

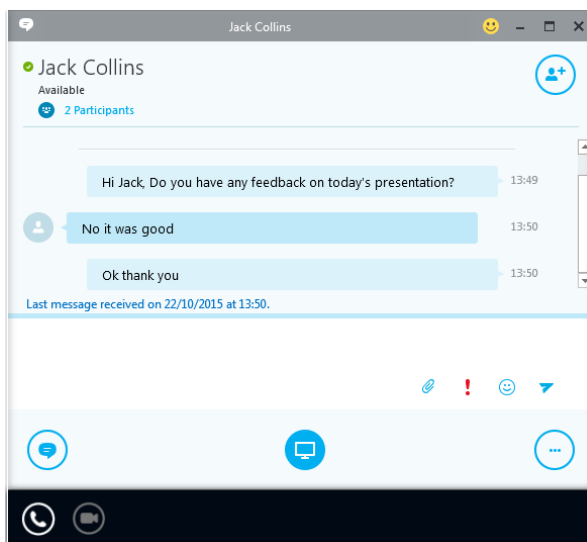
Connect to everyone, anywhere, anytime

What is Skype for Business?

Skype for Business provides the future of communications to the users in your business with a single software application which consolidates multiple key communication methods into one easy-to-manage application.

Skype for Business connects employees, business partners and customers wherever they are, from different locations and time zones with the use of a variety of well-known and easy to use communication methods, such as instant messaging enterprise voice and conferencing.

Skype for Business reduces your costs whilst increasing productivity, efficiency and responsiveness from employees.



Security

The cloud platform enables 99.99% security and resilience guaranteed with its Tier 3+ Data Centre and 24/7 security. Backups of your Skype for Business account are regular as standard Geographic Redundancy and Rapid Disaster Recovery is also available as an optional extra.

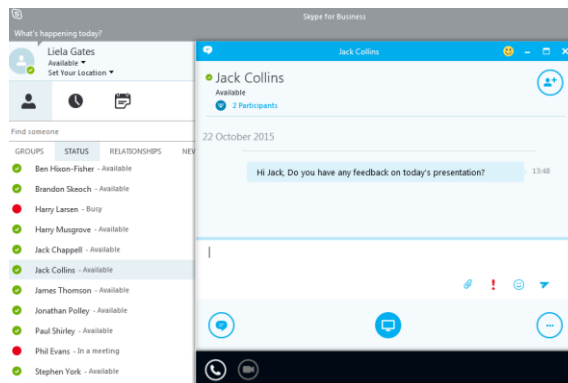
Benefits:

- Reduces the need for travel, telecom and IT costs whilst increasing productivity.
- Allows you to improve your business outcome in a sustainable way.
- It's robust, accessible and affordable.
- Enterprise class telephony – can replace a PBX system.
- Enables flexible working
- Simple to adopt and easy to adapt to your needs.
- Secure business messaging, video conferencing and desktop sharing capabilities in one place.
- Skype for Business communication calls are much cheaper plus it delivers the benefits of IM&P – known for being fast and responsive communications.
- Pricing – Monthly Rental – Skype for Business with presence capabilities can start from just £5.99 per user.

Skype for Business

Instant Messaging

Instant Messaging and Presence (IM&P) which allows users to immediately contact with quick and efficient instant messages to not only individuals and groups, but also to people within and outside of the user's networking. Presence allows the user to check the status of a contact, quickly and easily, to determine the best way to contact them with status' such as busy, away or other user created status'. This service also includes pc-to-pc voice and video calls.



Group Messenger

IM and Presence, and Internal Conferencing, pc-to-pc calls as well as multi-party collaboration which allows users to make video/voice calls and participate in desktop sharing and white boarding.

Communicate

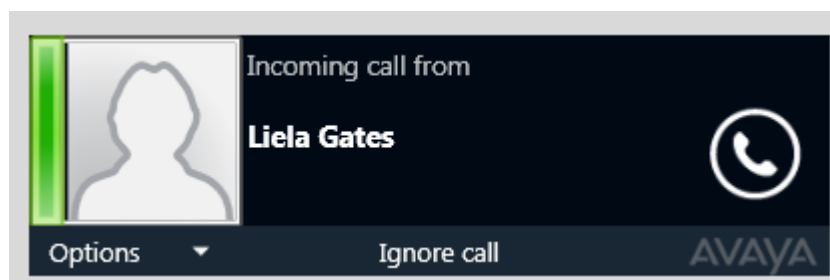
IM&P and External voice, replaces a user's PBX Telephone systems saving users money and complexity.

Conferencing

IM&P, Internal and External Conferencing hold internal external multi-party conferences. Attendees can join the conference by dialling in and web app – so users can collaborate and work together from any location.

Skype for Business Communicate Enterprise

IM&P, Internal and External Conferencing and External Voice Full Unified Communications suite. It combines an enterprise class telephony solution with voice and video conferencing facilities and leverages IM and presence, desktop sharing and collaboration to deliver business productivity and cost-savings – all hosted on an industry leading O-cloud platform which allows user to access Skype for Business anytime, anywhere as long as they are connected to the internet. So users can communicate effortlessly regardless of where they are in the world.



Skype for Business

Instant Messaging and Presence					
	Lync Messenger	Lync Group Messenger	Lync Communicate	Lync Conference	Lync Communicate Enterprise
IM from your PC to another Lync User PC in your organisation	✓	✓	✓	✓	✓
Multi-party Lync IM within your organisation	✗	✓	✗	✓	✓
Document pass across IM to one other IM users in your organisation	✓	✓	✓	✓	✓
Document pass across IM to multiple other IM users in your organisation	✗	✓	✗	✓	✓
PC to PC Computer Audio calls: Internal call to another Lync User in your organisation	✓	✓	✓	✓	✓
PC to PC Computer Video calls: Video call to another Lync user in your organisation	✓	✓	✓	✓	✓
IM conversation history	✓	✓	✓	✓	✓
IM and Presence from Office applications	✓	✓	✓	✓	✓
Rich Presence: Device Indication, Customised Presence States, Privacy Settings Presence in Microsoft Office Applications	✓	✓	✓	✓	✓
Contacts: Unified Contacts between Exchange, SharePoint and Lync Contact list, tagging, grouping etc. (available where integration is feasible)	✓	✓	✓	✓	✓
Skill search based on information pulled from SharePoint (available where integration is feasible)	✓	✓	✓	✓	✓
Activity Feed to create a more interactive and social workforce	✓	✓	✓	✓	✓
Conference Attendee Experience (enables you to attend a meeting that another Lync user has scheduled, who has scheduling privileges). <i>Join an ad hoc or scheduled meeting View Shared Applications View/write Whiteboard</i>	✓	✓	✓	✓	✓

Skype for Business

Conferencing Features					
	Lync Messenger	Lync Group Messenger	Lync Communicate	Lync Conference	Lync Communicate Enterprise
Initiate ad-hoc and schedule multi-party audio conferencing with internal participants via a Lync client.	✗	✓	✗	✓	✓
Initiate ad-hoc and schedule multi-party audio conferencing with external participants via a web client or PSTN dial in.	✗	✗	✗	✓	✓
Initiate ad-hoc and schedule multi-party video conferencing with internal participants via a Lync client.	✗	✓	✗	✓	✓
Initiate ad-hoc and schedule multi-party video conferencing with external participants via a web client or PSTN dial in.	✗	✗	✗	✓	✓
Initiate ad-hoc and schedule multi-party web conferencing with internal participants via a Lync client.	✗	✓	✗	✓	✓
Initiate ad-hoc and schedule multi-party web conferencing with external participants via a web client or PSTN dial in.	✗	✗	✗	✓	✓
Initiate desktop/application sharing/white boarding pc to pc with internal participants (external Lync participants if federation is in place).	✓	✓	✓	✓	✓
Initiate desktop/application sharing/white boarding multi-party with internal participants (external Lync participants if federation is in place).	✗	✓	✗	✓	✓
Initiate desktop/application sharing/white boarding one to one or multi-party with any external participants via a web client.	✗	✗	✗	✓	✓
Record Lync Audio Conferences	✗	✓	✗	✓	✓
Record Lync Web Conference Meetings (including content e.g. PowerPoint presentations). Recordings are stored locally on the desktop.	✗	✓	✗	✓	✓

Skype for Business

Voice Features					
	Lync Messenger	Lync Group Messenger	Lync Communicate	Lync Conference	Lync Communicate Enterprise
Placing and receiving an external PSTN call: (includes calls to all destinations - landlines, mobiles, international etc.)	✗	✗	✓	✗	✓
Single Number Reach	✗	✗	✓	✗	✓
Call Authorisation/Barring e.g. if you want to bar users from making international calls	✗	✗	✓	✗	✓
UC Call Control functionality: Click to call from a PC, Answer, Hold, Resume, Transfer to another Lync user, a mobile or someone else. Device Switching between your Lync Client and your Mobile - ideal for when leaving the office	✗	✗	✓	✗	✓
Additional telephony features: Call Park, Manage multiple calls simultaneously, Team Call, Call Forward, Simultaneous Ringing, Do not disturb, Call Authorisation e.g. restricting access to international calls, Hot-desking	✗	✗	✓	✗	✓
Unified Messaging: Voicemail Click to listen to voicemail from Lync Use Exchange 2010 to listen to voicemails Personalised greeting Ability to divert calls to voicemail dynamically	✗	✗	✓	✗	✓
Call Coverage Delegation: Manager/Secretary functionality Team Calling	✗	✗	✓	✗	✓
Private Line	✗	✗	✓	✗	✓
Call Queuing and Routing: Response Groups Call Queue Night Service Priority Queuing Unified Call Distribution	✗	✗	✓	✗	✓
Lync Attendant: Full screen attendant access - conversation queues, contact lists, directory search, click to call etc. Note Boxes to make notes about the call which can then be emailed.	✗	✗	✓	✗	✓
Choice of endpoints: Handset devices, Headsets, Speakerphones, Roundtable, Integration, See optimised for Lync List from Microsoft	✓	✓	✓	✓	✓