Polycom® Voice Endpoint Services for Skype® for Business

The expertise you need to smoothly transition to Skype for Business for enterprise voice

As you look to transition from a traditional PBX to Skype for Business for Enterprise Voice, Polycom® VVX® handsets and RealPresence Trio™ system are becoming the solution of choice for many organizations. Polycom Voice Endpoints Services for Skype for Business are focused on ensuring that you are successful in deploying voice endpoints in a Skype for Business on premises or online environment.

Voice Endpoint Services for Skype for Business are designed to:

- Assist in making sure that Skype for Business and the network are prepared to manage voice applications
- Help you understand use cases, features and the provisioning process to quickly get started deploying voice endpoints
- Support you with the challenges of deploying hundreds or thousands of endpoints at headquarters or around the world

The following offerings are available in the Voice Endpoint Services for Skype for Business portfolio:

Solution Design for Voice Endpoints Services

The Solution Design service will provide consulting, best practices, and guidance to help you understand VVX and RealPresence Trio use cases, calling features and handset options, and jump start your understanding of how to deploy these endpoints in your Skype for Business environment.

If you are doing a Skype for Business Proof of Concept, pilot, or initial production rollout, this service will help to make sure that your users' early experience with Skype for Business voice is positive. Polycom will work with you to set up a demonstration center with a Provisioning server and VVX handsets or RealPresence Trios systems. Together we will review and select the default options and implement either 10 or 20 use cases and features such as boss/admin, reception, call group pickup, intercom, branding with your logo, and many more exciting features that VVX handsets can support.

Benefits

- Follow best practices for deploying voice endpoints in a Skype for Business environment
- Fill the gaps in skillsets or cover geographies where resources are not readily available
- Proven track record and methodologies for deploying UC solutions for enterprise voice
- Focused on end user adoption and rollout rather than the Skype for Business infrastructure

You can invite representatives from across the organization to visit your demonstration center to experience these new Skype for Business features with VVX handsets so they will be comfortable with them when they begin to use them in their everyday work.

Key Deliverables:

- Project kick-off meeting
- Discovery workshops session(s)
- Detailed use cases that will be implemented
- Configure Provisioning server
- Ten or twenty demonstrated use cases or features
- Use case documentation

Installation for Voice Endpoints

As you roll out hundreds or even thousands of voice endpoints across a number of locations and geographies, you may need "feet on the street" to help you accomplish these repetitive deployment tasks.

The handset installation service includes unpacking, assembly, firmware updates, on desk placement and testing of the handsets. This service will provide physical installation of Polycom VVX and RealPresence Trio devices for customers who are migrating a group of users in a branch, site, or department to Skype for Business Enterprise Voice.

Key Deliverables:

- Confirm the correct handset model at each location
- Unpack and assemble the handset, affix asset tag, if applicable and place on end user's desk
- Connect the handset to the network jack and computer, USB cable and power as required.
- Allow the handset to download firmware and configuration from provisioning server
- Allow the handset to boot to main menu or login screen.
- Complete Customer Install Checklist for each handset

Basic Implementation for Voice Endpoints

Before the handsets are sitting on your users' desks, you need to make sure that your branch site is ready to support the installations. Each voice endpoint needs to be provisioned with the appropriate features and any special features, such as boss/admin, reception, or intercom, will need to be applied to it.

The Basic Implementation for voice endpoints builds upon the Installation for Voice Endpoints Service by including the voice endpoint provisioning activities. Polycom will provision each device as documented in the Installation Checklist, which documents the location and owner of each endpoint,

the model, and any special voice features that need to be applied. The installer will install and verify basic functionality and document the steps that they completed for each voice endpoint.

Key Deliverables:

- All activities included under Installation for voice endpoints
- Review network prerequisites and default voice endpoint settings
- Provision each VVX or RealPresence Trio device within a branch site
- Provide installation support of voice endpoints through the physical installation process
- Provide cutover support of voice endpoints through the production user cutover

Advanced Implementation for Voice Endpoints

Migrating a branch site to a new phone system needs to be carefully planned and executed from both a technology perspective as well as user adoption perspective. Polycom's voice experts can help you develop robust migration and adoption processes for your initial branch sites that you can use as a template to migrate dozens of additional branch sites. Polycom will make sure that you consider that the network needs to be prepared, the default configurations selected, each user's location needs to be documented with the type of handset they will receive and the special features that need to be applied to it as well as user adoption areas of communications, training, cutover processes, and support and operations.

The Advanced Implementation for Voice Endpoints builds upon the Basic Implementation for Voice Endpoints Service by including comprehensive Project Management and Planning activities to the Branch Migration Process.

Key Deliverables:

- All activities included under Installation for Voice Endpoints and Basic Implementation for Voice Endpoints
- Provide project management to manage the branch migration and project coordination to facilitate scheduling of installation resources
- Review adoption plan against Polycom best practices or voice migration
- Facilitate and assist in completion of the Install Checklist which documents the location and owner of each endpoint, the type of endpoint, and any special voice features that need to be applied
- Deploy Provisioning Server, if required to support the endpoints within the branch site
- Review network prerequisites and default endpoint settings

Additional Comprehensive Services to Ensure Your Success

Skype for Business can be a large and complex solution that supports a wide range of features, architectural complexity, and scale. Polycom provides guidance to help you be successful in deploying Skype for Business Enterprise Voice with a focus on ensuring VVX handsets and RealPresence Trio are optimized for and adopted by your end users. Let Polycom help you develop a Skype for Business solution and migration plan that will meet your specific objectives and requirements. The following are additional services that can help you be successful with your Skype for Business Enterprise Voice Migration.

Health Check for Skype for Business Infrastructure

Many customers have been using Skype for Business IM and Presence for many years and are comfortable managing their Skype for Business platform to support these workloads. As you begin to deploy new workloads with video, collaboration, integration with RealConnect, and Skype for Business enterprise voice, you will put much more stress on your Skype for Business platform.

The HealthCheck service analyzes your existing Skype for Business infrastructure to help you be confident that it will support the planned video, voice, or collaboration workloads you want to support for your users.

Network Assessment for Branch Sites

Your network is a key component of your Polycom and Skype for Business solution. In order for you to receive consistent high quality performance, you need to be sure that your network is ready to manage and support real-time voice traffic. Polycom is a leading expert in requirements for high performance voice traffic over an IP network and as such, offers a Network Assessment Service to help your team.

Voice Endpoint End User Orientation

The majority of your users are information workers and require typical functions and features from their VVX handset such as place or receive a call, hold, transfer, conference, etc. There are always users in each organization that require specialized use cases or calling features, such as boss/admin, receptionists, call group pickup, intercom, etc., to be successful in their job.

Bring Polycom Skype for Business voice experts in to work with you or your end users to help solve these specific migration challenges. Polycom consultants will conduct an end user orientation session to work closely with your end users to review what they do in your legacy PBX environment and to help you define, configure, and use a similar workflow with Skype for Business and your voice endpoints.

This service is priced on a per day basis and provides for one day onsite consulting with up to two orientation sessions within the same day.

Ad-Hoc Consulting

Consulting services provide you with an extended virtual team allowing you to leverage the expertise of Senior Polycom personnel including Solution Consultants and Architects, Project Managers and Field Engineers to provide focused time and expertise to you.

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 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 interdependencies, recognize any limitations, and build a clear strategy, architecture, budget, and plan to execute.

Skype for Business Deployment Services

If you need to upgrade to Skype for Business, or the Polycom integration pre-requisites have not been installed or configured on your Skype for Business Pool, or you need to deploy Skype for Business or Lync Server Roles to support Hybrid Mode for Office 365 Voice Services, Polycom Deployment services can help you deploy Lync Core Front End servers for IM and Presence Workloads, Edge Servers for external access and federation with Office 365 tenant and partners, Mediation Servers to support dial in conferencing and Enterprise Voice Workloads, Integration with Polycom RealPresence infrastructure to enable the RealConnect capabilities, and many more.

Skype for Business Managed and Support Services

Once your Skype for Business solution is deployed and users are enjoying their new collaboration features, Polycom can monitor and manage the Skype for Business infrastructure to ensure it operates reliably. Remote monitoring and management can be coupled with Voice and Video Endpoint Support Services to provide a comprehensive, one stop partner for ongoing management and support of your entire Skype for Business solution.

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