Microsoft Productivity

Unified Messaging

Exchange Online

SBC · Cloud · 3rd Party PBX · Voicemail Email

Is it time to dump
the ol' PBX?   Maybe.

AS LOW AS $2
per user per month

Microsoft End of Support

3rd Party PBX, Session Border Controllers, and Unified Messaging with Exchange Online

For more than a decade Microsoft has offered Session Border Controllers in their Exchange Online cloud to help customers realize cost savings and efficiencies around voicemail to email. They may have hoped that these savings would fund the market's migration and adoption to a truly Unified Communications solution like Skype for Business(SfB). They may have just grown weary of supporting and ever-shrinking use case, but whatever the reasons, that period is coming to an end. The sky is not falling, you can still use voicemail as a means of asynchronous communication, just not with a third party PBX, an SBC, and Exchange Online come July 2018.
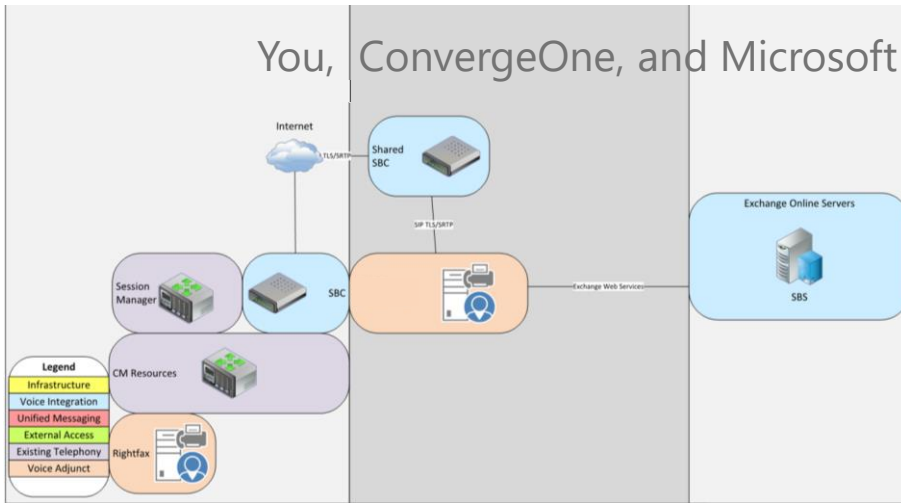
C1oudMail – The best QUICK FIX

Enter C1oudMail. It may seem counterintuitive that we, a Microsoft Gold Communications and Productivity Partner, would also offer a clouded solution to help customers stay in proprietary PBX plastic-ware, but our loyalty is to our customers, not a particular manufacturer. So, in cases where the customer wishes to still slay a Return On Investment and squeeze the depreciable "blood from a turnip" on their hardware investments, we stand and deliver a service focused solution that will allow an already public-facing UM experience, with your existing SBC, to point to our private cloud and Exchange Online.

Before we discuss the wisdom in letting the smoke clear around supportable configurations, lets have a look at a basic topology.

Premise
Hybrid
Cloud
Yes

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ConvergeOne

convergeone.com

Microsoft is a software company employing hardware, where needed, for functionality. Anytime they can employ a software solution they will, especially when they are focused on improving their cloud with sustainable, repeatable, and regional architectures. The C1oudMail solution will support UM through every potential change. Talk to your National Account Manager about pointing and alignment services with competitive pricing.

Or, hey…, Let's get you migrated!

Or something like that. Our valued SBC partners like AudioCodes, Sonus, and Oracle have come to the table to help rethink your hardware investment. While all are engineering toward the most cost effective uses of APIs such as Exchange Web Services, or braining up your existing SBC infrastructure, most of these solutions will need to utilize Cloud PBX Subscriber Access Licenses. As a Microsoft 365 Cloud Solution Provider ConvergeOne can help with licensing, integration, and implementation of the needed SfB instances to keep you running smoothly. In some cases decisions need to be made on consumption models of SfB, like Premise, Hybrid, or Cloud. As a Skype Operations Framework Partner with deep roots in Legacy PBX, we are uniquely positioned to move you forward to true Unified Communications. Many of our Independent Software Vendors and Microsoft ecosystem manufactures are motivated to bring value to these conversations, so please let us know your intended outcomes so we can begin advocating in the right direction.

Third Party Voicemail Systems

Before Microsoft started to virtualize Exchange, there was a market need for functional voicemail platforms that were not part of the PBX or the email platform. As the nations largest Elite Partner of AVST, ConvergeOne

Does This Impact My Specific Environment?
We can help you determine that.

A Design Assessment from ConvergeOne ensures that all the requirements of your UM strategy are discovered and met.

Exchange Voicemail Scenarios	Affected by EOL
3rd party PBX → EXO UM via Session Border Controller (SBC)	Yes
3rd party PBX → EXO UM directly via Exchange Web Services, etc.	No
3rd party PBX → EXO UM via non-SBC 3rd party solution	No
3rd party PBX → Exchange on-premises UM	No
Skype for Business on-premises → EXO UM	No
Skype for Business on-premises → Exchange on-premises UM	No

Engineers and Solution Architects have a firm handle on the ways to accomplish a flexible, scalable, and secure Unified Messaging solution. We've integrated with hundreds of PBX's in both premise and cloud. These systems can help you to continue using Exchange UM Outlook Forms while providing PBX-related functions:

- TUI / VUI – including alternate TUI emulations
- Personal Greeting management
- Message Waiting Indication
- Outcall and SMS notification

ConvergeOne uses approved solutions that connect to Exchange UM via EWS / Graph API's, and can take over all telephonic application interfaces. Let's engage on a tailored solution soon, the clock is ticking.

For more on how ConvergeOne can serve to Deliver and Operate with Skype Operations Framework, UM Integration, or the full portfolio of ConvergeOne solutions and services, please contact your ConvergeOne representative, visit our SOF Landing Site, convergeone.com, or call 888 321 6227.

OPERATE

Alignment with SOF

During this phase, we will provide guidance on how to maintain a high quality and reliable Skype for Business Online service, covering monitoring, reporting, run and support services.

Maintain SLA for VM delivery
C1oudMail Adoption Outline
Vision and Scope Document

Voicemail to Exchange RTP Design
Service / Server migration design
Client and User Migration and adoption

Confirmed alignment with UM
EOL support. Confirm
infrastructure readiness
Remediation