

AVI SYSTEMS

Skype for Business Visual Collaboration Offer



Aligning Skype for Business with Visual Collaboration to create a truly unified environment.

Microsoft Skype Operations Framework



How we collaborate and solve problems is very different today, given the global way we work. Teams and entire organizations are looking for ways to collaborate, bring together expertise to solve problems, and arrive at decisions faster. Skype for Business, especially as part of Office 365, is a powerful and cost-effective way to solve this challenge. AVI's unique ability to bring together multiple platforms from multiple vendors – including voice, video and Skype for Business – with O365 and on-premises systems is even more powerful. Imagine, a common and simple workflow that brings together teams of people in conference rooms and individuals on desktops and mobility devices, all working on same topic and sharing information; using Skype for Business Online, O365 solutions including Cloud PBX and PSTN conferencing.

To accomplish this challenge takes more than just amazing products - it takes a proven process that unifies existing technologies with O365 and Skype for Business Online in ways that drive adoption and supports the way people want to connect and get work done together. At the center of this process is the Microsoft Skype Operations Framework (SOF), a process that aligns your use cases and culture with Microsoft best practices and design standards needed to establish the capacity, reliability and adoption needed for enterprise-wide collaboration. When AVI leads your organization through SOF, in conjunction with AVI's Proven Process and Enterprise Practices, the result is an integrated solution that meets your use case requirements and aligns with your workflows and culture.

The AVI / Microsoft Skype Operations Framework Model

The following list of activities are included in AVI's Skype for Business Visual Collaboration Offer. The solution provides planning, delivery and operational support for a fully integrated Skype for Business based Cloud PBX and PSTN Conferencing solution integrated with your video environment.

PLAN

Define business cases and operational expectations.

AVI Roadmap Session

Define user groups and expected experiences.

AVI Roadmap Session

Identification of current workflows, demands for improvements and key areas of adoption.

AVI Roadmap Report

Define current systems and platforms, needed platforms and the gap in technologies including client and device readiness

AVI Roadmap Report

Identification of current capabilities, baseline health assessment, readiness assessment and operational role mapping along with remediation of limitations.

AVI Readiness Assessment Including Baseline or Advanced Network Readiness

A formalized solution architecture, scope of work, adoption plans and budget

Architectural Design Report (ADR)

Preparation of team members for deployment, consensus on policies, prepared helpdesk.

Architectural Design Report (ADR)

DELIVER

Delivery of Proof-of-Concept (AVI Lab) including integration with other technologies (as needed), test and assessment.

ADR - Proof-of-Concept

Consensus with other IT stakeholders to ensure interoperability and compliance as well as survey sites for a site roll out plan.

ADR - Governance

Delivery of Pilot Office 365 (and on-premises if needed) solutions.

Execute Pilot Delivery Execution.

Assessment of reliability, adoption and improvements.

Pilot Assessment and Early Adopter Training

Delivery of SfB Online Cloud PBX and PSTN Services, network and client upgrades, data migration.

Execute Production Delivery

Optimization of production solution including end user awareness, acceptance testing and admin training.

OPERATE

Constant improvement and adoption utilization.

Execute Adoption Plan and Executive Analytics

Maintenance and monitoring of production solution.

Execute on AVI Pro Support Plan

Measure and review key system indicators and align solution performance to key business goals.

Execute Quarterly Business Reviews

Ensure system and design standards are complied with, solution design improvements are made and emerging technologies are adopted as needed.

Perform Semi-Annual Design Reviews and Improving Performance and Adoption.

Onsite personnel per support agreement.

Execute on AVI Pro Support Plan

Enablement of desktop computing and UC helpdesk support.

Provide Tier 1 Helpdesk Support per Support Agreement

Enablement of remote diagnostics and application helpdesk.

Provide Tier 2 Remote Diagnostics and Support per Support Agreement

Enablement of warranty repair, software maintenance and on-site support (as needed).

Provide Tier 3 Warranty Repair and Onsite Maintenance per Support Agreement

Enablement of analytics, life-cycle planning and critical issues remediation.

Provide Tier 4 Analytics, Planning and Product Remediation per Support Agreement

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