

Enable a Reliable Unified Communications Platform That Securely Connects Your Users Anywhere, on any Device

Managed Microsoft Lync and Skype for Business Services by NTT DATA

Unlock the potential of your Microsoft Lync and Skype for Business platform

Your organization requires reliable, flexible and secure communication tools to enable better connectivity and collaboration with your employees, customers and business partners. By putting your unified communications environment in the care of a trusted partner, you can focus on activities that generate revenue to help grow your business. Managed Microsoft® Lync® and Skype for Business Services by NTT DATA provide lifecycle support and management for your Lync and Skype for Business infrastructure and services, enabling your organization to communicate with confidence and enhance business agility — while driving down costs and risk. Our services provide support for:

- **Instant messaging (IM) and presence:** Supports the core features of your Lync and Skype for Business deployment, such as IM, availability (presence) information, sharing capabilities and Microsoft Office Web Application Server integration.
- **Online presence and internal conferencing:** This add-on service supports features such as internal video and audio conference, web conferencing, online presence and group chat.
- **Enterprise voice:** Supports enterprise-level Lync and Skype for Business deployments, which includes enterprise voice integration, Microsoft Exchange integration and conference services management.

Use our services to:

- Maximize end-user collaboration and increase workforce efficiency while reducing costs
- Manage and maintain Microsoft Lync and Skype for Business Servers and the topology throughout the entire service lifecycle
- Protect your organization's communication environment with our field-proven delivery methodology
- Benefit from a flexible Lync and Skype for Business Server deployment that proactively supports your strategic business initiatives
- Take advantage of a support model for your Lync and Skype for Business Server environment that allows you to scale on demand

Transform your communications with our Lync and Skype for Business services

Our approach to Managed Microsoft Lync and Skype for Business Services revolves around a tiered delivery model that follows IT Infrastructure Library-aligned methodologies, processes and procedures. This enables the delivery of our support services to be mapped accurately to your underlying business needs. The tiered support structure also allows you to:

- Utilize an optimized delivery model that matches skill sets to the appropriate tasks, activities and the level of service you need. Aligned with your business needs and demands, we manage your Lync and Skype for Business deployment configuration throughout the entire service lifecycle.
- Maximize standardization, automation and orchestration in infrastructure support.
- Increase responsiveness, performance and availability — and eliminate service disruptions — while reducing overall support costs.
- Take advantage of our engineers and administrators to handle all the time-consuming management tasks — from installation to maintenance, troubleshooting and optimization. Supported by a best-in-class monitoring toolset and an extensive collection of best practices and methodologies, our services are delivered 24x7x365 — so you can focus on your core business.
- Benefit from an architecture function that enables innovation and introduces emerging technologies to meet your future business needs.

Customize our services to suit your unique needs

Our experience in deploying and managing complex, multi-site Lync and Skype for Business architectures helps you achieve redundancy and high availability for your communications environment. Additionally, our tools and processes ensure your collaboration service is safe and available when you need it. Our managed services allow you to maximize end-user collaboration, reduce costs, increase workforce efficiency and improve workplace mobility, as well as:

- Utilize operational support of a completely transformed collaboration environment
- Provide your users with modern, scalable unified communications support
- Transform your Lync and Skype for Business deployment into a scalable, secure, cost-effective solution that complies with corporate policies and meets the needs of an evolving workforce

Key features and functions

Service component	Features and benefits
Microsoft Lync Basic and Skype for Business (IM and presence) support services	Provides support for core features of basic Lync and Skype for Business deployments, such as IM and presence, to enable availability and performance with integrated Office applications and rich presence capabilities. It also facilitates collaboration within your organization and provides decision support with easy-to-use tools.
Microsoft Lync and Skype for Business support services for online presence and internal conferencing	Augments the Lync Basic and Skype for Business support model — with support for web conferencing, multi-party video, audio conference and whiteboarding — to enable effective and cost-optimized collaboration across organizations.
Microsoft Lync and Skype for Business support services for enterprise voice	Supports enterprise-level Lync and Skype for Business deployments, which includes enterprise voice integration with Microsoft Exchange and conference service components, to deliver a seamless, end-to-end voice and data collaboration experience.

Visit nttdataservices.com/managedservices to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.