



Cloud Collaboration – Skype for Business

Cloud Collaboration – Skype for Business is a flexible cloud collaboration solution that combines enterprise-grade security, high-quality network connectivity and managed services that help you maximise collaboration and productivity. It is delivered with full end-to-end management and support to help reduce the complexity and risk of internal management so you can focus on core business. The solution gives you the key benefits of:

Agility

Enable business in the moment – on demand, anytime from almost anywhere. Improve productivity and collaboration through flexible work environments and versatile communication tools. Enrich interactions with multi-media collaboration including desktop sharing and video. Help staff connect to people and information while they're on the move, with a consistent experience no matter the device or location. And enjoy the flexibility to choose to have some services in the private cloud, and others in the Microsoft cloud.

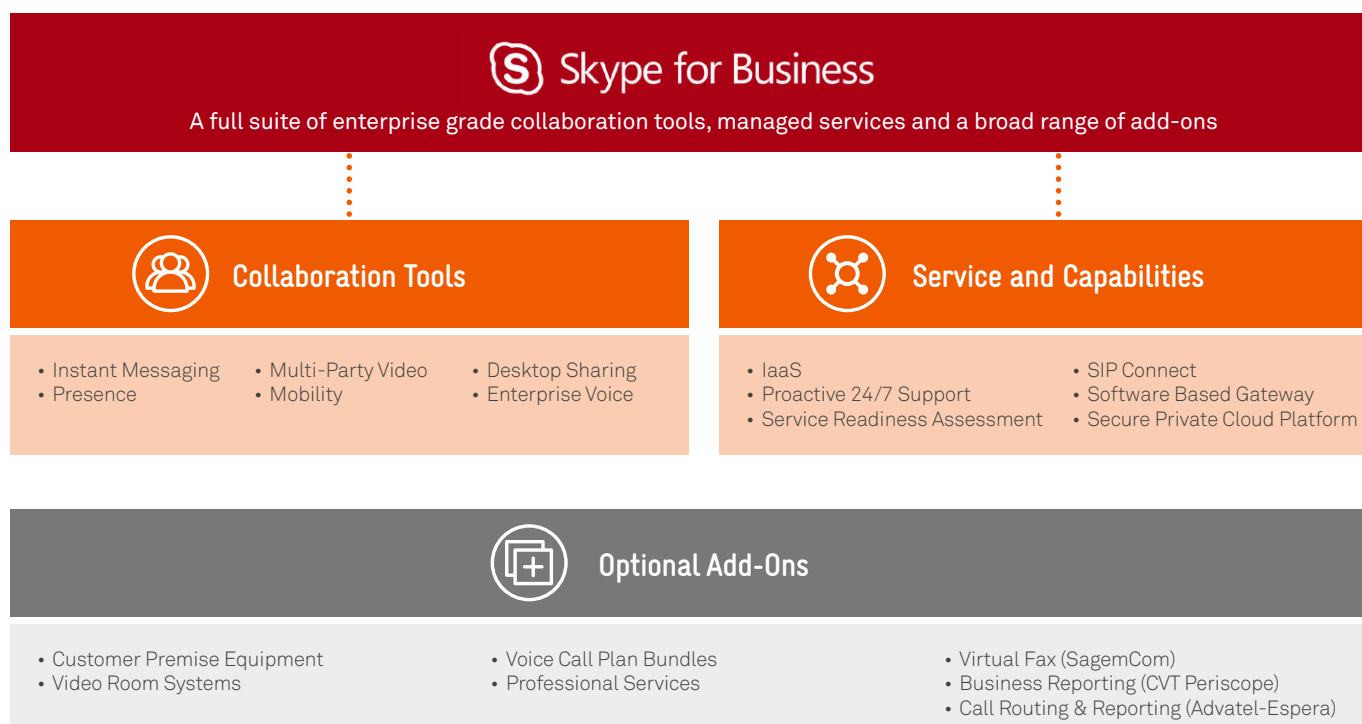
Simplicity

Reduce risk and complexity with one point of access to a complete, integrated solution with feature rich add-ons. Take advantage of our consulting, design and management expertise, along with advanced monitoring tools. Help reduce the costs of management, IT staff and upgrading skills. Gain the accountability of one provider, while simple price per end billing makes budgeting easier.

Future-ready

We design fit-for-purpose solutions from basic packages to custom builds that are co-created with you and scale easily as your business grows. Deploy new capabilities without the expense and trouble of ongoing technology upgrades. Have the freedom to alter your investment strategy and maximise its value through the strength of our global Cloud Collaboration platform and the Microsoft cloud. And depend on our consultancy services and technical capabilities to keep you ahead of the curve.

How does it work?



Features

Benefits

Skype for Business application

- Instant Messaging, Presence, Skype for Business click-to-call from Office Apps, interconnected audio/video calls, mobile client, conferences and desktop sharing, enterprise voice (over Telstra Next IP® network).

- Provides a full suite of powerful collaboration features to help improve the way your people work together.

Enterprise Voice

- Provides a number of logical voice channels/lines between your voice equipment and the PSTN using your existing Telstra IP network service. Also provides dial in conferencing capability.

- Lower Reduced ISDN/PSTN service rental costs and cheaper VoIP telephony calls.
- Easily scale to your requirements, without needing extra phones lines.

Hybrid Cloud Deployment

- Have some of your services delivered from the private Telstra cloud.

- The flexibility to have sophisticated functions for power users in the private Telstra cloud, and less sophisticated functions in the shared Microsoft environment.

Set up and initial consultancy services

- Skype for Business Readiness Service and Network Assessment.

- Assist you through planning, network readiness and assessment, and integration of technical and network requirements for successful on-time delivery.

Full support

- Proactive monitoring will constantly check all core solution services for uptime 24 hours a day, 7 days a week, 365 days a year.
- Standardised monthly service report.
- Application support and consultancy services.

- The simplicity of one touch point that helps to identify and prevent problems before they happen.
- Best practice processes to ensure high availability for your services.
- Assurance of rapid, dedicated response to issues.

Platform Extension

- Can be extended to accommodate call routing and business reporting functions and to be interoperable with Multi-Party Video, Microsoft Exchange and SharePoint.

- Enables you to maximise the value of the cloud solution and leverage your existing investments.

Add-ons

On-premises equipment

A full range of Telstra accredited and Microsoft certified IP handsets plus additional equipment and software to rent or purchase:

- Survivable Branch Appliance (site resilience and redundancy capabilities)
- handsets (Polycom)
- headsets (Plantronics and Jabra)
- Microsoft Room Based Systems (LRS) Video
- Sagemcom (Virtual Fax service)
- CVT (usage management and reporting)
- Advatel-Espera (call routing and reporting)
- Surface Hub (coming soon).

Microsoft Cloud Infrastructure

- As part of the Cloud Collaboration Skype for Business solution you may choose to have some services in the Microsoft cloud. This hybrid deployment leverages the Microsoft Office 365 infrastructure

within the Azure platform. Access to the Microsoft Office 365 platform is via optional Express route or internet connectivity. The voice capability (PSTN in-dial numbers) for these users will be provided from the Telstra Cloud Collaboration Skype for Business dedicated hosted solution.

Telstra Private Cloud Infrastructure

Onshore hosting provides high security and sovereignty for your data:

- dedicated virtual servers host the platform across one or two data centre locations depending on deployment model
- data centres are available in Melbourne, Sydney and Perth.

Professional Services

- Assists with the planning, design and management of collaboration strategy.

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

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