Skype Operations Framework - Offer Adoption Overview

SOF supplies practical guidance, tools and assets that range from scripts and reports to workshops and documents that help aligned Customer expectations with the stages of pre and post-sale adoption of Skype for Business.   SOF delivers offers that are a combination of activities and tools that follow the SOF methodology enabling them to be delivered faster by providing the foundation to build or enhance their delivery practices.   SOF enables customers to apply execution excellence to achieve desired outcomes aligned with business initiatives by providing the common understanding between Carousel and our customers on the needs and benefits of the Skype for Business online lifecycle.

Carousel's experience and focus

Carousel has over 25 years of experience delivering Unified Communications solutions to customers. In our experience having a UC foundation is important in developing a long-term roadmap which may includes Office 365, Exchange Unified Messaging, Skype for Business, Voice, and Video Conferencing. The return on investment is also measured by the human side of technology adoption. Carousel can deliver user and group adoption plans tailored to any customer industry and environment. Carousel's people and process is second to no other technology company.

Unified Communications (UC) Experience is all about Multi-Vendor Expertise. Carousel takes a best of breed approach when working with our clients to architect, integrate, and manage their next generation platforms. 80% of Carousel's workforce are architects and engineers specializing in many solutions including data networks, Wi-Fi solutions, virtualization, voice, video, and managed services. The value of having expertise in each of these disciplines allows us to see the entire vision and goal our customers are trying to achieve.

Real time communications poses a unique challenge with a diverse eco system.   All the piece parts need to be in synchronization for the user experience to be as expected.   Carousel tests, certifies and recommends only best of breed solutions which we know will achieve the best result for every customer.

Carousel's SOF Phases

SOF Phases define the Skype for Business online lifecycle for Project adoption and as a template to work through, adding business value by onboarding new workloads and features.

Carousel O365 Voice & Modern Meetings SOF "P-D-O" Activities Mapping	PLAN — Focuses on Corporate Communication, Enhanced Meetings, Voice Applications and Collaboration Services using the Office 365 Cloud	DELIVER — Focuses on Design Deploy, Adopt and Consume O365 Voice and Modern Meetings User Experiences and Network Services	OPERATE — Focuses on the Quality & Availability of O365 Voice & Modern Meetings User Experiences and Network Services under Carousel Customer Support Group
Verify Business Goals, Objectives, Budgets, SMEs	•		
Define Scope of Voice / Meetings / Collaboration Needs	•		
Network Readiness Assessment: QoS, Capacity, Performance	•		
Network Services considerations and options	•		
Instant Messaging, Desktop Share, Federation	•		
Modern Meetings Presenter and Attendee Experiences	•		
Voice Call Flows, User Experiences, Capabilities	•		
Compliance, Governance and Adoption Model	•		
Mobile Device Strategy and Considerations	•		
User Base Client Device Options, Connectivity Models and UI	•		
Cloud/Hybrid/Premises Deployment Models Scenarios & Preference	•		
Integration Interoperability considerations	•		
Migration and end user Change Management Planning	•		
Business Value Assessment - "Day in the Life", ROI Analysis	•		
Customer Support Requirements	•		
O365 Voice / Meetings Project Plan & Project MGT. Kick Off		•	
Document Migration Strategy, Capabilities & Owners		•	
Execute Carrier Letter of Agency to manage facility porting		•	
Baseline Architecture (Premise, Hybrid, Cloud) Readiness		•	
Document Test Plan		•	
Acquire / Activate Required Licenses		•	
Device deployment, activation and test		•	
Services Activation for Voice, Meetings, IM, Voice Mail…		•	
Carrier activation with requisite calls flows established		•	
Production Level Test Plan Execute		•	
Close Project and Transition to Customer Support Group		•	
Customer Support Intro and Project Review Call			•
Incident Management Tier 1 & 2 Help Desk			•
Incident Management Tier 3 & 4 Escalation Management Plan			•
Service Desk MAC Support: Add and Provision Users			•
Services Desk Service Quality, Service Availability issues			•
Proactive Planning for new /enhanced feature activation			•
Regularly Schedule Performance Review meetings			•
O365 Webinars and Self Help Web Portal Services			•

Carousel SOF Activities

The combination of Carousel existing deployment activities into the SOF will highlight areas where Carousel value adds the offer process. Examples of high value, customer specific solutions are:

- Telco | Carrier analysis and cloud readiness including CCE hardware and Express Route options.
- Local and Wide Area infrastructure compliance and best practice.
- User interface equipment, from IP phones, to headsets as well as personal and group based video conferencing solutions.
- Change management programs.
- User adoption courses, web enabled and speaker led
- Day two managed services from maintenance to 24/7 proactive monitoring and scoring.

Carousel's SOF - Tailored to Voice & Enhanced Meetings Solutions

The SOF Phases, Plan, Deliver, Operate are supported by the inner Stages within the SOF offer, which have aligned activities, tools and assets. Each Stage is defined to support the Phase's goals and would be worked through as part of the project lifecycle. Carousel's UC Delivery model (graphic below) shows where these activities have been incorporated into our UC delivery model. Customer engagement can start at any one point on the continuum, whereby presenting the most value to the customer's lifecycle as possible.