

Smart organisations use Skype for Business to offer employees a complete and intuitive suite of collaboration tools.

Designed to integrate with the familiar office tools of Office 365 and existing systems, Skype for Business rolls instant messaging, presence, voice calling, conferencing and screen sharing into one solution that unifies and streamlines business communications. With its easy, effective and secure communication features from one soft client, it eliminates the need for traditional telephone and conferencing systems, supporting collaboration with customers and business partners at a click.

Are You Ready To Embrace Skype for Business?

With Embrace, the managed service wrap from Britannic Technologies, you get even more out of Skype for Business. Created using Microsoft's Practical Guidance for Cloud Voice, Britannic Embrace puts the management of your Skype application into the hands of cloud experts. While we take care of its integration, management and maintenance, you can focus on doing business.

Together, Skype for Business and Embrace enhance your business capabilities with flexible cloud voice services, application integration and contact centre integration.

Key Features

Skype for Business puts communication at the heart of your teams with one easy-to-use platform for calling, messaging, conferencing and sharing.



Messaging

There's instant messaging, and messaging via text, voice, and video, with emojis and emoticons.



Conferencing

Organise meetings, calendars, team sessions and conferences.



Recording

Record audio and video calls for compliance, training and reference.



Calling

Teams can call Skype-to-Skype, mobiles and landlines, and create group calls. Includes making international calls at local call rates.



Sharing

Send files, photos and videos or share screens, presentations and contacts.



Phone System and SIP Calling

Cloud PBX and SIP calling replace traditional on-premises telephone systems, providing greater call quality alongside advanced call management functions essential in the modern workplace. Key productivity features include one-touch dialling, call delegation and answering, call forwarding, tracking and recording. Enhanced authentication and security mean that communications and data are kept safe end-to-end.

Skype for Business in the Contact Centre

In partnership with Enghouse Interactive, Britannic Technologies delivers next-generation contact centre solutions that support multichannel interactions and CRM integrations. Integration with Skype for Business controls and functionality across a wide range of interaction methods are supported to facilitate fast back office communication between contact centre agents and departmental experts. Combine voice, email, SMS, web chat, social media, WebRTC and workflow automation to supercharge front line customer service.

Integration with Office 365 Tools

Office 365 incorporates the productivity tools for the modern workplace, combining Office favourites with next-generation applications, including Skype for Business. With over 85 million users worldwide, Office 365 is fast becoming the productivity suite of choice for SMBs that seek to improve communication, collaboration, efficiency, and employee productivity.

The Britannic Edge

Cloud voice expert and systems integrator with 30 years' experience in UC, real-time communications, networking and contact centre technologies, Britannic builds strong technology partnerships with customers across 27 countries worldwide to innovate communications and transform the way they do business. Quality and security accredited (ISO 9001, ISO27001 and ISO22301), Britannic designs, delivers and develops ICT services with its own SIP and cloud platform and supports customer solutions with premium engineers and IT developers.

Britannic's 3 Steps to Embracing Skype for Business

1 | Envision

Envision — We are with you all the way from our initial meeting through to discovery sessions and detailed planning workshops.

Assess — Our experts undertake a full evaluation and readiness assessment of your network and advise on licensing required and best practice set up, to support your goals.

Design — We detail a phone system and SIP design, and create a comprehensive adoption plan.

Prepare — We remedy any networking issues, complete your deployment planning, and schedule our PRINCE2 qualified Project Management Team ready for 'Onboarding'.

2 | Onboard

Deploy — We put in place the Office 365 and conferencing components plus the calling plan, and onboard individual users, testing for quality and reliability and remedying any issues.

Adopt — Through workshops, videos and training we encourage cultural adoption and application to business processes, monitoring usage and service quality.

Enhance — We ensure your service is always up to date.

3 | Drive Value

Monitor — Our high-quality, reliable management system means you receive high-quality, reliable, proactive service.

Report — Reports help you make informed planning decisions, based on capacity and utilisation.

Support — Tailored support means user issues are swiftly resolved.

Run — Maximising quality and reliability, we keep your users empowered and the service up-to-date with software updates and upgrades.



GET IN TOUCH

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• included | - optional

		OUTCOME	ACTIVITY
ENVISION	Consulting	<ul style="list-style-type: none"> Captured business requirements 	<ul style="list-style-type: none"> Business discovery workshop - Define business use cases and success criteria
	Readiness Assessment	<ul style="list-style-type: none"> Defined deployment model, architecture and approach 	<ul style="list-style-type: none"> Evaluation of current technologies in use Create architecture and design Firewall and proxy compatibility
		- Technical awareness of current environment	<ul style="list-style-type: none"> - Technical discovery session - Extended system discovery session for hybrid deployments
		<ul style="list-style-type: none"> Recommendation for end-user devices 	<ul style="list-style-type: none"> Devices compatibility
	Network Assessment	<ul style="list-style-type: none"> Appropriate licences recommended 	- Licence and setup audit
		<ul style="list-style-type: none"> Network and bandwidth analysis and recommendations 	<ul style="list-style-type: none"> Calculate bandwidth requirements Run network tests - Voice-quality and load assessment
		- Wifi capability and requirements determined	- Wifi assessment
	Voice Design	<ul style="list-style-type: none"> Personas defined 	<ul style="list-style-type: none"> Persona analysis
		<ul style="list-style-type: none"> Defined Voice migration strategy 	<ul style="list-style-type: none"> Voice design workshops - Voice quality over wifi
ONBOARD	Remediation	<ul style="list-style-type: none"> Completion of remediation work 	<ul style="list-style-type: none"> Remediate issues
	Project Management	<ul style="list-style-type: none"> Key success indicators validation 	<ul style="list-style-type: none"> Create implementation plan
		<ul style="list-style-type: none"> PRINCE2 project managed delivery 	<ul style="list-style-type: none"> Kick off meeting
		<ul style="list-style-type: none"> Deliver high quality Skype for Business online services 	<ul style="list-style-type: none"> Technical/business workshops coordination Weekly progress update Enable services and users - Site by site enablement
	Organisational Change Management	<ul style="list-style-type: none"> Transformation and adoption plan ready 	<ul style="list-style-type: none"> Standard transformation and adoption plan End-user and site acceptance testing
	Adoption Training	<ul style="list-style-type: none"> Administrator trained 	<ul style="list-style-type: none"> Administrator on boarding training
		<ul style="list-style-type: none"> Super users or champions trained and ready to drive internal adoption 	<ul style="list-style-type: none"> Train the trainer session
		- End users trained	<ul style="list-style-type: none"> - Unlimited online materials for users - On-site training and floor walking
DRIVE VALUE	Transition to Run	<ul style="list-style-type: none"> Project handover document 	<ul style="list-style-type: none"> Project handover to supporting team
	Quality Monitoring	<ul style="list-style-type: none"> Embedded call quality dashboard 	<ul style="list-style-type: none"> Guidance on how to read CQD - Customised analysis and report preparation
		<ul style="list-style-type: none"> Setup to meet compliance requirements 	- IM Archiving
	Report	<ul style="list-style-type: none"> Support on live dashboard key metrics 	<ul style="list-style-type: none"> Monthly usage report - Customised reports
	Support	<ul style="list-style-type: none"> Maintain and enhance delivery of a high quality and reliable Skype for Business online service to end users over time 	<ul style="list-style-type: none"> Monitor service quality and usage Provide ongoing support