



Journey Planner Unified Communications

S Practical Guidance for Cloud Voice

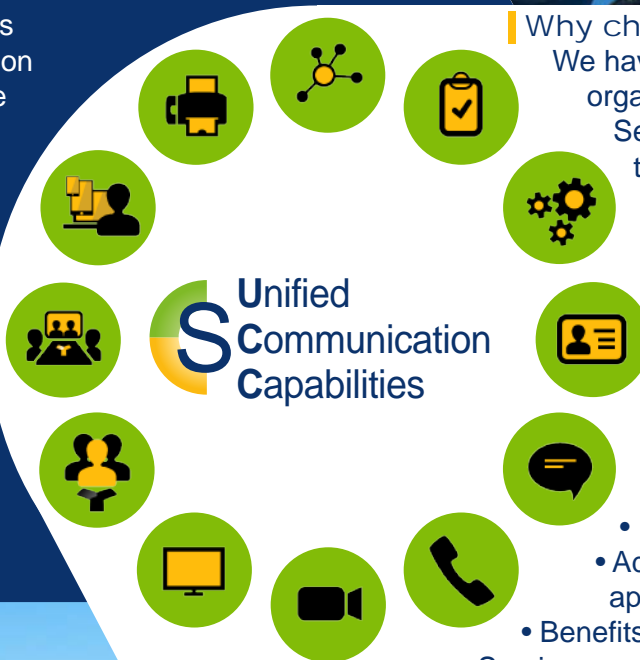
Defining what Unified Communications, Skype for Business and O365 means to your organisation, the benefits it will bring, the associated costs, how to successfully deploy it and transition to new ways of working can be challenging.

What is it?

The goal of Journey Planner is to define business case which is supported by a roadmap delivering a Skype for Business solution that meets both your business and technical requirements. The roadmap not only provides a clearly articulated plan of what services will be delivered, but also defines how users will adopt the solution and build it into their daily working practices, whilst also ensuring the service can be effectively managed and measured to support realisation of the projected benefits.

Who is it for?

Journey Planner is targeted at organisations who are not sure what Unified Communications looks like, what it can deliver for their organisation, how to deliver it using Skype for Business (including Phone System, Audio Conferencing & Calling Plan) and O365, maintain it or to ensure the business embraces this new technology in their day to day behaviours.



S Unified
Communication
Capabilities

Why choose it?

We have successfully completed planning engagements with organisations across the Oil & Gas, Manufacturing, Business Services and Public sectors. Journey planner has enabled those organisations to successfully achieve the following outcomes:

- Senior business stakeholders successfully engaged
- Support secured from security & compliance teams
- IT investment secured by providing a clearly articulated business case
- Return on technology spend maximised via requirements driven strategic vision & roadmap
- Existing technology investments maximised via co-existence and integration solutions
- Key technology decisions proven via low risk pilot
- Adoption of new ways of working achieved via the application of proven approaches and materials
- Benefits realisation supported via structured framework
- Service organisations transformed to support the strategic vision

Journey Planner has been refined over many successful engagements and delivers a best in class service that will allow us to successfully define your journey to Skype for Business and a new way of working.

Contact us at info@symity.com to start your journey.



Microsoft Partner
Gold Communications

Symity are a voice, meeting spaces and adoption specialist who have a proven track record of transforming organisations using the Skype for Business and O365 eco system. Our experience has been gained across organisations of all sizes and we have deployed solutions in over 20 countries.

www.Symity.com/SOF

Guide to Journey Planner



ENVISION

ONBOARD

Case for change

Current State

Future State

Roadmap

Pilot

OUTCOMES

Key workshop(s) to understand your drivers for change, critical success factors, high level requirements, envision the stakeholders to the potential solution

Templated information capture and assessments to establish your current state (or start point for your journey) by assessing supporting infrastructure, understanding your current ways of working, service organisation and operating costs

Develop your future state (or end point for your journey) by defining the target solution, the approach to maintaining the service, the associated costs and the plan to educate and change behaviours of your organisation

Compile the final business case and develop a roadmap to deliver the desired solution, service and adoption end states supported by a measurable set of performance indicators to ensure the critical success factors are achieved

Execute a pilot as a low risk approach to proving the proposed solution, approach to business transformation, confirming the projected benefits and taking the initial step on your journey

FEATURES

Business & Delivery Analysis

- Initial Business Case
- High Level Requirements
- Stakeholder Envisioning
- License Requirements & Model Review
- Use Cases

Solution Analysis

- Data Discovery & Analysis
- Network Readiness review (WAN, WiFi & VPN)
- PC, Devices and Peripheral Assessment

Adoption Assessment

- Business Transformation & Adoption Assessment

Service Assessment

- Service Model Impact & Outage Assessment
- Monitoring and reporting assessment

Optional

- Security, Health & Safety and Compliance review
- Meeting Spaces Impact assessment

Solution Architecture

- Skype for Business Core Capabilities (Identity, IM&P, Sharing, Voice & Desktop Video, Conference, Mobility, Remote Access & Federation)
- Telephony (Phone System, Hybrid or CCE)
- Audio Conferencing
- Detailed Requirements

Adoption Planning

- Adoption Approach covering comms, training, self-help & tracking
- User Profiles

Service Planning

- Service Management Approach

Optional

- Integration approach with existing solutions (i.e. helpdesk, IPC)
- O365 integration and workload planning

Business & Delivery Planning

- Final Business Case & Realisation Model
- Delivery Roadmap
- Unified Communications Vision

Business & Delivery Execution

- Critical Success Factors, Tracking and Feedback Mechanism
- Pilot Summary Report (Usage, Critical Success Factor and User Feedback)

Solution Delivery

- Core, Telephony, Audio Conferencing Capabilities
- Up to 50 users enabled

Adoption Execution

- Launch comms and training

Service Management

- Adoption & Technical support

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4 - 16 weeks

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6 weeks

Our Partners



Extended Capabilities

Extend your Skype for Business services to offer a wider Unified Communications experience with some of our optional capabilities



Meeting Spaces

Define a seamless Skype for Business experience for your business that extends from their personal environment to rooms and communal spaces where you meet, share and collaborate.

Video Conference Interoperability

Define an approach to allow people using Skype for Business Desktop Video to communicate with your existing Video Conference Devices & Service.