



Proposal to partner with Microsoft Middle East for



Orient IT Cloud PBX powered by Skype Operations Framework

About Us

We at ORIENT IT have been providing cost effective customized technical solutions to our customers across the globe for over 10 years. We double up both as a solution provider and consultancy partner. We provide a wide range of services which includes Business Solutions, Monitoring Solutions, Training, IT staffing and Resource Management, Infrastructure Management, Unified Communications, Cloud Services, Virtualization, Remote System Management and more.

We are among the pioneers in providing cloud consulting solutions to enterprises in Middle East where we have successfully helped clients to plan, deploy and migrate to the cloud. With decades of experience in strategy development, designing, implementing and deploying solutions, training users we ensure that our clients get the maximum Return on Investment (ROI) and end user satisfaction.

Communication which includes Messaging and Collaboration play a pivotal role today as they have become critical and integral of part of every organization. ORIENT IT has been providing best in class enterprise wide email and communications service to organizations using the PSS support from Microsoft.

We are seeking to partner with Microsoft to implement Skype for Business in the Middle East using the Skype Operations Framework (SOF). SOF serves a guide and provides toolsets to implement and manage reliable and inexpensive communication service.

This document discusses the approach of ORIENT IT when implementing Skype for Business.

Skype Operation Framework

Skype Operations Framework (SOF) from Microsoft is a complete guide and toolset that provides a multi-faceted approach to implement and manage the successful deployment of Skype for Business.

It provides Practical guidance, recommended practices, tools and assets to enable enterprises to successfully and cost effectively implement Skype for Business in the cloud. Skype Operations Framework covers the entire customer lifecycle, including planning, delivery, adoption, operations and migrations.

To manage the customer migration, regardless of the size and complexity, SOF provides three distinct phases which focus and deal with distinct activities when providing the solution. The three phases are:

- Plan – where a well thought of, reliable, compliant, cost effective and scalable solution is designed as per the business requirement
- Deliver – where the solution is visualized, built, stabilized and deployed
- Operate – where the solution is operated, monitored and supported as per the agreed Service Level Agreement (SLAs)

The diagram below illustrates the three phases and the respective activities in each phase.



Our Approach

We at ORIENT IT adopt a holistic approach for every customer requirement and imbibe industry recommended best practices when implementing solutions. We manage all stages of the lifecycle which involves planning, design, configuration, customization, integration, testing, training and deployment.

We define a clear roadmap that's aligned with your business needs and strategy and come up with designs that meet both your business and technical requirements. We also define the success criteria and create a user approach that's in line with your business requirement.

Our design workshops provide technical and user adoption assistance to help initiate the UC transformation of your enterprise to either a hybrid or a cloud environment.

Depending on the current status of UC in your enterprise, we have solutions in place to:

- Kick start your Skype journey with Cloud Initiator - which is for customers who are deploying Skype for Business online for the first time and intend to use Cloud PBX (PSTN Calling or On Premises PSTN Connectivity) and PSTN Conferencing functionality
- Speed up your Skype journey with Cloud Expediter – which is for customers are migrating to Skype for Business online from an On-premises Skype for Business and intends to deploy and operate hybrid during the migration

Our methodology uses our in-house design framework that's built in conjunction with the Skype Operations Framework which ensures superior service delivery.

Our solution deployment is based on the SOF framework and the different stages of deployment fall in with the different phases of SOF.

Plan

Network Assessment

How do you know if your network is ready for Unified Communication (UC)? Before initiating the shift to UC, you have to be sure that the existing underlying network is capable enough or not. You have to first determine the baseline of the network performance. The baseline helps you identify any gaps, and risks and helps you determine the future course of action.

If your organization is looking to upgrade or expand your network, the first step is to understand the capabilities and shortcomings of your existing network. Our Network Assessment identifies equipment that needs to be upgraded, and reviews performance issues. If network issues are discovered, we can provide a remediation plan to fix the problem and optimize your network performance.

Our Network assessment can make sure that the technology is meeting the desired business goals, and provide a blueprint to improve performance with specific and measurable template for achieving business objectives. We also ensure the network is in compliance with government guidelines and best practices

We help you conduct an end to end network performance and capacity assessment both before and after deployment. We proactively perform a factual assessment of change before moving rather than when faced with an issue.

Orient IT Network Assessment will provide a network performance review and make recommendations based on traffic, errors, packet loss, and conflicts that can bring a business network to a halt.

Our services include:

- Evaluation of your existing network to ensure the desired infrastructure is in place before we make the shift to Cloud
- Assessment and review of real time data and compare it with best practices, business requirements and common design requirements.
- Provide recommendations that focus on design, equipment configuration, and security improvements
- Evaluate network performance using tools that simulate real time scenarios such as peak time usage by flooding your system with simulated traffic. This helps ascertain the QoS prioritization and validates your network configuration.

Based on your requirement and the deliverables, we have designed three deployment packs which are:

- Basic assessment pack
- Advanced assessment pack
- Premium assessment pack

The list of services included in the basic, advanced and premium packs is given below.

Package	Description
Basic	<ul style="list-style-type: none"> • A team of network consultants will brainstorm with your team and gather requirements for Skype for Business implementation • Review existing network design and provide candid feedback as per industry standards and best practices • Conduct a gap analysis and provide estimates of required network bandwidth before proceeding with implementation • Come-up with the plan of action to implement Skype for Business in your environment
Advanced	<ul style="list-style-type: none"> • Simulate your network environment or use real time data (which refers to policies and network routes that are currently in place in your network environment and includes network encapsulation and Quality of service) to analyze the current network status on your network before coming up with bandwidth estimates. • Use of real time data provides the real-time behavior of your network and eliminates any/all surprises during deployment • Use of real voice or synthetic calls if required based on the network assessment tool used, and the tool may be moved to production environment for network analytics post deployment
Premium	<ul style="list-style-type: none"> • Maintain and deploy industry recommended diagnostic tools to continuously monitor your environment post deployment • Advanced monitoring tools which pick any/all new or existing anomalies encountered on the network and pre warn you, so that you are aware of the impending issue in advance and resolve it before it becomes a crisis. • 24/7 diagnostics which keep you informed of the health of the network environment. • Reproduce real time traffic scenarios and thus capture any configuration related drifts thus ensuring testing of payload scenarios in live traffic

The details of the service covered in each of these packs are given below.

Service Delivery	Basic	Advanced	Premium
Support Type	Remote Only	Remote	Remote
On-Site Support	No	Yes	Yes
Business Need Analysis	Yes	Yes	Yes
Network Assessment - Tool	No	Yes	Yes
Calculation of Bandwidth Requirements	Yes	Yes	Yes
Review Workshop along with Architect	Yes	Yes	Yes
Recommendation Document	Yes	Yes	Yes
On-Going Data Collection	No	30 Days	Based on Requirements
Call Quality Scenario and Analysis	Analysis based on discussion	Tool based analysis	Tool based Analysis
Wi-Fi and Device Consideration	Analysis based on discussion	Tool based analysis	Tool based Analysis
Bandwidth Sizing and Calculation	Analysis based on discussion	Tool based analysis	Tool based Analysis
Sites Testing	0	3	5
ORIENT IT Consultant	Remote Only	Remote	Remote
Duration	5 Days	30 Days	Based on Requirements

Deliver

Cloud Initiator – Kick start your Skype Journey

Making a shift from conventional infrastructure to the Cloud can be overwhelming and requires careful planning. Regardless of whether you have already moved to Office 365 or planning to make the shift, we at ORIENT IT assures you of a seamless and successful shift to Skype for Business.

Cloud Initiator is for customers who are deploying Skype for Business online for the first time and intend to use Cloud PBX (PSTN Calling or On Premises PSTN Connectivity) and PSTN Conferencing functionality.

Our services include:

- Setting up Cloud PBX proofs of concepts that's aligned with your unique business requirement and proactively leverage our Unified Communications 365 network assessment to identify all potential gaps before deployment.
- Conducting an Office 365 pilot that's enables Skype for Business features
- Configuring the infrastructure and integrate it using the most suitable modalities of cloud integration which includes Hybrid telephony for cloud PBX, creating a Cloud Computing Environment (CCE) for your existing infrastructure or a new deployment of Skype for Business.

Our team also provides service centric KPIs to rate and track factors such as Gap Analysis, Integration approach, User satisfaction, the Go-forward strategy. Our task doesn't end with just the implementation and deployment of the solution. We ensure that we stand by your post this and assist you with the maintenance of Office 365 cloud service.

Once you've deployed your Office 365, ORIENT IT assists you to maintain your pilot phase and sees that it's moved to production with managed service for Office 365 Cloud.

Based on the service deliverables and the level of involvement of ORIENT IT in your Cloud journey, we have designed three migration service packs. Depending on the service deliverables you wish to avail, you can choose from:

- Basic service pack
- Advanced service pack
- Premium service pack

The list of services included in each of the above mentioned packages is given below.

Service Deliverables	Basic	Advanced	Premium
Business Case Alignment & Cloud Deep-Dive	Remotely	Remotely	On-Site
Guided Environmental Discovery & Analysis	YES	YES	YES
Architecture Design & Review	YES	YES	YES
Wi-Fi and Device Readiness	Based on Discussion and YES	Based on Discussion and YES	Based on Discussion and YES
User Adoption Plan	YES	YES	YES
Functionality Checklist	YES	YES	YES
End-User Enablement of Skype for Business On-Line Users	Adoption Documentation only	ORIENT IT will Assist	On-Site
50 User Pilot of Skype for Business On-line & Cloud PBX Proof of Concept	ORIENT IT Assist - Customer Responsibility.	ORIENT IT Facilitated - ORIENT IT Responsibility.	ORIENT IT Facilitated - ORIENT IT Responsibility.
Managed User Adoption & Training	Adoption Documentation only	ORIENT IT Facilitated - ORIENT IT Responsibility	ORIENT IT Facilitated - ORIENT IT Responsibility
Documented Deliverable of Findings & Recommendations.	Documented & Shared	Documented & Review Remotely	Documented and Review On-Site
Executive Summary	Documented & Shared	Documented & Review Remotely	Documented and Review On-Site
Office 365 Project Plan	Documented & Shared	Documented & Review Remotely	Documented and Review On-Site
ORIENT IT Consultant	Remotely	Remotely	On-Site
Timeline	30 Days	45 Days	45 Days
Business Case Alignment & Cloud Deep-Dive	Remotely	Remotely	On-Site
Guided Environmental Discovery & Analysis	YES	YES	YES

Operate

Cloud Expediter – Speed up your Skype journey

Cloud Expediter is for customers are migrating to Skype for Business online from an On-premises Skype for Business and intends to deploy and operate hybrid during the migration. It takes a certain level of expertise and vast experience to deploy office 365 in a predictable manner in any huge enterprise. You cannot be learning on the job as the communication both within and outside your enterprise is critical.

We not only assist you with the cloud deployment but will ensure the transition to the cloud is effortless and flawless. With our experienced team, which will be working on your deployment, you can be assured of a transition which is quick and causes the least impact to end users. With us as your partner, you are assured of instant success in one go.

Our services include:

- Presenting a clear roadmap about migration and highlighting and mitigating any risks that shows up
- Managing deployment tasks which include but is not limited to enabling users, migrating DIDs, enabling Cloud PBX, turning on new features such as Skype Meeting broadcast and more
- Assisting your team at every stage of the deployment plan and ensuring the cloud transformation is smooth and predictable
- Providing an adoption kit which includes a virtual training, user awareness campaign and go-live end user support material
- Maintaining your production environment by moving into the Skype Operations Framework
- Providing regular maintenance and periodic health checks
- Troubleshooting user related issues, resolution for Tier 2- Tier 4 issues and also support from Microsoft teams if required

Depending on the service you want to avail, we have designed three deployment packs which are

- Basic service pack
- Advanced service pack
- Premium service pack

The details of the service covered in each of these packs are given below.

Service Deliverables	Basic	Essential	Complete
Project Plan	Standard Plan	Standard Plan	Detailed Project Plan
Skype for Business Integration: Users Assignments, Phone Number Distribution, User Enablement, Office 365 Workloads Enablement	Customer Responsibility with the help of ORIENT IT Services	ORIENT IT Services will take complete Ownership with help of Customer and Remotely Deployment Options	ORIENT IT Services will take complete Ownership with help of Customer and On site deployment
SBC Gateway Integration	Customer Responsibility with the help of ORIENT IT Services	ORIENT IT Services will take complete Ownership with help of Customer	ORIENT IT Services will take complete Ownership with help of Customer
Polycom VVX Enablement	Customer Responsibility with the help of ORIENT IT Services	ORIENT IT Services will take complete Ownership with help of Customer	ORIENT IT Services will take complete Ownership with help of Customer
User Adoption Training up to 50 Users	ORIENT IT will share the contents to distribute	Training will be provided remotely	On-Site Training will be provided to set of users
End User Support during Go Live	Remotely Available	Remotely Available	On Site
Service Summary & Service Acceptance Checklist	YES	YES	Yes
Cisco Call Manager Integration	Customer Responsibility with the help of ORIENT IT Services	ORIENT IT Services will take complete Ownership with help of Customer	ORIENT IT Services will take complete Ownership with help of Customer
Hybrid with On-Premises and Cloud PBX	Customer Responsibility with the help of ORIENT IT Services	ORIENT IT Services will take complete Ownership with help of Customer	ORIENT IT Services will take complete Ownership with help of Customer
Skype for Business Connector for Cloud PBX	Customer Responsibility with the help of ORIENT IT Services	ORIENT IT Services will take complete Ownership with help of Customer	ORIENT IT Services will take complete Ownership with help of Customer
Project Manager	Shared	Dedicated	Dedicated