

UNIFIED COMMUNICATIONS WITH SKYPE FOR BUSINESS FPT TELECOM INTERNATIONAL

		Activity	Outcome	STANDARD	ENTERPRISE
				Maximum capacity: 150 users	Unlimited users
Plan	Consulting	<ul style="list-style-type: none"> - Discovery workshop - High level solution outline - Business use case Workshop - Clients and devices readiness - Adoption success workshop 	Define business use cases	✓	✓
	Network assessment	<ul style="list-style-type: none"> - Bandwith caculator - Network test for running Skype for Business: firewall, port, etc. - Propose internet leased line connection: MPLS 	<ul style="list-style-type: none"> - Analyze network condition and readiness for deploy Skype for business - Propose recommendations 	✓	✓
	Voice Envisioning	<ul style="list-style-type: none"> - Investigate current infratructure - Propose VoIP replacement - Propose Skype for business hybrid model, enable Cloud PBX to integrate with legacy PBX using Cloud connector edition. - Propose Skype for Business server on-premises - Value-added numbers 	<ul style="list-style-type: none"> - Design appropriate Voice solution - Envision necessary devices and equipments 	✓	✓
	Office 365 readiness assessment	<ul style="list-style-type: none"> - Conduct survey to measure customers' readiness for change - Current email system evaluation for migrating to Office 365 	<ul style="list-style-type: none"> - Define suitable plans and model - Outline deployment model 	✓	✓

Deliver	Network deployment	- Deployment of main or additional network connection: FTTH or internet leased line	Network deployed and ready for telephony and Office 365 deployment		Support MPLS connection to ensure security and high availability
	Email migration & VoIP replacement	- Email, contacts, calendar migration to Office 365 - Design appropriate model for Skype for Business based on customers' requirements - Propose DID numbers for VoIP replacement - Propose necessary devices for CCE like Adiocodes partner - Number porting - Voice policies migration - Unified messaging - Configuration for Call Quality Dashboard	- Migrate email to Exchange Online - Transition from Analog to VoIP (if necessary) - Migration to Cloud PBX and integrate with legacy PBX by Cloud Connector Edition		- Free email migration - Offer free local minutes call - Support Cloud Connector Edition device
	Service enablement	- Functional testing - POC, trial, validation - User enablement	Users enabled	✓	✓
	Adoption training	- Administrator and end-user onboarding training - Sending guidance	- Administrator trained - End-users trained		Advanced training, include on-site training and provide necessary guideline documents
	Project Management	- Coordinator with project lead, executives sponsor and technical lead - Timeline management - Frequent report (weekly, monthly) on project progress	- Key Success Indicator validation - Project delivered as planned		✓

Operate	Transition to Run	Service handover to supporting team	Ensure the customer have the leading communications solution	✓	✓
	Quality monitoring	<ul style="list-style-type: none"> - 24/7/365 monitor for quality and reliability - Direct training on Call Quality Dashboard (CQD) - Customized report and analysis 	Call Quality Dashboard enabled		<ul style="list-style-type: none"> - High level monitoring and service support: + Implement and configure CQD + Training and provide guideline on using CQD + Support identify "hot spot" and look for signaling
	Report	<ul style="list-style-type: none"> - Periodic reports on capacity ad utilisation - Customized usage report 	Provide sufficient report on service usage		✓
	Management	<ul style="list-style-type: none"> - Provide support to trouble-shoot issues - User configuration, creation and deletion - Enable users/configure features as per customers' requirements 	Ensure service availability and handover user management experience		On-site co-ordinate to trouble-shoot issues