



# Skype Operations Framework

**Throw it on our pile of Microsoft competencies, Converge One is considered an elite partner, trained and aligned to deliver Skype-ccess.**

The shift to cloud requires rethinking how enterprises Plan, Deliver and Operate Skype for Business. With the Skype Operations Framework (SOF), Converge One provides a multi-faceted approach to the successful deployment of Skype for Business. We provide practical guidance, recommended practices, tools and assets to enable organizations to plan, deliver, and operate a reliable and cost effective Skype for Business Service in the cloud. We utilize our experience with, and understanding of, the Skype for Business online lifecycle for organizations to effectively engage their populations and drive Skype adoption and usage. Committed to operational excellence and high quality migrations / deployments we go beyond the stand up with guidance towards the update and training continuum. Of course, everyone will say that, **keep reading** to get to know how Converge One is **uniquely positioned** and **stands apart** from the rest.

Plan		ENVISION
		ASSESS
		DESIGN
		PREPARE

Deliver		DEPLOY
		ENABLE
		ADOPT
		ENHANCE

Operate		MONITOR
		REPORT
		SUPPORT
		RUN

# C1 + SOF, We Woke Up Like This

## Blood from a Turnip

We get it, you've got less budget, you're supposed to utilize your existing investments, but everyone is clamoring for the new. For decades, C1 has been deploying and integrating with legacy PBX platforms. We have **active practices** supporting **Avaya Blue, Avaya Red, and Cisco**. Our Microsoft Productivity Team does a great deal of **Intelegration** (Intelligent Migration) work and are fully versed in the tools needed to bring you into today.

## Cont@ct Center Assessment

"If my cell phone can do it, why can't your company offer me service through that modality?" Managing omni media, and the escalation between, means starting a conversation in mobile (SMS, IM, etc.), move to call or video, and eventuate in co-browsing. Kiosk deployment, positioning, and queueing is also growing in adoption along with the future of devices built for enhanced naturalized user interfaces. There is no platform as equipped as Skype for Business for this seamless delivery and we stand ready for this discussion.

## Agreement Advisor

Who is using what? Does our environment support growth we're just not turning on? What Microsoft planning, training, or adoption entitlements are we not exercising?

Are we ready for a licensing audit? Our team offers complete resource planning to assess and prepare, drive user adoption, and execute ongoing operations to drive ROI

## Quit your other job, Keeping Up.

The rate of innovation is not slowing down, and Skype is a dynamically integrated platform which can be consumed in a growing number of ways. C1 stays closely plugged into the **Ecosystem Feed** assessing updates and third party (ISV) applications for overlap, even over multiple platforms, letting you concentrate on your solution needs.

## Managed Much? Maintenance and Proactive Monitoring

**Support** offers a range from basic issue resolution to complex troubleshooting. With Integration Support we bolster multivendor environments which currently include 2 million + managed voice ports. C1 day 2 support for Lync and SfB have tiered levels of service, guaranteed response times, and 24x7x365 proactive alerts.