

Your one-stop solutions provider across the region.
If you are thinking about communication,
think Radiance.

Skype Operation Framework

With the emergence of cloud based Unified Communication (UC) solutions and growing digital economy, it is important to adopt a well-standard and best practice framework to run a high-quality real-time communications service successfully. Microsoft's **Skype Operations Framework (SOF)** provides the foundation and delivery methodology to guide organisations to plan, deliver and operate a reliable and cost effective Cloud PBX with Skype for Business online.



As one of the leading communications service provider and Microsoft's high touch partners, Radiance is well-trained and aligned to SOF, helping customers to accelerate their Skype for Business (SfB) delivery capabilities by providing them with practical guidance, tools and assets.



We help organisations who are deploying Skype for Business online for the first time or migrating from an on-premises deployment, to leverage the combination of activities and tools that follow the SOF methodology.



With over 35 years in enterprise communications, we are well equipped to advise you in the areas of voice, data, video calling, network architecture, instant messaging (IM), presence, desktop and app sharing. We have the proven expertise in migrating many of our customers from the traditional PBX environment to the next generation IP and Cloud telephony giving them the assurance of a highly and seamlessly integrated system. Through SOF, we are more than ready to assist customers in planning, delivering, deploying and migration to the cloud, driving desirable business outcomes.



WE PROVIDE **STRATEGY, ASSESSMENT OPTIMISATION** AND SERVICES

NETWORK 365

At **Radiance**, we provide assessment and optimisation services to help you evaluate existing network performance and identify areas for improvements when implementing a Unified Communications (UC). Our team of industry certified network consultant, holding credential like Cisco (CCIE), Avaya (ACSS) and Extreme networking certification (ENS), is equipped with a wide range of experience to plan and take responsibility of your network infrastructure, making sure your real-time communication network is stable and ready for cloud migration.

Network 365 is a network assessment offering that strategise and optimise your network infrastructure before implementation. To ensure an overall cloud readiness when moving to Skype for Business in Office 365, we leverage on SOF methodology to resolve existing network issues and undertake remediation activities. Our network experts provides the following assessment such as:

- LAN/WAN and WIFI test and monitoring to evaluate whether a pure Cloud deployment or hybrid implementation is appropriate for your business.
- Utilises network assessment software to load tests with automated simulated Skype traffic to find problems in the network for voice, video, and desktop sharing.
- Provides 'One-Click' troubleshooting for each internal private network device with root cause analysis and prescriptive remediation guidance.
- Aggregates assessment results and provides full detailed network health assessment report with specific analysis, performance and issues for each network device.

Upon completion of assessment, we will craft a final network topology diagram; proposed new architecture changes and relevant network investment to prepare for Skype for Business migration in Office 365.

WHAT ARE THE SOF PHASES

RADIANCE ENGAGE WITH THE CUSTOMERS ?

Phase	Stage	Deliverables	Radiance Offerings	
			Network 365	Cloud Engage
Plan	Envision - Capture business requirements and objectives.	Conduct discovery and architecture workshops. Introduction to Skype for Business Cloud PBX, Skype Room System and share the full suite of Microsoft Certified products. Define success criteria.		✓
	Assess - Assess network and operational readiness for solutions implementation.	Conduct workshop, identify and plan for various personas, network information consolidation, conduct network assessment and final recommendation.	✓	✓
	Design - Define solutions architecture.	New proposed architecture, migration plan and strategy.		✓
	Prepare - Undertake remediation and prepare for deployment.	Propose network and infrastructure changes ensuring overall readiness of current infrastructure.	✓	✓
Deliver	Deploy - Execute and deliver Skype for Business.	Use Project Management framework, proven tools and techniques to manage the scope, time and cost of a project. Information gathering of all requirements, task and milestones leveraging on Radiance Workbook.		✓
	Enable - Enable users profile and execute training.	Provide technical professional services in provisioning, enabling, deploying and training for Skype for Business Online and Cloud PBX.		✓
	Adopt - Driving adoption and active usage of cloud service. Monitor for service quality.	Conduct adoption workshop, provide awareness materials and guides. Run pilot to meet identified success criteria.		✓
	Enhance - Identify personas to target new features and capabilities.	Proactive planning for new and enhance feature activation.		✓
Operate	Monitor - Troubleshoot and drive issue resolution with O365 support when required.	IT Service management - adopting a process approach towards management, focusing on customer needs and IT services for customers, stressing continual improvement.		✓
	Report - Provide regular reports that inform future actions and decisions.	Provide O365 reporting and measure usage activity.		✓
	Support- Maintain and enhance the delivery of high quality solution to end users over time.	Silver/ Gold Maintenance Plan, 24hrs Call Centre, Incident Management, Yearly Health Check with recommendation for improvement.		✓
	Run - Monitor call and service quality for end to end reliability, usage and capacity.	Manage call quality using Skype for Business Online Call Quality dashboard.		✓

Learn more about Skype Operations Framework, visit <https://www.skypeoperationsframework.com>

To start on the SOF journey and drive significant ROI from your Skype for Business, Contact us now or visit our **SOF LANDING SITE** for more information.

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Gold Communications
Gold Cloud Productivity