

Health Enablement Service for Microsoft Teams and Skype for Business

Assessment Program

Duration: Four 2-Day Engagements

Focus Area: Operations and Monitoring

Difficulty: Level 400

One of the biggest challenges facing our customers as they transition to a universally connected workforce, is ensuring the client endpoints, devices, and network infrastructure are well suited and optimized for Real-Time Communications. The *Health Enablement Service for Microsoft Teams and Skype for Business* service is designed to address these challenges and help customers with online or on-premises deployments. The subscription service is designed as a series of 4 two-day engagements covering up to 6 sites or 2 on-premises Skype for Business server pools per engagement and focuses on ongoing health rather than a one-time assessment. The service also includes readiness content for Microsoft Teams and Skype for Business as part of the four engagements.

The continual health improvement service begins with an initial engagement where extensive analysis of existing performance, usage, and quality and reliability of real-time media sessions. IT staff are provided a detailed report which includes remediation guidance and recommendations to resolve media quality and reliability issues.

Three follow-up engagements that are included as part of the subscription can be scheduled when needed but should be completed within 12 months of the initial engagement. Multiple subscriptions can be purchased to assess additional sites or pools.

OUTCOMES

01 ASSESS

The 4 engagements concentrate on assessing Media Quality and Reliability across the underlying network infrastructure for:
Audio, Video, Application/Desktop Sharing and Video Based Screen Sharing.

02 EDUCATE

Throughout the 4 engagements, the Microsoft resource will provide ongoing customer readiness through communications and presentations, focused on Microsoft Teams and Skype for Business.

03 OPTIMIZE

Utilize real-world data to deliver outcomes that drive quality of experience improvements to every user. Demonstrate outcomes that help you detect, analyze, and respond in the real world.

CAPABILITIES

The formula for optimal Microsoft Teams and Skype for Business media quality hinges on understanding how media flows through supporting infrastructure as well as the tools needed to locate and remediate network and endpoint problems.



DATA ANALYSIS

Analysis of data to identify areas impacting user experience.



KNOWLEDGE TRANSFER

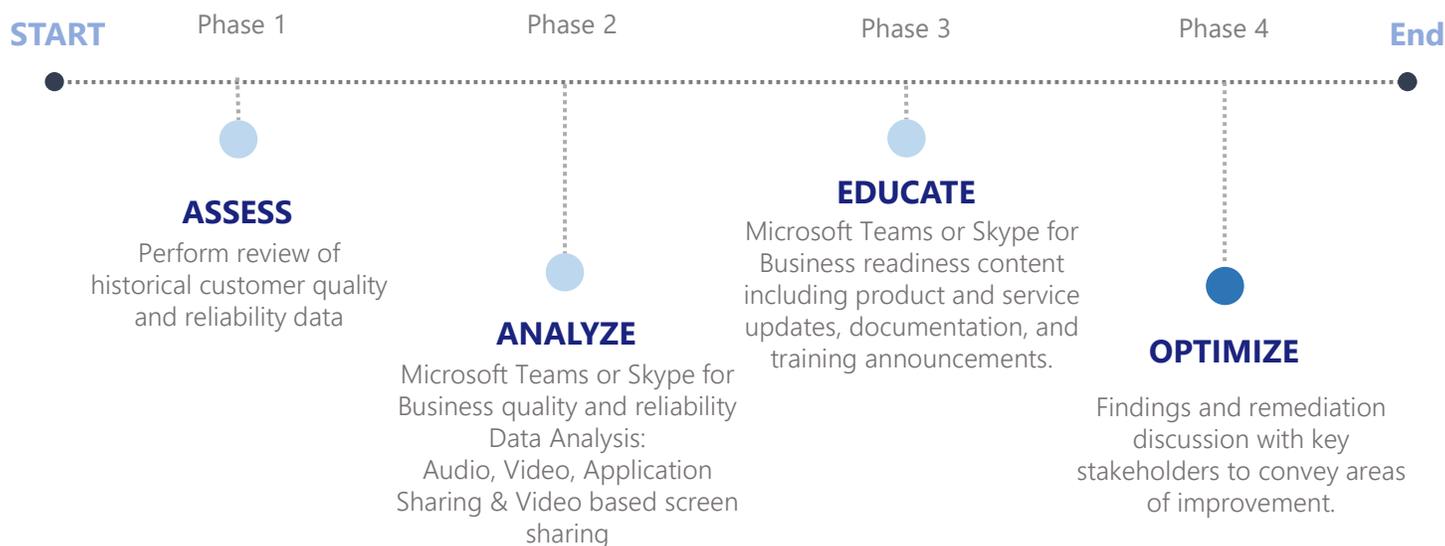
Work with IT staff to outline and demonstrate the recommended approach to troubleshoot Microsoft Teams and Skype for Business quality and reliability.



OPTIMAL OUTCOMES

Microsoft experts will assist with continual improvement by providing detailed remediation planning during each of the 4 engagements.

Duration: Total 8 days (2 days for each engagement)



OUTCOMES

In these four engagements, a Microsoft Intelligent Communications expert will conduct repeated technical reviews focusing on the quality and reliability of your Microsoft Teams or Skype for Business deployment, ensuring continual health improvement objectives are met. A data-driven approach is utilized to drive change in the quality and reliability of the deployment, allowing customer-driven objectives to be baselined, monitored and optimized.

ADDITIONAL DETAILS

The Sponsor or Program Manager for your organization can define the audiences that will attend and interact with the Microsoft Delivery Resource as part of the 4 engagements. Recommended participants are the team that support the Microsoft Teams or Skype for Business service and will lead remediation efforts within your organization:

Recommended participants include:

- Microsoft Teams or Skype for Business Engineering/Operations
- Network engineers supporting Microsoft Teams or Skype for Business connectivity
- Business Stakeholders
- Firewall/Security Resources

NOTE: A minimum of 30 days of pilot or production data is necessary to perform a thorough assessment for Microsoft Teams and Skype for Business Online.

NEXT STEPS: If you are interested in the Health Enablement Service for Microsoft Teams and Skype for Business for your organization, contact your Microsoft Account Representative. If you are interested in a one-time assessment, please ask about the Media Quality Assessment.