



Cloud Journey

Start your journey in to the cloud today

The move to the Cloud can seem overwhelming, and when considering moving your business critical systems, getting it right the first time is important. When it comes to your telephone solution there is definitely no room for errors. Partner up with a qualified service provider.

A successful Skype for Business implementation project requires a 360-degree holistic approach that includes the organizations strategic business goals, technology and the users.

Missing Link

Strategic–Business goals - Employee–technology

A successful IT project requires a structured 360 degree approach that includes Business strategy, users, the organization as a whole and technology. IT projects might seem straight forward, but in practice there is clear evidence that IT projects often fail or are delayed, if the project is not anchored and supported by the organization.

RackPeople provides practical guidance, tools and assets that ensures an identical process every time, based on the SOF model.

SOF is a circular process, meaning that there is not necessarily clear beginning or end, but a repeating process as the deployment develops and new features are added to the Skype for Business product

Skype Operations Framework

Skype Operations Framework (SOF) is a standardized and structured multi-faceted approach to a successful Skype for Business deployment.

SOF covers the entire customer and project lifecycle from planning to the operation in the long run, and covers the organization and the different needs and goals of the organization.

Plan your Cloud Journey

First things first

Using IT to support the Strategic business goals, helps the company to achieve success. Involving the stakeholders across the organization, helps making the right decisions.

Defining the goals and requirements BEFORE deciding how to design the system. This is the first step towards integrating you telephone solution in to the cloud. Depending on where your business units is located geographically, the size of your organization and your solution requirements, there are different solutions to enable Skype for Business Online capabilities in your existing solution

If you are just embarking on the cloud journey and wish to explore Skype for Business Online capabilities while keeping the security of having your business critical telephone solution on-premise, e.g. your Contact center solution. Cloud journey allows you to free up resources and utilize Office 365 services such as:

- ➔ Cloud PBX
- ➔ PSTN Conferencing (Where available)
- ➔ PSTN Calling (Where available)
- ➔ Skype for Business compatible Contact Center solutions

Who is Cloud Journey for?

- ➔ Skype for Business Server 2015 or Lync Server 2013 deployed
- ➔ Need for PSTN voice capabilities
- ➔ Initial stages of Office 365 adoption

Read more about RackPeople and our Skype Operations Framework offerings on <http://sof.rackpeople.com>

Contact us on salg@rackpeople.dk or by phone: +45 7070 1111

Why choose RackPeople?

RackPeople has extensive experience with Skype for Business and Office365 Cloud services. We have been selling and deploying Unified Communication services since Office Communicator. As a Microsoft Gold partner, we have a close working relationship with Microsoft enabling us to test, develop and give feedback to Microsoft in the early stages of feature development.

All our Skype for Business consultants are certified in Skype for Business, as well as in Office 365.

When choosing Rackpeople as your Skype for Business partner, you can rest assured, that your installation and deployment will be conducted according to Microsoft best practice recommendations.

RackPeople has a holistic approach to IT-projects with a 360 degree view reaching beyond just the IT and technical department, this is why RackPeople and Skype Operations Framework is a good fit. We know that IT influence the core of how we work together.



The Service Process

RackPeople's SOF service process has been developed from a holistic approach viewpoint and ensures that all parts of the organization is involved, stakeholders, users, IT and strategy. A lot of focus is on the beginning of the project, the planning phase. This ensures backing from the organization and a well-prepared project, that is harder to derail.

With a structured approach, the road to Project success is secured.

SOF Phase	Outcome	Activities
Plan	<ul style="list-style-type: none"> Define Strategy Ensure Project vision & strategy is aligned with the general vision & strategy Get commitment Design and define architecture and approach Discover risks and gain insight in to work processes Perform persona analysis 	<ul style="list-style-type: none"> Business Case Alignment workshop Cloud Journey Stakeholder Workshop Cloud Journey Role/Function Workshop Cloud Journey Technical Assessment Technical Design Workshop Adoption Strategy
Deliver	<ul style="list-style-type: none"> Deliver and enable Skype for Business services on a site by site basis, based upon the strategy from previous phase Drive adoption, while discovering and identifying enhancement opportunities 	<ul style="list-style-type: none"> Installation and configuration of Cloud Services—The RackPeople Approach Enabling Cloud Services for the Skype for Business users RackPeople's End user adoption activities
Operate	<ul style="list-style-type: none"> Maintain a reliable Skype for Business setup with high performance and quality, while enhancing the end user experience 	<ul style="list-style-type: none"> Client Adopted SoP (Standard operating Procedure) RackPeoples Monitoring Services Support Reporting and services

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For more information, additional service options and a description of the service process elements, please refer to the SOF service description on our website <http://sof.rackpeople.com>



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