



Communication and Collaboration Services – Enabling smart work

Unified Communication with Skype for Business[®]

Microsoft Skype for Business[®] gives you the ability to connect from anywhere to and from employees, customers, partners and millions of Skype users worldwide, in a secure, flexible and controlled manner that meets today's business needs.

Features

Meeting - Attend meetings with just one click from any device. Ad hoc participation or scheduling via Outlook with your own meeting URL.

Teamwork – Meeting recording, screen sharing for presentations. Commenting during a meeting ensure teamwork in real time with up to 250 people.

Chat – As a supplement, use the integrated chat feature to increase productivity and as an alternative means of communication in real.

Administration of Conferences – Mute of one or all participants, speaker control and efficient management of meetings.

Quality and Security – Skype for Business[®] enables high-quality meetings with encrypted video and audio streams.

Advantages

- > High acceptance by users, intuitive operation, variety of devices
- > Extremely high availability, security, stability and quality according to Microsoft[®] standards
- > Unlimited use and cost optimization
- > Significant cost reduction compared to conventional telephony
- > Global and innovative communication standard for millions of users and thousands of businesses
- > Compatibility with all common communication methods and conventional telephony

For every Company

Microsoft Skype for Business[®] combines various communication media in a single application environment. The integration of presence functions increases accessibility and speeds up business processes.

- > Unlimited number of meetings
- > Invitations via a personalized link
- > Any device - PC (Windows, MacOS), Smartphone (iOS, Android, Windows)
- > Screen and file transfer - Apply or transfer the remote control
- > Integrated chat function – quick coordination
- > PowerPoint Upload - Hold presentations with interactive tools, annotations and laser pointers
- > Whiteboard - Design, draw and edit content together like you are in the same room.

Why Proservia

We are convinced that the digital transformation can only be successful when integrating the human factor. Changes in an organization need to be addressed holistically considering “man power” and IT topics together.

We call it peopleIT.





Challenges

Before unified communication can be used you need to be optimally prepared - either as a cloud, hybrid or on-premise server solution.

Integration into Operation

The complexity of the integration depends on different requirement profiles. The following integration services help you to define your individual requirements:

- > Conducting workshops to determine the requirements
- > Creation of the service design
- > Creation of technical solution design (architecture)
- > Create plans for setup, transformation rollout and / or migration
- > Capacity and availability planning for operation
- > Integration with accompanying service and infrastructure areas such as any network, telephony, mobility services and Office 365
- > Planning of service continuity (reliability and redundancy)
- > Piloting, testing and coordination of the acceptance
- > Rollout planning and release management for Skype for Business®

The Proservia Solution

We accompany you on the way to optimized communication and efficient teamwork - from consulting to successful integration into operations and administration.

When using the cloud-based solution, operational responsibility for the core elements is largely the responsibility of Microsoft. In this case, Proservia focuses on consulting, transformation/integration and the remaining internal processes and orchestrating tasks. Our services include:

- > Consulting
- > Rollout (technical and project management)
- > Training for users
- > Service Management and L1 Support
- > Single-point-of-contact
- > Expertise and connection to Microsoft
- > Administration
- > Configuration Management
- > Change Management
- > Reporting & Cost Control



Want to learn more?

e-mail: contact@proservia.de
phone: +49 69 153 03-0

Proservia combines the aspects of digitalization and its impact to people into solutions. As *European IT Services brand of ManpowerGroup* we focus on in-country delivery, employing over 7,000 people. In Germany, with ~1,000 experts, we act as flexible partner always close to our customers with a focus on the user-related aspects of digital transformation.