SKYPE FOR BUSINESS

UNINTERRUPTED COLLABORATION WITH REAL TIME INPUTS IS INDISPENSABLE FOR DIGITAL WORKSPACES

Microsoft estimates that people around the globe conduct over one billion meetings per year on the Skype network and the usage of Skype has doubled in 2017. As communication and collaboration become increasingly critical for day to day enterprise business operations in the digital economy, the physical and virtual boundaries have blurred. It is all the more important for enterprises now to provide an unmatched and uninterrupted collaboration to all their employees, irrespective of devices and locations.

Tata Communications Transformation Services (TCTS), as a managed services partner for Skype for Business (SFB), enable enterprise digital workspaces by providing an in-depth network health-check and update to ensure security, stability, and functionality of the SFB environment. TCTS also complements your infrastructure teams with SFB experts thereby reducing the need for full-time resources. We offer complete and proactive monitoring, 24/7 management and support services powering seamless collaboration among teams within enterprises. Our decade long experience in managing the audio-video systems for Tata Communications, our parent company, equips us with strong understanding of network and infrastructure requirement for Skype for Business.

THINK. TRANSFORM. Get ahead of competition. Your world-class collaboration through Skype for Business for digital workspaces begin here.

TCTS MANAGED SERVICES FOR SKYPE FOR BUSINESS

TCTS provides real-time monitoring of Skype for Business infrastructure (SBA, SBC, CCE appliances), end points (audio and video) to ensure network connectivity and performance.
This includes Application (and/or appliance) and network QoS for Skype for Business services to maintain optimal performance for conferencing and cloud PBX / enterprise telephony services.

TCTS adopts four prong approach in providing Service Assurance to its customers by:

• EVALUATING INFRASTRUCTURE AND BUSINESS REQUIREMENTS & DEPENDENCIES

• TRACKING INFRASTRUCTURE HEALTH AND COMPLIANCE

• ALIGNING & INTEGRATING SERVICE OPERATIONS FOR OPTIMAL EFFICIENCIES AND HIGHER CUSTOMER SATISFACTION

• STREAMLINING WORKFLOWS AND PROCESSES FOR REPEATABLE, SCALABLE AND CONSISTENT RESULTS

SERVICE LANDSCAPE

On-premises with Enterprise voice (EV) and without EV

Microsoft365 SFB Online

On-premise cloud Hybrid

REACTIVE SERVICES | PROACTIVE SERVICES & MONITORING | REPORTING SERVICES

SFB-Online with Cloud PBX and w/o Cloud PBX

Cloud connector edition (CCE)

Hosted SFB

WHAT MAKES TCTS' MANAGED SERVICES FOR SKYPE FOR BUSINESS UNIQUE?

- Developed by Telco to address the most complex real world collaboration in digital workspaces
- Best in class managed services for Skype for Business to accelerate Microsoft365 managed services
- White labeled service for channels with ala-carte
- Service available in 2 variants i.e. Platinum (end to end) & Gold (shared)
- Skype Operations Framework (SOF) certified and MCSE-productivity professionals.
- Culmination of global telecom network management and operations excellence.

TCTS is a 100% owned subsidiary of Tata Communications, TELCO certified for SOF by Microsoft (High Touch Partner)

PRICING MODELS

FTE BASED MODEL WITH AGREED SLAs

- Fixed number of FTEs
- Mutually agreed volume of work (ex. Volume of incidents/ requests per month)
- SLA based support

MANAGED SERVICES MODEL

- Per month per user based pricing
- Agreed SLAs with Microsoft backed support
- Suitable for customer more than 2000
- Available in 2 variants – platinum & gold category

SHARED MODEL

- Shared NOC for multiple customers.
- Mutually agreed SLAs
- Suitable for customers with user base less than 2000

HYBRID MODEL CUSTOMIZED PRICING MODEL WHICH IS MUTUALLY AGREED.