

Skype for Business Accelerator

A proven approach leveraging the Skype Operations Framework to enable Microsoft communications success.

The shift to the “new world of work” forces IT to move quickly. However, most IT leaders struggle to evaluate the unknowns in the legacy infrastructure while attempting to successfully deliver more advanced communications to the enterprise. According to a [recent study](#), over 78 percent of employees highly value the ability to access work from outside the office. New demands such as remote employees and evolving business models quickly outpace IT’s ability to deliver the experiences necessary today.

Softchoice leverages the [Skype Operations Framework](#) of Plan, Deliver, Operate alongside the proven methodology of nearly 1000 Cloud deployments, to provide clients the Skype for Business outcomes they envision. Enabling IT leaders to evaluate their current infrastructure readiness and deliver a rich, integrated communications experience required to support new demands of the business. Through in-depth analysis of current business requirements and existing telephony/network infrastructure, Softchoice Skype for Business engineers craft a design based on a community-refined approach and implement a specific solution unique to the client’s environment.



Who should be involved?

Softchoice recommends clients assemble a cross functional project team. This includes IT and applications teams and a senior IT sponsor who can create alignment around issues and business drivers and guide prioritization

Why Softchoice for Skype for Business?

- Highly tenured resources with legacy telephony and network expertise.
- Structured methodology designed to integrate client stakeholders and diverse requirements through interactive workshops and experiences.
- Community developed best practices reaped from hundreds of Microsoft collaboration projects and supported by Skype for Business certified resources.
- Direct access to early release and adoption programs to mitigate risk and improve deployment success.

Phase	Client Benefits
Plan & Assess <ul style="list-style-type: none"> • Structured discovery and planning sessions gather a firm understanding of requirements and evaluate the infrastructure • VoIP network readiness assessment 	<ul style="list-style-type: none"> • Confirms the best strategy to plan and prepare for the overall setup, configuration, migration and deployment • Mitigates future risk by identifying issues prior to deployment while designing for immediate and future needs
Design & Prepare <ul style="list-style-type: none"> • Prepare a detailed design document with client review. 	<ul style="list-style-type: none"> • Accelerates the client understanding of the proposed direction and acts as a final checkpoint to ensure alignment
Deliver, Deploy & Enable <ul style="list-style-type: none"> • Implementation based on the agreed upon design plan including user acceptance 	<ul style="list-style-type: none"> • Improves the final user experience by conducting intensive testing leading to remediation if required prior to the cutover
Adopt <ul style="list-style-type: none"> • Proven user adoption program to ensure applied use of the new technology 	<ul style="list-style-type: none"> • Prepares users for the change and provides structured user training to ensure the user base adopts the new communication tools
Operate, Monitor & Support <ul style="list-style-type: none"> • Structured workshops to review documentation and conduct administrative knowledge transfer • Softchoice’s premier Managed Service, Keystone Essentials for Skype for Business (optional). 	<ul style="list-style-type: none"> • Builds team knowledge related to administration and the implemented solution, allowing for future expansion and improved ongoing management • With Keystone; 24x7 access to certified engineers, continued mentorship, support, and escalation management

Why the Softchoice Skype for Business Accelerator works

The Skype for Business Accelerator leverages a unique pool of networking and Skype for Business experts to deliver on the communication goals that matter most to your business and your people. By working with Softchoice, you’ll benefit from the combined experience of hundreds of successful Microsoft project engagements. Our goal is to ensure effective planning, high performance systems infrastructure and the support you need to drive adoption and manage your Skype for Business solution effectively over time.

Contact your Softchoice Account Manager to schedule an appointment with a Skype for Business Solution Architect.