



# Advanced Voice Managed services for Office 365



## Offering overview

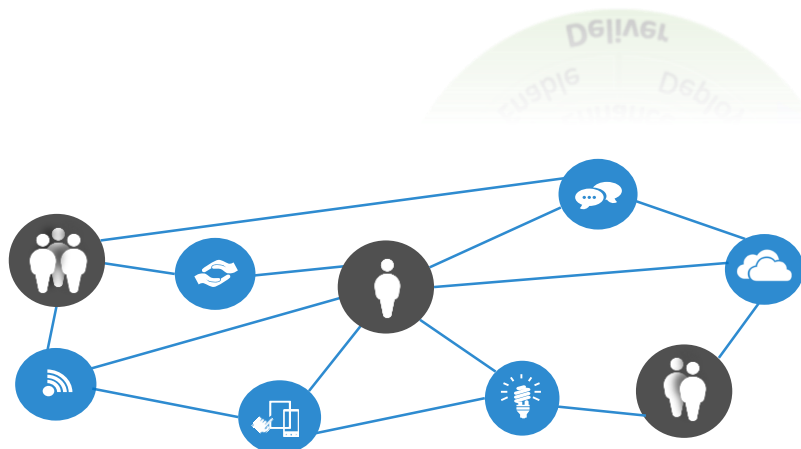
Advanced Voice Managed Services for Office 365 by Zertia is an optimized offering that supports, complete and extends any Unified Communications services and solutions deployment based on Office 365 and Cloud PBX.

We know that your unified communication requirements are key in your business strategy, so we address all your needs ensuring the performance and uptime of the platform is the right one to run it and provide the features, functionalities and operational support expected by your end users.

## 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 Managed Services for Office 365, you can reinforce your team; with the right combination of skills, experience, expertise, process systems we will help you maximize the benefits of the Cloud PBX solution you are running.

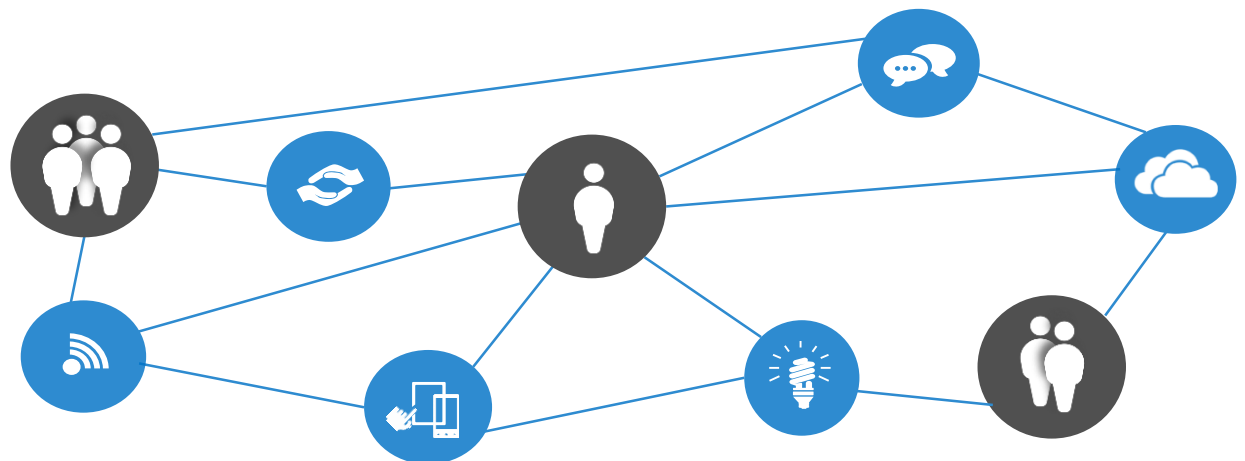


## Zertia Operations Framework

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 Managed services for Office 365**

provide a set of reliable, secure and flexible services and tools designed to help customers and business partners on operating any type of telephony system and unified communications solution around Microsoft Cloud PBX.



## Skype Operations Framework scope

**Advanced Voice Managed Services** for Office 365 is all about managing and operating of your Cloud PBX environment. We start this services with a readiness assessment in terms of managed voice services; to understand your current implementation and evaluating if you have followed SOF by yourself or with other partner (including Microsoft) in the setup of the solution. This assessment allows to understand the current operation status of your environment in order to transform it into a full managed voice service by Zertia adapted to your needs and covering all the possible gaps.

Phase	Outcomes	Activities
Plan	<ul style="list-style-type: none"><li>✓ 24x7 Technical support</li><li>✓ Service maintenance for the whole solution built and deployed (multi-vendor solutions, full Cloud PBX solution, transitioning solutions around Skype for Business)</li><li>✓ End to End service operation</li><li>✓ Proactive Network performance monitoring</li><li>✓ Proactive Health monitoring</li><li>✓ Billing &amp; Advanced reporting</li></ul>	<ul style="list-style-type: none"><li>✓ Zertia readiness assessment:<ul style="list-style-type: none"><li>○ AS-IS Analysis of current Unified Communication Deployment to identify any GAPS, Problems and inefficiencies</li><li>○ Education of the current operational team</li><li>○ Design and Delivery of Operational Materials and Processes</li><li>○ Call Quality Dashboard assessment</li></ul></li><li>✓ Voice Managed Services:<ul style="list-style-type: none"><li>○ IT as a Service (ITaaS) services (24x7 Tech Support; Network &amp; Service Monitoring; Health Monitoring)</li></ul></li></ul>

By summary, with our **Advanced Voice Managed Services** for Office 365 we provide a complete end-to-end operation of the service. Our offering includes the following day-by-day managed services:

- Support: 24x7 escalation and technical support services with application and network troubleshooting.
- Advanced monitoring and alerting: platform monitoring for availability and proactive quality of service analysis and reporting/alerting.
- Reporting: based on Microsoft internal tools and other customized reports provided by Zertia on all the PSTN communications.
- Administration services: Help-desk with escalation services and advanced administration services.