



## Skype Operations Framework

A multi-faceted approach to the successful deployment of Skype for Business with customer success firmly at the center.

### Plan

- Gather information and insights
- Define expected business value
- Assess readiness for implementation
- Undertake remediation activities

### Deploy

- Transition from on premises to cloud services
- Implement new features and capabilities
- Deliver rapid success and additional value
- Drive adoption

### Operate

- Maintain a high quality and reliability
- Monitor, report, run and support

\*Not available in APAC

## SOLUTION BRIEF

# Polycom® Services for Office 365

## Developed based on the Skype Operations Framework

### Accelerate the decision-making process

Microsoft Office 365 Cloud PBX and PSTN Conferencing capabilities offer you exciting opportunities to take advantage of cutting edge features without having to deploy and manage complex technologies within your data center.

- PSTN Conferencing allows you to migrate your conferencing and collaboration from third party platforms to a native, integrated Skype for Business Online service while enhancing that experience with collaboration-enabled voice and video endpoints from Polycom.
- Cloud PBX enables you to use Skype for Business Online as your primary telephone service to reduce or eliminate much of your on-premises telephony infrastructure, management, and cost.

Polycom is a leading provider of video and voice devices for Skype for Business. We have deep experience and Microsoft Certified consultants, engineers, and technicians to help your organization understand and benefit from these Microsoft services.

### Begin with a proof of concept or pilot program

The first step for most organizations considering migration to a new technology is a Proof of Concept (PoC) or Pilot project. This enables you to understand the capabilities and use cases it helps solve, and ensures the new technology is the right fit for your organization. Polycom has developed comprehensive services aligned with the [Skype Operations Framework](#) (see sidebar) and FastTrack Onboarding Center to help you evaluate the voice services and devices that enable advanced communications and collaboration experiences to make users more productive and connected. These Services embrace the Plan, Deliver, Operate model that focus on ensuring your organization has carefully planned for voice services and that your infrastructure, network, and organization are ready to adopt the Office 365 platform.

- Pilot for Skype for Business Online Cloud PBX with Microsoft Calling Plans and PSTN Conferencing\*
- Pilot for Skype for Business Online Cloud PBX with On-premises Calling Plans and PSTN Conferencing\*
- Pilot for Skype for Business Online PSTN Conferencing\*

These services are offered at deeply discounted pricing and may be eligible for Microsoft Accelerate funding, FastTrack funding, or other Deployment Planning Services (DPS) to reduce the overall costs to you to accelerate the Pilot or PoC process.

## What do I need to get started?

If you have Skype for Business deployed in an on-premises model today and you want to use Cloud PBX with Microsoft PSTN Calling Plans, the *Pilot for Skype for Business Online Cloud PBX with Microsoft Calling Plans and PSTN Conferencing* is probably the right service for you. This does not require any additional on-premises infrastructure deployment and is your quickest path to quickly evaluating these new services and devices. If you have existing commitments to your PSTN carrier or service provider or you have a complex telephony environment then the *Pilot for Skype for Business Online Cloud PBX with on-premises Calling Plans and PSTN Conferencing* is likely a better fit for your organization. It will integrate your on-premises Skype for Business or Lync pool with Skype for Business Online in Hybrid mode or deploy the Cloud Connector Edition components to integrate your on-premises telephone components with Skype for Business Online. If you're not quite ready for voice, but you want to evaluate the overall collaboration experience which includes audio and video conferencing with dial-in conferencing capabilities along with room based video systems, then *Pilot for Skype for Business Online PSTN Conferencing* is the right service.

The Polycom Pilot services with Hybrid mode requires a functional and supported Skype for Business or Lync pool on-premises with Front End, Edge Server, and Mediation Server roles.

If these prerequisites are not complete, we offer a comprehensive Skype for Business and Lync Envisioning, Deployment, and other associated services that can help you prepare your infrastructure to integrate it with Office 365. The following are optional services that can enhance your Skype for Business Online solution and help accelerate your deployment and return on investment (ROI).

## Network Assessment Advanced

All Skype for Business migrations to Office 365 within the Skype Operations Framework require a Network Assessment Essentials engagement. This engagement is a series of activities and workshops to help you understand how Skype for Business runs on your network and includes traffic modeling to help you understand the expected bandwidth these new real time media applications, QOS best practices and other potential impacts on your network. The output of the Network Assessment Essentials engagement may be a recommendation or requirement for an Advanced Network Assessment where a deep analysis of the network is required to remediate issues, enhance QOS, and simulate the expected workloads and measure performance. Network Assessment Advanced will dig deep into your network using specialized tools to provide you with insight and guidance on delivering high quality real time media experiences to your end users. In addition to the assessment and remediation plan, Polycom provides an annual license for the tool and guidance on setting alerts and monitors

so that it will continuously monitor and alert you to network issues and events before your users may be aware.

## Skype for Business Envisioning Services

All complex deployments should start with an Envisioning engagement. With Envisioning Services, you'll get an in-depth plan to fully deploy and migrate onto a new UC solution in your environment. You will learn how Polycom and Microsoft solutions meet business needs, identify features that align with your business goals, determine inter-dependencies, recognize any limitations, and build a clear strategy, architecture, budget, and plan to execute.

## Skype for Business Deployment Services

If you need to upgrade to Skype for Business, or the Polycom integration pre-requisites have not been installed or configured on your Skype for Business Pool, or you need to deploy Skype for Business or Lync Server Roles to support Hybrid Mode for Office 365 Voice Services, Polycom Deployment services can help you to deploy Lync Core Front End servers for IM and Presence Workloads, Edge Servers for external access and federation with Office 365 tenant and partners, Mediation Servers to support dial in conferencing and Enterprise Voice Workloads, Integration with Polycom collaboration infrastructure to enable the RealConnect capabilities, and many more.

## What's next?

### VVX Solution Design, Installation and Implementation Services

Once you have decided that Microsoft plus Polycom is the right platform for your collaboration needs and are planning to deploy hundreds or thousands of voice and video devices across your organization, Polycom services can deliver the entire project or just components of it where you or your partner cannot scale or geographically reach. Polycom project management and global service footprint can help you to develop an overall migration strategy or assist with repetitive installation, provisioning, and support processes as you migrate new branches and users onto the service.

## What if I need additional help?

In addition to the services described above, video, voice, and collaboration features require a robust Lync Core Infrastructure and network. The Polycom portfolio includes services to ensure your environment is ready to support these real time workloads with offers like Network Diagnosis, Monitoring and HealthCheck services. Implementing the technology is half the challenge of a UC project. Ensuring your users have a great experience learning and consuming it is the other half. We can help with adoption, support and managed services. If you're not quite ready to run a full Office 365 Voice Services pilot, but want to enable the technology, you also have the choice to implement CloudConnector, Deploy Hybrid, or Implement Azure Active Directory Connect with Single Sign On using ADFS.

## Why Polycom for your Skype for Business migration?

Polycom has more than 25 years of communications and collaboration experience and knowledge. We offer a broad portfolio of services worldwide, including design, deployment, support, training, optimization, and managed services. Our delivery team has decades of combined experience, dozens of Microsoft certifications and broad expertise in networking, adoption, telephony, handset provisioning and installation, app development and more.

We are here to ensure your investment in our solutions delivers real business benefits and accelerates your return on investment. For more information, please contact your authorized Polycom representative or partner.

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## About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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