Polycom® Office 365™ Cloud PBX and PSTN Conferencing Migration Service*

Delivered following the Skype Operations Framework

Accelerate the decision-making process

Microsoft Office 365 Cloud PBX and PSTN Conferencing capabilities offer you exciting opportunities to take advantage of cutting edge features without having to deploy and manage complex technologies within your data center.

- PSTN Conferencing allows you to migrate your conferencing and collaboration from third party conferencing platforms to a native, integrated Skype for Business Online service while enhancing that experience with collaboration-enabled voice and video endpoints from Polycom.
- Cloud PBX enables you to use Skype for Business Online as your primary telephone service to reduce or eliminate much of your on-premises telephony infrastructure, management, and cost.

Polycom is a leading provider of video and voice devices for Skype for Business. We have deep experience and Microsoft Certified solution architects, consultants, engineers, and technicians to help your organization understand and benefit from these Microsoft services.

Polycom Office 365 Cloud PBX and PSTN Conferencing Migration Service

The Polycom Office 365 Cloud PBX and PSTN Conferencing Migration Service will guide you through the applicable activities within the Skype Operations Framework (SOF) Plan, Deliver, and Operate phases of your migration that are necessary to migrate a branch, office or other defined group of users to Office 365 Cloud PBX and PSTN Conferencing. It helps you focus on the infrastructure, network, device, and other technology prerequisites as well as the organization change and adoption considerations you need to make to ensure your users are successful and you meet your goals and objectives.

Skype Operations Framework

The Skype Operations Framework (SOF) is a comprehensive guide and toolset for implementing and managing a reliable, cost-effective communications service based on Skype for Business. It covers the entire customer lifecycle, including planning, delivery, adoption, operations and migrations. It provides a standardized approach to successfully plan, deliver and operate Skype for Business by incorporating practical guidance, tools, assets and recommended practices that can be leveraged by both new deployments and migrations from on-premises deployments, with customer success firmly at the center.

The service includes the following phases:

Plan
- Gather information and insights
- Define expected business value
- Assess readiness for implementation
- Undertake remediation activities

Deliver
- Transition from on-premises to cloud services
- Implement new features and capabilities
- Deliver rapid success and additional value
- Drive adoption

Operate
- Maintain high quality and reliability
- Monitor, report, run and support

*Available in North America only

The service includes elements as follows:

Plan

Activity	Activity Outcome
Project Initiation and Management Discussion	• Completed Discovery Questionnaire • Identify key players • Identify timelines • Define initial key success Indicators • Determine schedule for follow up conversations
Envision	• Identify user cases and applicable devices • Begin adoption processes
On-Premises Infrastructure Readiness	• Verify directory synchronization and single sign on capabilities are working correctly
Network Assessment Essentials	• Completed Network Readiness Questionnaire • Completed Bandwidth Calculator Present network readiness findings • Recommendations for Quality of Service (QoS) and network management
Network Assessment Advanced	• Network performance baselined • Models in place to forecast performance based on utilization • Proactive network monitoring in place
Solution Design for Voice Endpoints Workshop	• Provisioning server implemented • Templates for use cases completed • Ongoing management for endpoints is understood
Plan architecture and design of the solution	• Identify number that will be ported or new numbers assigned • Review and confirm number porting process, timing, responsibility

Deliver

Activity	Activity Outcome
Office 365 Portal Readiness: CQD and license assignment	• Licenses are available and assigned to each user • Call Quality Dashboard (CQD) information is populated for this Branch Site to support reporting and utilization measurements
Provision and Install the voice and video endpoints	• Endpoints are installed and provisioned
User enablement	• User are active on Cloud PBX with voice and video endpoints

Operate

Activity	Activity Outcome
Migration Support	• Branch site is transitioned to support team
Pro-active Network Monitoring	• Monitoring tool is generating proactive alerts on key network issues
Review CQD and success criteria	• Key success criteria have been met and feedback is incorporated into the process for the next branch site

The standard service includes up to 100 end users and covers up to 20 Polycom voice, conferencing, and video endpoints. Options are available to scale the number of users and endpoints that are covered under the service.

Additional services

Polycom has many optional, additional services to assist customers with their Office 365 migration projects, these include:

Advanced Migration

These services allow additional User and endpoint Add-Ons to the base Cloud PBX and PSTN Conferencing Migration Service. Polycom can also provide onsite resources to support end users during the critical cutover phase, custom training videos, and endpoint deployment.

Office 365 Cloud PBX Migration with On-Premises Calling Plans

Provide similar migration experience but include either

hybrid integration with Skype for Business on-premises or implementation of Cloud Connector in for those branch sites that require it.

Azure Active Directory Connect Implementation

Provides directory synchronization and password synchronization or single sign on capabilities which are a prerequisite for Office 365 migrations.

Skype for Business Envisioning Services

All complex deployments should start with an Envisioning engagement. With Envisioning Services, you'll get an in-depth plan to fully deploy and migrate onto a new Unified Communications (UC) solution in your environment. You will learn how Polycom and Microsoft solutions meet business needs, identify features that align with your business goals, determine inter-dependencies, recognize any limitations, and build a clear strategy, architecture, budget, and plan to execute.

VVX Solution Design, Installation and Implementation Services

Once you have decided that Microsoft plus Polycom is the right platform for your collaboration needs and are planning to deploy hundreds or thousands of voice and video devices across your organization, Polycom services can work with you or your partner to deliver components where you or your partner cannot scale or geographically reach. Polycom project management and global service footprint can help you to develop an overall migration strategy or assist with repetitive installation, provisioning, and support processes as you migrate new branches and users onto the service.

RealConnect Integration and Onboarding Services: Do you have existing Polycom, Cisco, or other third party video conferencing device that you want to bring into your Skype for Business video meetings? Polycom can help you implement our industry leading Polycom RealConnect™ experience that brings Skype and non-Skype video solutions together seamlessly. Polycom RealConnect provides users with an integrated and streamlined schedule, join, video and content experience and IT with an easy to manage and provision scenario. Polycom RealConnect is available for Office 365 or can be deployed in on-premises or hybrid environment.

What if I need additional help?

In addition to the services described above, video, voice, and collaboration features require a robust Lync Core Infrastructure and network. The Polycom portfolio includes services to ensure your environment is ready to support these real-time workloads with offers like Network Diagnosis, Monitoring and HealthCheck services. Implementing the technology is half the challenge of a UC project. Ensuring your users have a great experience learning and consuming it is the other half. We can help with adoption, support and managed services. If you're not quite ready to run a full Office 365 Voice Services deployment, but want to enable the technology, you also have the choice to implement CloudConnector, Deploy Hybrid, or Implement Azure Active Directory Connect with Single Sign On using ADFS.

Why Polycom for your Skype for Business migration?

Polycom has more than 25 years of communications and collaboration experience and knowledge. We offer a broad portfolio of services worldwide, including design, deployment, support, training, optimization, and managed services. Our delivery team has decades of combined experience, dozens of Microsoft certifications and broad expertise in networking, adoption, telephony, handset provisioning and installation, app development and more.

We are here to ensure your investment in our solutions delivers real business benefits and accelerates your return on investment. For more information, please contact your authorized Polycom representative or partner.

For more information, please contact your authorized Polycom representative or partner. Alternatively, email: TeamMicrosoft@polycom.com

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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