

Complete Cloud Voice



Cloud PBX & PSTN Calling with Conferencing Services
Skype Operations Framework

Now, more than ever, organizations are looking to migrate from their ageing telephony systems to an all-encompassing unified communications platform with Skype for Business with Office 365.

As a leading technology advisor for over 28 years, PEI understands that a Unified Communications solution and the steps taken to implement, adopt, and manage it can be unique for every organization; however, we also know that all UC solutions share the common goal of delivering value. As a leading Skype for Business partner, our

mission is to improve efficiencies, reduce operational costs, engage employees, and promote superior collaboration. To ensure the best transition possible for each of our clients, we work to understand their business practices and map a tailored UC solution which will create an enhanced, more productive environment in which to do business.

Who is Complete Cloud Voice for?

- Organizations already using Skype for Business through O365 with limited functionality
- Small to mid-sized organizations interested in replacing their traditional phone system and conferencing solution
- Enterprises deploying Skype for Business, on-line or hybrid
- Enterprises exploring cloud voice solutions and the ROI associated

Skype Operations Framework

- **Plan** – PEI will undertake Skype for Business planning and design tasks, define key use cases and adoption strategy. Assess readiness and execute remediation activities. Develop goals for the follow-on stages of the engagement.
- **Deliver** – Second, we will effectively implement & deliver Skype for Business Online services based on your business need. For maximum ROI, we'll drive adoption of the service, layering in new features and capabilities as these are released to deliver rapid success and additional value to your business.
- **Operate** – Finally, we will assist to maintain a high quality and reliable Skype for Business service. We have packages available to provide you with reporting, monitoring and proactive support services of the environment.

Contact Us

to begin roadmapping your Skype for Business journey today!

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PEI Headquarters

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Why PEI?

PEI is one of the only Skype for Business Partners focused primarily on servicing small to medium sized organizations throughout the United States. Our vast knowledge and senior engineering talent brings enterprise technology solutions to the mid-market at an affordable price for any size organization. PEI has successfully implemented over 7,000 projects and offers CIO advisory services to aligned IT initiatives with our customer's business goals. Our focus on adoption and support of each solution PEI implements ensures the fastest and greatest return on investment for our clients.

Complete Cloud Voice

Our 'Complete Cloud Voice' package is a fully integrated solution designed for organizations interested in replacing their traditional phone and conferencing system with Skype for Business.

The package, which includes a complete set of enterprise voice and conferencing services, has three options for clients to choose from: Proof-of-Concept, a PEI assisted implementation, or a complete hands-on implementation performed by our team.

What Can You Expect With Complete Cloud Voice?

Our 'Complete Cloud Voice' package guides organizations through the planning, deployment, and operational stages critical to the successful implementation of Skype for Business Cloud Voice and Conferencing. What sets PEI apart from other Skype for Business partners is our dynamic approach to support and adoption of the solution.

We believe Unified Communications services are the most business critical IT services, and so we take an end-to-end approach to obtain excellence of delivery and support with PEI's Skype for Business Launch Kit and Managed Services packages. Our Skype for Business Launch Kit ensures higher rates of adoption through a mixture of internal announcement campaigns, end-user/administration training, and go-live enablement support.

PEI's Managed Services assesses, remediates, monitors, and fixes the hardware and software associated with Skype for Business, in order to deliver high quality communications across your clientele and business. Together, these post deployment services guarantee a higher adoption rate and happier employees.

"PEI's staff is extremely knowledgeable and takes the time to understand their customer's needs. They consistently develop and implement cost effective solutions to improve and support our infrastructure. I cannot recommend PEI highly enough for any technology need."

- Chris Walsh, AAA Colorado

Complete Cloud Voice

Services Deliverables	SOF Phase	Proof-of-Concept	Essentials	Complete
Business Case Alignment & Cloud Deep-Dive	Plan	Limited	✓	✓
Environmental Discovery & Analysis	Plan	Limited	✓	✓
Network Discovery & Analysis	Plan	Limited	PEI Assisted	PEI Facilitated
Architecture Design & Review	Plan	Limited	✓	✓
DID Migration Planning	Plan		✓	✓
Wi-Fi Readiness	Plan		Basic	Heat Mapping
Device Readiness	Plan	Devices Provided	✓	✓
User Adoption Plan	Plan	Limited	Remote	On-site
Production Readiness Documentation & Review	Plan	✓	✓	✓
Executive Summary	Plan	✓	✓	✓
Project Plan	Plan		✓	✓
Dedicated PM	Plan/Deliver	✓	✓	✓
Skype for Business On-Line Integration <i>User Assignment</i> <i>Phone number distribution</i> <i>User Enablement</i> <i>Office 365 Workload Enablement</i>	Deliver	Limited to PoC users	✓	✓
PEI Skype for Business Launch Kit <i>Announcement/E-mail Campaign</i> <i>End-User Adoption & Training</i> <i>Go-Live Enablement & Support</i>	Deliver	Limited to PoC users	Remote	On-site
Porting of Telephone Numbers and DID's	Deliver		PEI Assisted	PEI Facilitated
Hybrid Integration (on premises & cloud PBX mix)	Deliver			✓
End User & Conferencing Device Enablement	Deliver	Per Device	Centralized	Centralized
Service Statement of Results	Deliver	✓	✓	✓
Users Enabled	Deliver	Up to 20	✓	✓
End-User and Administration Training	Deliver	Limited to PoC users	Remote	On-site
User Satisfaction Survey <i>User acceptance summary</i> <i>Issues list and proposed mitigations</i>	Operate		✓	✓
Go-Live End User Support	Operate	Limited to 30 Days	✓	✓
PEI Skype for Business Managed Services <i>Monitor</i> <i>Ongoing End-User Support</i> <i>Administrative Support</i> <i>Moves, Adds, & Changes</i>	Operate		Basic	Fully Managed
Provide Monthly Performance Reports	Operate		✓	✓
Advisory Services	Operate			✓

How do you get started?

Contact us to discuss our Skype Operations Framework package and begin your transition.

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