

RAP as a Service PLUS for Lync/Skype for Business Server

RAP as a Service PLUS

Subscription 12 Months

Delivery Options: 3 days remote OR 1 day remote + 2 days onsite

Overview

Gain an insight into the health of your Skype for Business Server environment by proactively diagnosing issues and risks, reviewing your results online, and receiving continuous updates to best practice guidance.

Analyze your environment against best practices developed by Microsoft technology experts, then work with a Microsoft engineer to understand your results and develop a plan that limits risk and improves your environment.

Objectives

- Gain an expert's perspective on what issues you should address first.
- Optimize your environment based on Microsoft best practices to prevent issues before they arise.
- Establish a baseline so you can track your progress throughout the year.

Methodology

Setup your assessment

Prior to working with your Microsoft engineer, you will setup your assessment and generate your first set of results.

Expert analysis

Your Microsoft engineer will analyze your results, help you understand each issue identified and ensure that you have the right information to fix the issue.

Persist and improve

Re-assess your environment on a monthly basis using the latest updates to continually drive improvement throughout the year.

Key Takeaways

- Holistic recommendations that enable you to improve your people, process and technology.
- Expert analysis and a prioritized remediation guidance on what to fix first.
- Regular updates to guidance and features.
- In-depth review of findings with subject matter expert.

Scope

Assess the hardware configuration, performance, and call data of your Lync/Skype for Business Server environment.

This assessment is available for a single Lync/Skype for Business Server environment with up to 85 servers and 150,000 users on supported versions of Lync Server and Skype for Business Server.

Agenda

Welcome call

Occurs 2-4 weeks before delivery with your Microsoft Engineer and Customer Success Account Manager.

Setup and initial results

You complete the assessment setup and initial result gathering prior to your analysis.

Engineer led analysis

Your Microsoft engineer will analyze your results and lead the in-depth review of your findings in three remote meeting days, or a one-day remote meeting in addition to two onsite days.

Your engineer will work with you to develop a prioritized list of recommendations.

Close out meeting

Finalize and deliver your results.

RAP as a Service for Lync/Skype for Business Server Comparison

	RAP as a Service for Lync/Skype for Business Server	RAP as a Service PLUS for Lync/Skype for Business Server
Duration	1 Day	3 Days
Delivery Options	Remote only	3 days remote OR 1 day remote + 2 days onsite
Subscription duration	12 months	12 months
Data storage	Cloud hosted	Cloud hosted
Training and planning on findings	No	Yes

Detailed Scope and Requirements

Technical Scope:

- Hardware Configuration and Settings
- Event Logs Information
- Lync/Skype for Business Server Information and Settings
- Server Performance Analysis
- Quality of Experience and Call Detail Data Analysis
- Operational Excellence

Software Requirements:

- Lync Server 2010, Lync Server 2013, or Skype for Business Server 2015. are supported in either single or mixed version environments.
- Edge service configuration is analyzed; however, Edge servers are not, due to the necessary deployment within the perimeter network. Office Communication Server products are not supported.

Be proactive across Focus Areas

- **Availability and Business Continuity:** Maximize your service availability and plan for disaster recovery
- **Change and Configuration Management:** Manage changes to services configuration settings across your environment.
- **Operations and Monitoring:** Manage and perform day-to-day operations within your environment.
- **Performance and Scalability:** Deliver the expected user experience by managing current and future performance and capacity requirements.
- **Security and Compliance:** Protect your services from attack and ensure the integrity and privacy of your data.
- **Upgrade, Migration and Deployment:** Manage product or development lifecycles, migrations between platforms, and deployment of new services into your environment.

For more information

Contact your Microsoft Account Representative for further details.