



[Key Benefits Overview]

- 1** Smooth migration of PBX and Emails in Microsoft Cloud
- 2** End-to-end management from the design to the support of the solution
- 3** Minimized resistance to change and increased adoption

Benefit from the communication experts for your Office 365 deployment

Office 365 can change the workplace, giving the ability to professionals to work from anywhere on any device.

“Office 365 provided by Arkadin” will permit you to leverage Exchange Online and Skype for Business Online for a true Unified Communication experience. With PSTN conferencing, Cloud PBX and PSTN calling functionalities enabled, you can replace your legacy telephony environment and enjoy enterprise voice in the cloud.

Arkadin has built a strong expertise in communication and collaboration over the past 15 years and accompany today more than 400000 Skype for Business users over the world.



Office 365

Provided by Arkadin

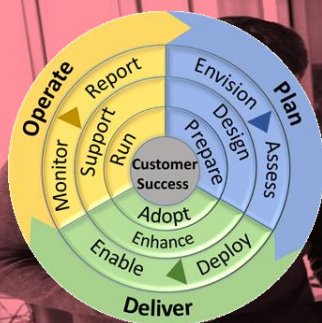
Reach your Office 365 ROI by relying on the Skype Operation Framework delivered to you by Arkadin.

“Office 365 provided by Arkadin” is a set of services listed in the table below that allows you to implement and support Skype for Business Online, Microsoft Cloud PBX, PSTN conferencing and PSTN calling according to the Skype Operation Framework.

Choosing “Office 365 provided by Arkadin” will give you the simplicity of one single provider for your Office 365 deployment and the trust of a communication specialist for the most business critical workloads: Skype for Business and Exchange.

“Office 365 provided by Arkadin” brings you optional services designed by Arkadin in complement to the Skype Operation Framework to truly make your Office 365 deployment a success in your organization.

	Activity	Outcome
Plan	Consulting <ul style="list-style-type: none"> ▪ Business discovery workshops ▪ Evaluation of current technologies in use 	<ul style="list-style-type: none"> ▪ Defined business use cases
	Office 365 readiness assessment <ul style="list-style-type: none"> ▪ End-user survey to measure readiness for change ▪ Devices compatibility ▪ Firewall & proxy compatibility 	<ul style="list-style-type: none"> ▪ Defined deployment model ▪ Recommendation for end-user devices
	Network assessment <ul style="list-style-type: none"> ▪ Run bandwidth calculator ▪ Run network tests using Skype for Business Network Assessment Tool ○ Voice Quality & Load Assessment ○ Wifi assessment 	<ul style="list-style-type: none"> ▪ Network and bandwidth analysis and recommendations
	Voice Design <ul style="list-style-type: none"> ▪ Voice design workshops ○ Voice quality over Wifi 	<ul style="list-style-type: none"> ▪ Voice and user data collect ▪ Defined Voice migration strategy ▪ Defined RACI model
Deliver	Project Management <ul style="list-style-type: none"> ▪ Kick-off meeting ▪ Technical and business workshops coordination ▪ Weekly progress update 	<ul style="list-style-type: none"> ▪ Project management ▪ Key Success Indicators validation
	Email & PBX migration <ul style="list-style-type: none"> ▪ Voice policies migration ▪ Number porting ○ Site by site enablement ▪ Email workshops ▪ Unified messaging activation 	<ul style="list-style-type: none"> ▪ Telephony migrated to Cloud PBX and PSTN Calling ▪ Email Migrated to Exchange online
	Organizational Change Management <ul style="list-style-type: none"> ▪ Standard transformation & adoption plan ○ Customize and drive transformation plan ○ Create customized adoption materials 	<ul style="list-style-type: none"> ▪ Transformation & adoption plan ready ○ Custom personas & scenarios identified
	Adoption training <ul style="list-style-type: none"> ▪ Administrator onboarding training ▪ Train-the-trainer session ○ Unlimited on-line trainings for end-users ○ On-site training and floor walking 	<ul style="list-style-type: none"> ▪ Administrator trained ▪ Super users or champions trained and ready to drive internal adoption ○ End-users trained by Arkadin ○ Gamification
	Transition to Run <ul style="list-style-type: none"> ▪ Project handover to supporting team 	<ul style="list-style-type: none"> ▪ Deployment specificities log
	Quality Monitoring <ul style="list-style-type: none"> ▪ Guidance on “how to read CQD” ○ Customized analysis and report preparation 	<ul style="list-style-type: none"> ▪ Call Quality Dashboard enabled (CQD)
	Report <ul style="list-style-type: none"> ▪ Monthly usage report ○ Customize reports 	<ul style="list-style-type: none"> ▪ Support on live dashboard key metrics
Operate	Tenant Management MACD <ul style="list-style-type: none"> ▪ User configuration, creation or deletion ▪ Script implementation ○ Customized script creation 	<ul style="list-style-type: none"> ▪ Tenant configuration modifications



Skype Operation Framework

The Skype Operations Framework (SOF) is a comprehensive guide and toolset built by Microsoft or 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 is a multi-faceted approach to the successful deployment of and migration to Skype for Business Online.