

MANAGED CLOUD VOICE

 Skype for Business



What is Managed Cloud Voice?

Our Managed Cloud Voice offering is built on the powerful and feature-rich Skype for Business Cloud PBX. With Skype for Business as your single client for voice, video, instant messaging and conferencing, you'll experience better collaboration between your customers, staff, partners and suppliers.

We make it even easier to get the benefits you need by managing the implementation and ongoing maintenance for you. Built on the Skype Operations Framework and delivered using our ISO9001 certified project delivery methodology, you are guaranteed the optimal solution for your business, completed on time and on budget by our highly skilled Microsoft Certified Engineers.

Why Zetta?

Zetta has been migrating Western Australian clients to the Microsoft Unified Communications platform for almost ten years, originally using Office Communications Server, Lync Server, and now leveraging Skype for Business Cloud PBX and PSTN Conferencing through our Managed Cloud Voice and Cloud Dial-in Conferencing solutions.

We are a leading Microsoft Partner with Gold Competencies in Communications, Cloud Productivity, Cloud Platform, Messaging, Data center, Devices and Deployment, Identity and Access, Windows and Devices, and Application Integration. As a Tier 1 CSP Partner we can offer a complete solution including licensing and managed services.

With our Managed Cloud Voice, you can say goodbye to your expensive and inefficient traditional telephony.

Who is Managed Cloud Voice for?

- Office 365 customers that are moving to cloud voice
- Greenfield- customers who are relocating their office or starting up a new franchise or business
- Customers currently using other unified communication platforms
- 25+ users
- Simple integration with existing PBX software

Benefits to your business with Managed Cloud Voice

- Lower operational costs over time
- Easy to configure and install
- Simple maintenance and management
- Easy to expand to branch offices
- Integrates with Microsoft Office products smoothly
- Move users and teams around the office with ease
- Mobility
- Access your office phone from anywhere with internet

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SOF PHASE	SERVICES DELIVERABLE	DESCRIPTION	OUTCOMES
PLAN	Project Management	Develop project plan including schedule, risks, and governance	Project Management Plan
	Business Use Case Requirements	Understand Business-level requirements, introduction to Skype for Business and explanation of typical deployment scenarios and solutions including user and meeting room devices	Business Use Case Workshop
	Current State Assessment	Network Readiness Assessment, Office 365 tenant assessment, On-premises Skype for Business server environment, on-premises AD assessment, desktop MOE assessment and general readiness	Current State Assessment document
	Technical Requirements	Detailed telephony requirements workshop	Requirements Document
	User Adoption Requirements	Define user training, IT support and help desk handover requirements	Requirements Document
	User Adoption Readiness	Develop user training plan and material	Requirements Document
	Solution Design	Develop detailed solution design, present solution during workshop with customer	Solution Detailed Design document and Functional Test Plans
	Develop Operational Support Documentation	Assist customer to update existing process and procedures to reflect the new environment	Operational Support Workshop
DELIVER	Project Management	Manage solution delivery and roll-out	Deployment Strategy
	Deliver Solution	Implementation and configuration tasks (detailed in the solution design document), Site Surveys and Client Upgrade	Solution Delivery
	Functional and User acceptance testing	Validate functionality and user experience	Completed Functional Test Plans
	Execute Pilot	Includes; pilot communications, pilot user enablement and pilot feedback	Pilot Feedback Survey
	Handover workshops with IT support team	Deliver operational support and build documents to enable IT support teams to support the new environment	Build Document
	Enable solution	Enable solution for all users	Enable users for Skype for Business at scale and roll-out peripherals
OPERATE	Project support	Provide support for users and support team. Ensure Operational Support and IT service desk personnel is ready to run, support and monitor the solution	Provide support for users and Support team
	Managed Services	Monitoring Usage and adoption reporting Issue resolution and hardware warranty escalations	Monthly Reporting

Ready to discover how
Managed Cloud Voice
can transform your business?

1300 307 710
www.zetta.com.au
sales@zetta.com.au
Level 1, 140 William St
Perth WA, 6000