

Advanced Voice Consultancy for Office 365

Offering overview

Advanced Voice Consultancy for Office 365 by Zertia offering is an accelerator for digital transformation that simplifies the story of any organization that wants to Plan, Deploy and Operate Microsoft Cloud Voice services and solutions. We play a role of Trusted Advisors as the foundation to empower this digital transformation to Microsoft Cloud PBX solutions for Office 365.

This offering helps companies to identify the gaps between where they are Today in regards Unified Communications and where they should be in terms of voice technology and collaboration solutions, and all the integration and interoperability scenarios enabled by them. We address the best way to digitally transform your organization focused on your strategy, your people, your processes and current state of the art of products and technologies in use.

And everything embracing Skype Operations Framework to assure the quality on the service and looking for a successful path and transition to Microsoft Cloud and Cloud PBX adoption.

Skype Operations Framework

The shift to the cloud requires rethinking how enterprises and partners Plan, Deliver and Operate Skype for Business. The Skype Operations Framework (SOF) provides a multi-faceted approach to the successful deployment of Skype for Business.

By means of the **Advanced Voice Consultancy for Office 365**, we simplify the preparation steps required to transitioning any organization from their current as-is telephony implementation to Skype for Business Online Cloud PBX by means of our advanced envisioning solutions and services package.



Zertia Operations Framework

We have integrated Microsoft Skype Operations Framework (SOF) as the main methodology to deliver this offering allowing a very simple phased definition applicable to all the elements included on it. In this offering we also use Zertia Operations Framework (ZOF), a generic methodology built on top of SOF that takes also elements from our own experience working with customers in the telecommunications field and from Microsoft FastTrack program that can help customers to Plan, Deploy and Operate not only Skype for Business Online, but also Office 365, Azure, EMS and Dynamics 365.

Advanced Voice Consultancy for Office 365 accelerates digital transformation for organizations of any size and any sector by means of Microsoft Cloud Voice Solutions and Services. Our trusted advisors team is the angular stone of this digital transformation in customer terms.

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Skype and Zertia Operations Frameworks Benefits

Based on both SOF and ZOF Methodologies, this offering enables the following benefits to customers:

SOF & ZOF Benefits		
<ul style="list-style-type: none"> ✓ Deep understanding & analysis from a business perspective of customer expectations in regards of Digital Transformation with Microsoft Cloud Voice Solutions. ✓ Ideate and write customer's digital transformation journey. 	<ul style="list-style-type: none"> ✓ AS-IS Analysis of current state of the art of customer in regards of Unified Communications identifying any gaps that needs to be fixed before starting any action towards the move to Microsoft Cloud Voice Solutions. ✓ TO-BE Analysis: design a first prototype / model of the ideal Cloud Voice Solution for customer. 	<ul style="list-style-type: none"> ✓ Design and plan all the activities required for customer's digital transformation. ✓ Generate tangible elements that reflect how transformation will be successfully achieved for customer: Business Case + Transformation Roadmap.

Skype Operations Framework scope

Advanced Voice Consultancy for Office 365 concentrates in the Plan phase of Skype Operations Framework and enrich the Envisioning stage with packaged activities based on our experience in helping our customers on Digital Transformation:

Phase	Outcomes	Activities
Plan	<ul style="list-style-type: none"> ✓ Pre-planning activities around voice to help customers on their digital transformation ✓ Present vision and scope to the customer, agree on the plan ✓ Define 4-6 High Level Business use cases (how will the business benefit from the deployment) ✓ Introduction to the Office 365 and Skype for Business Adoption Success Framework ✓ Ideate and document customer's digital transformation journey ✓ Identify and prioritize customer scenarios & business drivers in regards voice requirements ✓ Identify current state of art in regards of existing / non-existing voice services & solutions deployed at customer ✓ Detect any gaps/issues customer can have when planning the adoption of cloud voice solutions and services ✓ Identify customer network readiness to deploy cloud voice solutions and services ✓ Help customers on defining vision and goals to start planning the adoption of cloud voice solutions and services ✓ Create a first draft/prototype of the ideal logical architecture to meet customer needs ✓ Design and define plan to adapt, design, deploy and operate cloud voice services and solutions ✓ Define the journey to lead the transformation 	<ul style="list-style-type: none"> ✓ Voice Digital Advisory Services: <ul style="list-style-type: none"> ○ Envisioning Workshop ○ Business Use Case Workshop ○ Adoption Success Workshop ○ Define and Design Desired Digital Transformation Journey ○ Customer Digital Transformation Workshop ○ Envisioning wrap up ✓ Solution Story Board Activities ✓ Digital Journey Map Activities <ul style="list-style-type: none"> ○ Analysis AS-IS ○ Analysis TO-BE ✓ Scenario Planning ✓ Business case delivery ✓ Digital Transformation roadmap