Managed Services for Skype for Business

Microsoft Office 365 Skype for Business is changing the ways businesses communicate and collaborate. Combined with Managed Services from CrossPoint, your Skype for Business implementation will be fully managed, and enhanced with the infrastructure and endpoints required for full PSTN telephony and video conferencing in any country.

Skype for Business empowers productivity for your staff anywhere, anytime and on any device, with the security and reassurance of a Microsoft backed solution. CrossPoint's end-to-end Managed Services have you covered globally for instant messaging, presence, PSTN voice calls, video meetings, screen sharing and collaboration all back by SLAs.

Managed Services for Skype for Business

CrossPoint can support your business with the multiple components and service elements required for a successful deployment:

- Microsoft Office 365 Subscriptions
- Infrastructure as a Service (Analog, ISDN and SIP)
- Endpoints as a Service (Voice and Video)
- End-to-end Services (Plan, Deliver & Operate)

Microsoft Office 365 Subscriptions

CrossPoint is flexible when it comes to Microsoft Office 365 subscriptions and supports the following options:

- Bring your own (BYO). To enable the telephony features in Skype for Business your users will need Microsoft Office 365 E5 subscriptions, or E1/E3 subscriptions with the Cloud PBX Add-on. If you have these already, we can help manage and integrate the most appropriate infrastructure and endpoints.
- Upgrade or Add-on. If you already have E1 or E3 subscriptions but require the E5 upgrade or Cloud PBX Add-on, we can help you with either option.
- New to Office 365? We can assess your current licensing environment to determine readiness to migrate to Microsoft Office 365 and Skype for Business Cloud PBX before helping you to subscribe and migrate to the cloud.

Infrastructure as a Service (Analog, ISDN and SIP)

With the Skype for Business Cloud Connector Edition (CCE) you can make and receive traditional phone calls using Skype for Business in any country, and you are not limited to the locations where Microsoft offers PSTN Calling. With CrossPoint Infrastructure as a Service we can migrate your existing PSTN telephone numbers and internal extension numbers from your existing office phone system to Skype for Business Cloud PBX.

CrossPoint has over a decade of experience in providing enterprise IP telephony solutions as a service and we bring that experience to our Managed Services for Skype for Business. Whether your existing PSTN telephony lines are Analog, ISDN or SIP, we can migrate them to a managed gateway and CCE server. CrossPoint is able to design, build and replicate complex interactive voice response (IVR) functions for incoming calls before they are answered by Skype for Business users on their laptop, smartphone or compatible IP phone. You get enhanced productivity, while your customers, partners and suppliers can continue to contact you in the same way as they do today.

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Endpoints as a Service (Voice and Video)

For environments and staff that require a traditional deskphone or video conferencing system instead of the Skype for Business software application on a PC, tablet or smartphone, CrossPoint can provide Skype for Business compatible IP Phones and Video Teleconferencing Endpoints as a Service.

When you subscribe to Endpoints as a Service the endpoint hardware, logistics, maintenance, monitoring and break fix support are all bundled into a fixed monthly recurring charge per device. This service provides the ability to standardise your endpoints globally whilst avoiding up front capital costs, and gives you the predictability to improve financial planning.

CrossPoint is vendor neutral and supports a range of IP Phone manufacturers, but we recommend Polycom IP Phones and Video Teleconferencing endpoints for their outstanding quality, native integration into Microsoft Office 365, easy to use design and rugged build quality.

The sample models below are a selection of what we can offer, and all support native Skype for Business interoperability, right down to the realtime presence information of your favourite Skype for Business contacts.

Polycom VVX 400/410
3.5 inch Colour Screen
Display 11 Favourite Contacts

Polycom VVX 500
3.5 inch Colour Touchscreen
Display 11 Favourite Contacts

Polycom VVX 600
4.3 inch Colour Touchscreen
Display 15 Favourite Contacts

Polycom Trio 8800
IP Conference Phone with
5.0 inch Colour Touchscreen
Optional USB Video Camera

Polycom Room Systems
High definition video systems with optical zoom cameras for larger meeting rooms and boardrooms

Skype Operations Framework (Plan, Deliver, Operate)

CrossPoint is a Microsoft Silver Cloud Productivity Partner with proven expertise in Office 365 and Skype for Business, and our project management and service delivery processes are aligned with the Microsoft Skype Operations Framework:

Phase One – Plan	
Outcomes	Activities
Envision	Discovery Workshop
Assess	Site Survey & Needs Analysis
Design	Hardware, Network & Service Architecture
Prepare	Logistics, Software & Service Subscriptions

Phase Two – Deliver	
Outcomes	Activities
Deploy	Readiness Assessment, Project Planning, Resource Scheduling, User Acceptance Test
Enable	Endpoint Rollout and User Training
Adopt	Usage Reports and Adoption Strategies
Enhance	Enable enterprise voice features such as Complex IVR, Inbound & Outbound Centres, Least Cost Routing, CRM integration, Custom Services

Phase Three – Operate	
Outcomes	Activities
Monitor	Network Operations Centres provide 24x7 Service and Infrastructure monitoring
Report	User Adoption, Service Delivery & SLA Reports
Support	End User Helpdesk available in 8x5, 8x7, 12x5, 12x7 and 24x7 packages
Run	MACDs, Capacity Management, Infrastructure Updates

The CrossPoint Managed Service Advantage

- Focus – fully managed end-to-end services allow you to focus on your core business rather than complex IT issues.
- Convenience – benefit from the simplicity a single point of contact and a single Service Level Agreement.
- Experience – our solutions are backed by years of experience and technical expertise in IT system and telecommunications integration.
- Cost – we operate an OPEX model as opposed to a CAPEX model, which means a predictable monthly payment schedule and no upfront capital investment in infrastructure or endpoints required.

To find out how we can help empower your business visit www.crosspoint-telecom.com/skype-for-business

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