

NASHUA COMMUNICATIONS SERVICE FOR SKYPE OPERATIONS FRAMEWORK

PLAN | DELIVER | OPERATE



Changing the Landscape of your Workplace with OFFICE 365 SUITE



WHO WE ARE

Nashua Communications is a leading provider of Converged Enterprise Networks and Communication Solutions in Sub-Saharan Africa. We specialize in planning, integrating, delivering and operating Cloud based solutions across all verticals. Efficient collaboration and communication are vital components in the success of every business. Leveraging Office 365's comprehensive suite and our professional services in Voice, Unified Communications, Data, Video and Network technologies; Nashua Communications maximizes productivity and efficiency in the modern workplace through solid enablement, adoption and change management strategies; ultimately reducing total cost of ownership and increasing return on investment.

- Nashua Communications partners with our customers through **long-term relationships**, as we understand our customer's business objectives and deliver solutions that **solve challenges** and overcome barriers to success. Nashua Communications further **adds value** through the provision of the **complete converged communications value chain** to our customers.
- The **Cloud 365 solution** offered by Nashua Communications is an alternative to on-premise equipment and provides: **Collaboration, contact centre, data centre and security solutions** through a public or private hosted/cloud based service. This approach provides customers with **reduced capital expenditure** requirements, **lower total cost of ownership**, a **rapid deployment process** and **flexibility**.
- The **Cloud 365** and hosted solutions offered by Nashua Communications encapsulate **Communications-as-a-Service (CaaS)** solutions.

WHO CAN BENEFIT FROM OUR SERVICE?

- Organisations already using Skype for Business through O365 with limited deployed function.
- Organisations interested in replacing their traditional phone system and conferencing solution.
- Organisations deploying Skype for Business, online or hybrid.
- Organisations exploring cloud voice solutions and the ROI that comes with it.

WHY YOU SHOULD CHOOSE NASHUA COMMUNICATIONS?

- We have been a leading provider of converged enterprise network and communications solutions for the past 30 years in the enterprise segment.
- We specialise in planning, delivery and operations of converged networking, communications and security solutions.
- We offer Microsoft FastTrack services designed to help you realize business value faster with the Microsoft Cloud.
- Nashua Communications is a market leader with its solutions engineering approach. This enables organisations to improve their adoption, productivity and reduce costs through easy-to-deploy solutions.
- The real beneficiaries are our customers, who have access to a broader set of technologies, key skills and competencies.
- Nashua Communications has its own internal finance house which gives our customers peace of mind.
- Customers benefit from a single bill for all ICT communications, desk phone, minutes, internet, e-mail, i-messaging, video call, video conferencing and home office.
- We have **B-BBEE level 2** status.
- We are located in all the major business centers, and we have a 24/7/365 operations center.



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OUR CLOUD VALUE PROPOSITION

The dynamics of business communication has shifted to a more complex and diverse myriad of technologies with communication capabilities and choices constantly changing. Business's around the world want the benefits of seamless Cloud Migration with communications integrated into their business processes, including securing competitive advantages, cutting costs and saving natural resources. In the current global market, the smarter you operate the more successful you will be that is why Nashua Communications using Skype Operations Framework provides the foundation to help seamlessly accelerate your business into the Cloud.

OUR CLOUD SERVICES OFFERING

At Nashua Communications our OpenScale services are a complete portfolio of consultancy, integration and managed services. Our "Open" approach to solution design, such as Services Orientated Architecture (SOA) and service delivery, caters for complex integration requirements and multi-vendor management. Our OpenScale services portfolio is fully able to meet the diverse and flexible requirements of most demanding domestic and global businesses.

ENVIRONMENT-FRIENDLY

In the years ahead, the green credentials of a product will be a key criterion in the buying decision of enterprises, not only because of rising energy costs, but also in the view of moral and ethical considerations and responsibility. We strongly associate with factors that affect the quality of our environment, both within our company and in the market place.

With the advent of Cloud 365, businesses are assisted in addressing environmental concerns and cost savings with teleconferencing, video conferencing and remote collaboration tools that support teleworking and energy saving.

We are a quality standards based and process driven organisation with ISO 14001 and ISO 9001 certification.



SKYPE OPERATIONS FRAMEWORK

■ Plan

- Assess Business needs for our clients
- Site Survey/Network Readiness using Prognosis UC Assessor
- Call Plan Assessment (DID migration planning)
- Activation production pilot
- Contact Centre and Voice Recording scoping

■ Deliver

- Commissioning (Cloud/Hybrid Integration on premises and Cloud mix)
- Device end point deployment
- Porting PSTN numbers and DID's
- Access link implementation
- Customer End-User Training
- Adoption and Change Management
- Knowledge Services (Accounting Management)
- Application Integration

■ Operate

- Self-Service Portal for Incidents
- **24/7/365** Service Desk and Technical Support
- Remote Diagnostics / Proactive Monitoring
- Solution Usage review
- User Satisfaction Surveys
- Accounting Management Reports
- **Evaluate:** ensure communication architecture and call plans align with changing business
- **Service Delivery Excellence:** Performance Reports
- Manage all Communications Services



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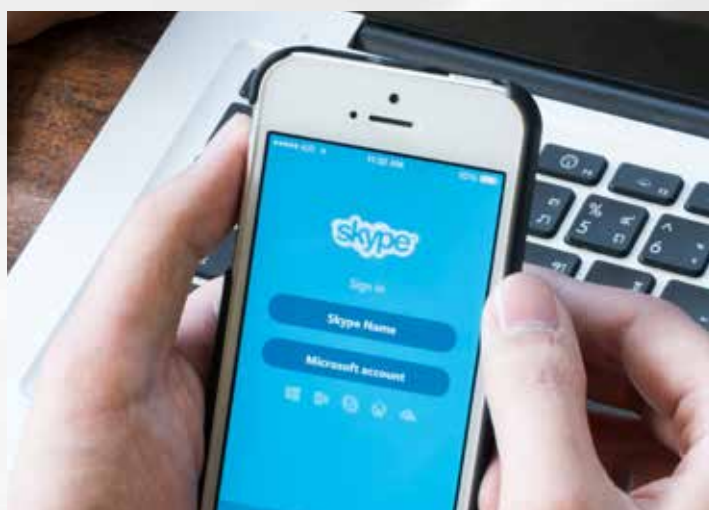
Nashua Communications flexible Cloud packages are bundled to seamlessly enable Office 365 Cloud PBX for your business; ultimately maximizing productivity and efficiency.

SOF Phase	Standard Deliverables	Optional Add-Ons
NC 365 BASIC CLOUD – Seamlessly migrating your existing PBX into Office 365 Cloud PBX		
Plan	Project definition: scope, business use cases, objectives and approach	
	Call Quality Dashboards	
	Basic Readiness assessment: infrastructure, network, operational and adoption	<ul style="list-style-type: none"> Existing PBX assessment 0365 Connectivity Assessment via Express route or Internet using Prognosis UC Assessor
	Solution and architecture design	
	Environment remediation	
	Develop Site Rollout Plan	
	Onboard Operational Teams	
Deliver	Installation and configuration of cloud services	
	Enabling of users for Skype for Business Online	
	Roll out of peripherals and provide basic end point tutorials via Skype Broadcast	Essential Endpoint Training – Onsite Train the Trainer 3rd Party device deployment / integration
	Update Call Quality Dashboards	Deploy-Configure Call Quality Dashboards
	End user adoption activities	
Operate	Service Availability and Usage	
	Handover to operations team	
	Basic Support (limited to 5 telephonic support calls per month)	Remote Support + Basic or Advanced Troubleshooting
NC 365 ESSENTIAL CLOUD – Seamlessly migrating your on-premises PBX or Skype for Business into Office 365 with local PSTN Breakout		
Plan	Project definition: scope, business use cases, objectives and approach	
	Call Quality Dashboards	
	Essential Readiness assessment: Existing PBX/PSTN assessment, infrastructure, network, operational and adoption	<ul style="list-style-type: none"> Telco Engagement New Number Plan Provisioning Number Porting for Local Telco Operators 0365 Connectivity Assessment via Express route or Internet using Prognosis UC Assessor
	High Level Solution and architecture design	<ul style="list-style-type: none"> Cloud Connector Offering (AudioCodes or SfB CCE) Session Border Controllers Fax to Email Offering Meeting Room Systems Accounting Management (TMS)
	Environment remediation	
	Develop Site Rollout Plan	
	Onboard Operational Teams	
Deliver	Installation and configuration of cloud services	
	Enabling of users for Skype for Business Online	
	Roll out of peripherals and Essential End Point Training	Advance Endpoint Training – Onsite interactive workshops 3rd Party device deployment / integration
	Update Call Quality Dashboards	
Operate	End user adoption activities	
	Service Availability and Usage	
	Essential Account Management Reports (TMS) – PSTN Only	Advance Account Management Reports - PSTN + User detailed reports
	Handover to operations team	
	Essential Support (limited to 30 telephonic support calls and 10 remote support incidents per month)	Basic or Advanced Troubleshooting

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SOF Phase	Standard Deliverables	Optional Add-Ons
NC 365 HYBRID CLOUD –		
Seamlessly migrating your on-premise PBX or Skype for Business into Office 365 utilizing existing PSTN breakouts while retaining on-premises PBX integration into critical applications.integration into critical applications.		
Plan	Project definition: scope, business use cases, objectives and approach	
	Call Quality Dashboards	
	Advanced Readiness Assessment: Existing PBX/PSTN assessment, Telco Engagement, New Number Provisioning, Number Porting, infrastructure, network, operational and adoption	<ul style="list-style-type: none"> • Call Rate Negotiation with Service Providers • Least Cost Routing Offering for PSTN Break-out • O365 Connectivity Assessment via Express route or Internet using Prognosis UC Assessor
	High Level Solution and architecture design	<ul style="list-style-type: none"> • Cloud Connector Offering (AudioCodes or Sfb CCE) • Session Border Controllers • Survival Branch Appliance (AudioCodes) • Meeting Room Systems • Fax to email Offering • Accounting Management (TMS) • UC Analytics • High Level Integration into existing infrastructure
	Environment remediation	
	Develop Site Rollout Plan	
Deliver	Onboard Operational Teams	
	Installation and configuration of cloud services	
	Enabling of users for Skype for Business Online	
	Roll out of peripherals and Advanced End Point Training	3rd Party device deployment / integration
	Update Call Quality Dashboards	
Operate	End user adoption activities	UC Analytics - provide visibility of UC consumption and report on User Adoption
	Service Availability and Usage	
	Advanced Account Management Reports (TMS) – PSTN and User	
	Handover to operations team	
	Advanced Support (Unlimited telephonic support calls, 30 remote support incidents and 10 Troubleshooting incidents per month)	Advanced Support Plus - Unlimited remote and troubleshooting incidents + 5 onsite visits per month



CONTACT US

To learn more about what's happening behind the scenes of successful networking solutions and to discover how we can help your company become a high performance business, please visit our website at www.nashua-communications.com or contact us on:

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