ Click-to-Call Option for Some Users
ADD	▪ Add Conferencing, Presence and IM to PBX ▪ Audio, Video, and Web Conferencing Using Skype or Existing PBX ▪ Easily Enable Voice, but Not Full UC Capabilities (Mobile)

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Skype for Business Devices Portfolio

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PHONES

VIDEO

HEADSETS

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Enterprise-Ready "Best-of-Breed" Contact Center Solutions

Skype for Business

aspect

CLARITY CONNECT

zeacom

Over 20 Vendors Applications Available!

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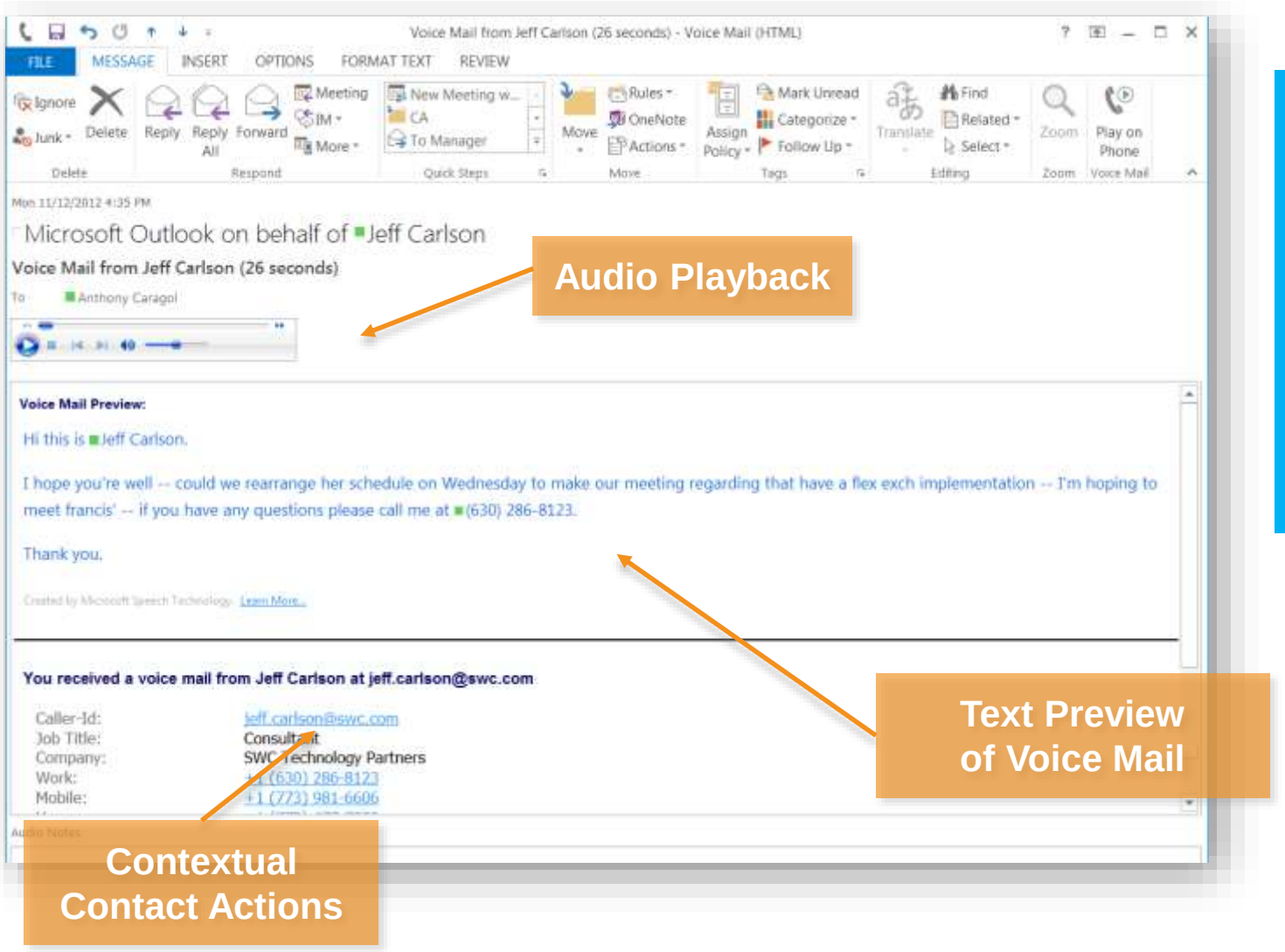
Enhance Voice Mail



- Voicemail Preview
- Rule Based Greetings
- Works With Almost Any PBX

Skype for Business

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Microsoft UC Demo

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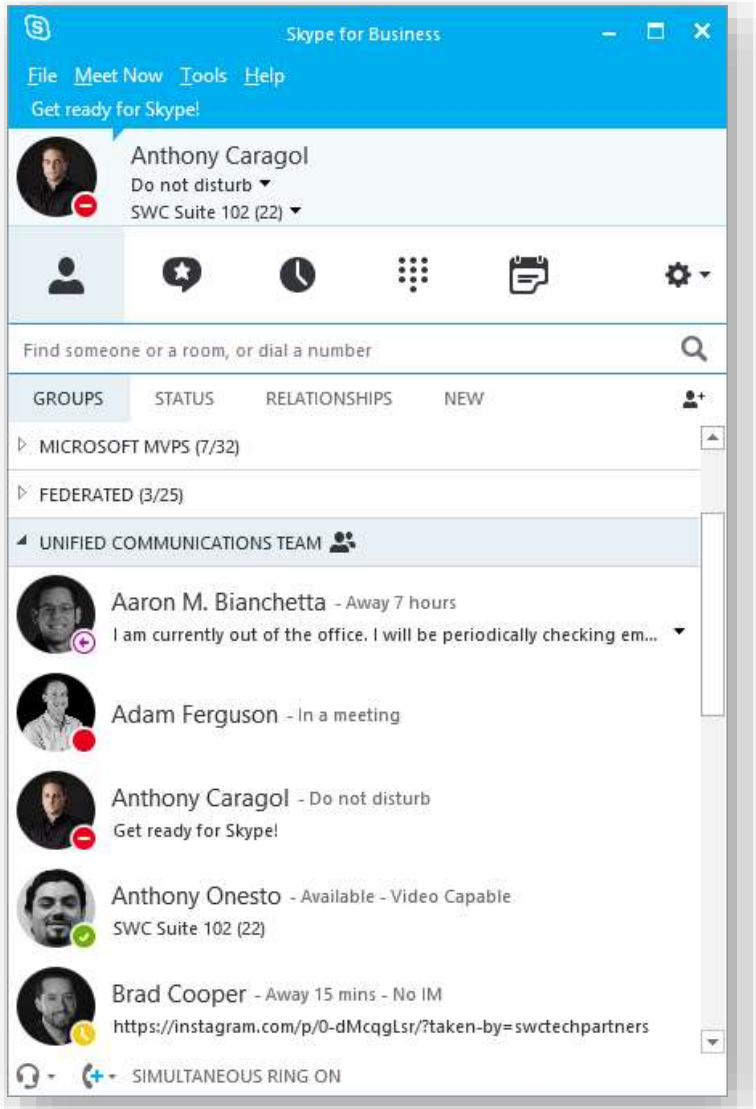

Skype for Business

Demonstration:

- **Skype for Business Client**
- **Skype for Business IM, AV & Web Conferencing**
- **Exchange 2013 OWA**
- **Exchange 2013 UM**

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Business Impact

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Savings

- Conferencing
- Owned Licensing
- Existing User & IT Staff Knowledge

Efficiency

- No Easier Solution for Office Users
- Managed Presence Saves Time and Money
- Integrated with Office 365

Flexibility

- Work from Anywhere
- Desk Phones to Mobile/Tablet Apps
- Customize & Adapt for YOUR Business

Specialized Services

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Exchange	Skype for Business	SharePoint

▪ Specialized Monitoring
▪ Mail Flow & Delivery Troubleshooting
▪ Client Connectivity
▪ Performance Troubleshooting
▪ Configuration Troubleshooting
▪ Standardize Exchange Policy for Mailbox & Attachment Sizes
▪ Conduct Performance Management & Application Tuning
▪ Manage Recipient Policies
▪ Escalations & User Support
	▪ Specialized Server Monitoring:
	  ▪ Front-End
	  ▪ SQL
	  ▪ Edge
	  ▪ Back-end
	  ▪ Monitoring
	  ▪ Mediation
	  ▪ Gateway Appliances
	  ▪ Load Balancers
	▪ Network Connectivity / Performance
	▪ QoE Monitoring Service
	▪ Escalations & User Support
		▪ Specialized Website Monitoring (& Underlying Services)
		▪ Configuration Support / Troubleshooting / Issue Resolution
		▪ Administration / Permissions Management
		▪ Site Provisioning
		▪ Create Lists, Libraries
		▪ Create Page Layouts
		▪ Create Site Templates
		▪ Create Content Types
		▪ Workflow Configuration
		▪ Escalations & User Support

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Key Takeaways

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1. GAME CHANGER IN HOW WE COMMUNICATE

2. ROI AND LEVERAGE MICROSOFT INVESTMENT

3. A LEADING VOICE PLATFORM

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Microsoft Assessments

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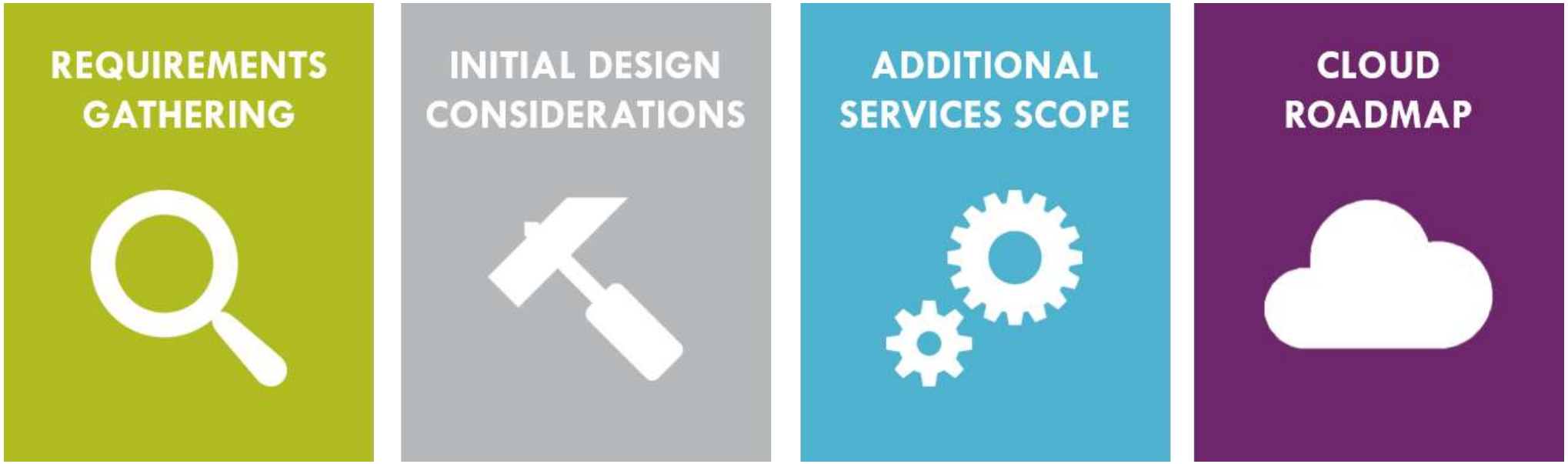
- Get Started with Microsoft-Sponsored Assessments
- Focused on Cloud Solutions (Azure, Dynamics CRM, Skype for Business, O365, Power BI, SharePoint & System Center)
- Thinking About Moving to the Cloud? Let Microsoft Pay for It!



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