

# DELL EMC SERVICES FOR MICROSOFT SKYPE FOR BUSINESS

Connecting people anywhere, from any device

## ESSENTIALS

### Dell EMC can help you:

- Improve productivity and collaboration through integrated instant messaging and presence, web, voice and video conferencing
- Adopt and integrate enterprise voice solutions
- Leverage highly available on-premises solutions and Office 365 to create a flexible hybrid cloud communications infrastructure

### Business Challenges

To remain competitive, today's always-on workforce demands greater mobility and around-the-clock global connectivity on an ever-increasing array of devices. How can you provide a business communications platform that meets these requirements and improve productivity while also maintaining your current level of control and reliability?

Unifying enterprise communication technologies, such as email, instant messaging, conferencing presence, voice, and video, can greatly improve productivity—not just in terms of internal communications, but also in external communications with customers and partners. Implementing a unified communications architecture that enables real-time communication and improved collaboration brings immediate benefits to the business.

### Services Description

Dell EMC can help you plan, design and integrate a communications strategy to improve efficiencies across your organization. We apply proven methodologies and unique IP to uncover business challenges and help you realize the benefits of a Unified Communications and Collaboration (UC&C) solution.

The Dell EMC Services for Skype for Business enables enterprises to create a highly available communications infrastructure that supports improved collaboration and productivity. This service provides a holistic solution that encompasses core unified communications technologies—Skype for Business, Microsoft Exchange Server, Microsoft Office 365, and Microsoft Active Directory. Microsoft has announced that Teams will eventually replace Skype for Business. Our Consulting Services experts can help you determine whether Teams or Skype for Business or even co-existence is best to meet your business objectives. Optional add-on services include Health Check, Network Assessment and Organizational Change Management.

At Dell EMC we understand that when deploying a cloud-enabled business productivity environment such as Microsoft Office 365, it's equally important to support it with flexible management services that provide day-to-day management and administration. Our Management Services for Office 365 provides a natural extension to your in-house IT team, freeing them to focus on more strategic initiatives.

## Dell EMC Service for Microsoft Skype for Business

Our Microsoft-certified consultants will help you envision the early stages of a transformation, speed your transition to Skype for Business and lower overall project risk and business disruption. Our service for Skype for Business includes design, implementation and migration based on our proven methodology executed in three phases.

### Advise

Our consultants start with business and technical requirements gathering and an assessment of your current environment. This in-depth assessment reviews your existing Microsoft infrastructure, determines what is required to support the new unified communications solution, and gathers requirements from a representative cross-section of business stakeholders. We provide guidance and recommendations based on our experience delivering the Office 365 ecosystem to customers of all sizes.

### Plan

Next, we develop a unified communications architecture adapted for your environment and a detailed deployment plan with specific project timeframes. Our consultants build a proof of concept and construct the tools and processes needed to migrate to unified communications. We develop a comprehensive testing and validation plan to address both technical and procedural areas that support ongoing operations as the migration and any related infrastructure consolidation occurs. A core infrastructure build-out and pilot migrations precede the move to a full production environment to further reduce risk and align with your requirements.

### Execute

Transitioning thousands of users from an existing unified communications platform to a new one is complex and time-consuming. During the execution phase, all the careful planning from the first two phases is put into action as we complete the migration to Skype for Business. We understand and address cross-platform integration issues and user experience requirements. After the migration has been successfully completed, we will work with your staff to ensure knowledge transfer and a smooth operational hand-off. We will assist with the rollout and adoption process for end-user training and communications as well as be there to provide that post-migration support as you begin to enjoy the benefits of your new Skype for Business environment and its rich feature set.

## Summary of Benefits

Let Dell EMC help you gain the most from Skype for Business by accelerating improvements in productivity and collaboration that today's business climate demands. Our Microsoft-certified consultants will help you envision the early stages of a transformation, speed your transition to Skype for Business and lower overall project risk and business disruption.

We understand the complexities of deploying Microsoft applications and the infrastructure and devices that support them. Dell EMC has received 49 Microsoft Partner of the Year awards and earned Microsoft competencies for our global customer experience deploying Microsoft applications and operating environments, including UC&C. Our services are designed to make your productivity objectives a reality, offering you:

- Focused, high-impact engagements
- Executed with clear phases and decision points
- Validated, repeatable processes
- Flexible, modular approach



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