

# Cloud Accelerator



## Office 365 Managed Deployment Service

Skype Operations Framework | DELIVER

Deploying Office 365 workloads across the enterprise with predictable results requires expertise. Learning how to enable uses, migrate DID's, enable cloud PBX, turn on new features like Skype Meeting Broadcast all come with a level of expertise and experience to get deployments right the first time. Your first deployment is not the time to learn by doing which often results in disaster and delayed transformation.

### Who is Cloud Accelerator For?

- Enterprises deploying Skype for Business On-line
- Enterprises deploying hybrid workloads

### Why Partner?

Partnering with Modality to help with your cloud deployment accelerates the transition and reduces the impact to end users. Modality can help to implement a scalable plan for success with expert guidance to get the deployment done right the first time.

Our service builds on our architecture and environmental assessment (UC365 Network Assessment and Cloud Explorer) giving a clear roadmap of how best to migrate users and known risks. Our cloud experts will walk your team through every stage of the deployment plan to assist in a predictable cloud transformation with user success in mind.

### Cloud Accelerator

Skype Operations Framework | DELIVER

Building on discovery from Cloud Explorer Modality Systems takes the prescribed architecture and environmental assessment to facilitate your managed pilot directly into production. Modality Systems will help to build a predictable transformation with end user success in-mind.

Our approach starts with user preparation, user adoption, and ends with user acceptance. Through the engagement our team will train and guide your IT team or assist with complete migration of your users to include DID porting, user enablement, and assignment of phone numbers.

Our adoption kit includes all the factors for successful user uptake including virtual training, user awareness campaign, and go-live end user support.

### Key Features:

#### Project Plan Skype for Business On-line Integration

- User Assignment
- Phone Number Distribution
- Porting of DID's
- User Enablement
- Office 365 Workload Enablement

#### Polycom VVX Enablement End User Adoption

- Virtual Training
- E-mail Campaign
- Managed User Training via TrainME
- Go-Live End User Support
- User Satisfaction Survey SurveyME & TrainME
- Service Summary & Service Acceptance

### Challenge Us

to build your organization a  
roadmap to an Advanced  
Collaboration environment

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## “Users who understand UC champion productivity done right.”

### The Fast-Track To Cloud Transformation

**Operation Success:** Once You’ve deployed Office 365 workloads Modality Systems can assist to maintain your production deployment by moving into the **Skype Operations Framework | Operate** stage with Managed Experience for Cloud. Managed Experience brings Modality expertise of habitual oversight and operational best practices for the highest user satisfaction and platform assurance. Managed Experience provides access of Tier 2 – Tier 4 troubleshooting, resolution of use issues, or extension to Microsoft support teams. Managed Experience greatly reduces time to know, time to resolve and enhanced user satisfaction to accurately and quickly resolve the most complex issues inside or outside your network.

White Glove Executive Adoption Assistance can be added with Cloud Accelerator Complete to ensure executives and

their admins are enabled for the highest degree of success.

### Cloud Accelerator includes a 90-day subscription to SurveyME and TrainME

**SurveyME:** An integrated Skype for Business **SURVEY ME** survey solution that can be utilized to assess user satisfaction and potential user issues reducing help desk tickets and ensuring end-user success. A one time summary and user satisfaction poll will be taken during cloud transition.

**TrainME:** An integrated Skype for Business **TRAIN ME** training solution that can be utilized to assist users with consuming change by offering manageable training aspects over a timeline as not to overwhelm the user, but give them bits of knowledge at a consumable flow rate. TrainME ensures utilization and understand of the Skype for Business transition.

Service Deliverables	Basic	Essential	Complete
Dedicated PM	Remote Only	Remote	On-Site
Project Plan	✓	✓	✓
Skype for Business On-Line Integration <i>User Assignment</i> <i>Phone number distribution</i> <i>User Enablement</i> <i>Office 365 Workload Enablement</i>	Modality Assisted <i>(Customer Responsible, with help of Modality)</i>	Modality Facilitated <i>(Modality Responsible)</i>	Modality Facilitated <i>(Modality Responsible)</i>
Porting of DID's	Modality Assisted	Modality Facilitated	Modality Facilitated
SBC Integration <i>(Hybrid Scenarios – Only supported SBC's)</i>	Not Available	✓	✓
Polycom VVX Enablement	Standby Help Only	✓	✓
End User Adoption <i>Virtual Training</i> <i>E-mail Campaign</i> <i>Managed User training Via TrainME</i>	Adoption Kit Only	Modality Facilitated	On-Site Assistance
Go-Live End User Support	Not Available	✓	✓
User Satisfaction Survey via SurveyME or AlertME <i>User acceptance summary</i> <i>Issues list and proposed mitigations</i>	✓	✓	✓
Service Summary & Service Acceptance Checklist	✓	✓	✓
Users Enabled (Scalable plan available)	Up to 2,000	Up to 2,000	Up to 2,000
Timeline	45 Days	45 Days	45 Days

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**Customer Responsibilities:** Customers purchasing Cloud Acceleration service will be required to provide hardware, license and related software for intended Office 365 scenarios. Customers will have Active Directory Federations Services deployed. A minimum of E3 license is required. Active Directory environment has phone numbers populated accurately in E.164 format. Some workloads and solutions may not be available in the cloud; Modality may offer solutions outside of the cloud on a case by case basis as separate consulting engagements.

**Microsoft Partner**  
Gold Communications  
Gold Cloud Productivity  
Silver Application Development