

Skype for Business

Businesses are transitioning to Office 365 and Skype for Business for the promise of a completely unified collaboration and communication experience. If your organization is evaluating such a move, this guide provides an overview of available solutions and considerations to ensure the needs of your business are met.

Evolve IP's voice platform gives you advanced features not available in Office 365 and supports enterprise-class voice quality and services.

When selecting an Office 365 package, voice requirements should be carefully considered.

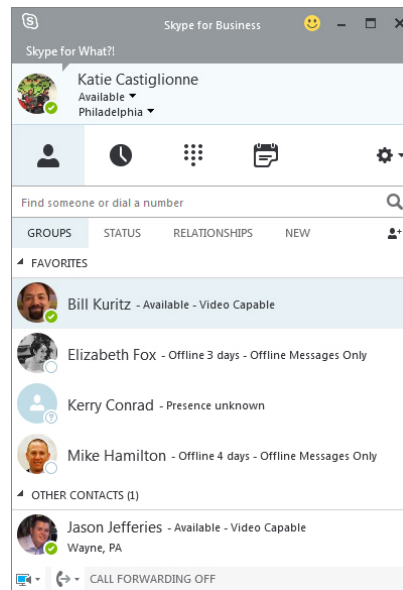
- How important is Enterprise Quality of Service (QoS) to your organization?
- Would you like to increase employee collaboration, accessibility and mobility by providing remote and travelling staff phone forwarding options for find-me/follow-me?
- Do your employees need the ability to transfer calls between each other? While working remotely or travelling?
- Does your organization require native contact center integration?
- Are you seeking basic hosted PBX features or an enterprise-class voice solution (i.e. hunt groups, auto-attendant and receptionist)?

Evolve IP's UC Platform - Native Integration with Skype for Business Providing PSTN Calling

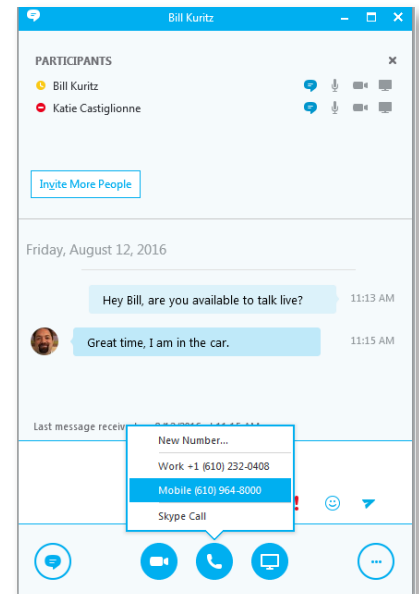
Microsoft Office 365 introduces exciting options to replace outdated infrastructure with cloud-based services including cloud PBX.

Cloud PBX, included with an Office 365 Enterprise E5 subscription and as an add-on for E1 and E3, allows your employees to make, receive and transfer calls to and from phones, mobile phones, tablets and PCs, from nearly anywhere with Internet access!

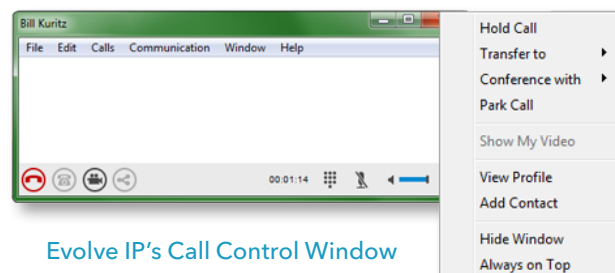
An important consideration however, is that Office 365 alone may not be able to address the functionality necessary for a true enterprise-class PBX solution.



Skype for Business Interface



Fully Integrated Enterprise Voice



Evolve IP's Call Control Window

Skype for Business

Decision Guide: Skype for Business and Voice Services

A simple guide to help you determine which Office 365 Skype for Business solution best meets your organization's voice needs.

	Skype for Business using Office 365 (E5)	Office 365 E3 Package w/ Evolve IP UC Platform
Contact Center*		
Supervisor Client/Management Functionality		X
Agent Client		X
Advanced Reporting/Analytics		X
Advanced Routing (queuing)		X
Call Recording / Quality Management		X
Enterprise Voice Features		
QOS		X
Call Forwarding:		X
Find Me - Follow Me	X	X
SimRing	X	X
Remote Office using PSTN		X
Anywhere (Twining)		X
Business Continuity Forwarding		X
Auto Attendant		X
Hunt Groups		X
Line Management **		X
Group Call Pickup	X	X
Basic Call Control (hold, transfer, conference)	X	X
Paging/Intercom		X
Hoteling/Flexible Seating		X
Inbound Fax		X
Feature-rich Administrative Portal		X
Local and Long Distance	\$12 / 3000 mins	Unlimited
International Calling	\$12 / 600 mins	Rated as used
24x7 US Based Admin Support		X
End User Support Available		X
SLA ***	99.9%	99.999%

NOTE: Office 365 E1 and E3 Packages can have cloud PBX added to Skype for Business users for \$8/ month then add domestic or international calling packages listed above.

* Microsoft suggests a third party contact center solution. Office 365 supports basic queuing through Teams. It is not an ACD and does not offer reporting or recording.

** Users cannot "share" a line like a traditional assistant or workgroup relationship. You can take the call and transfer it back to them.

*** Microsoft SLA applies only if using a qualified device.

Add fully featured Enterprise Voice features to the Skype for Business interface.



PRICE COMPARISON

Office 365 Enterprise E3

US & International: \$52

Minutes Included: 3,000 US/6,000 Int

Handset: Purchase

Office 365 Enterprise E5

US & International: \$59

Minutes Included: Unlimited US/6,000 Int

Handset: Purchase

Office 365 Enterprise E3 with Evolve IP UC Platform

US & International: \$45

Minutes Included: Unlimited UC (rated per country) Int

Handset: Purchase or Rent (\$3)

The per-user rates for domestic-only usage for E3, E5 and E3 with Evolve IP's UC platform are \$40, \$47 and \$45 respectively.



ABOUT EVOLVE IP: Evolve IP is The Cloud Services Company™. Designed from the beginning to provide organizations with a unified option for cloud services, Evolve IP enables decision-makers to migrate all or select IT technologies to its award-winning cloud platform. Evolve IP's combination of security, stability, scalability and lower total cost of ownership is fundamentally superior to outdated legacy systems and other cloud offerings. Today, over 100,000 users across the globe depend daily on Evolve IP for cloud services like virtual servers, desktop services, disaster recovery, unified communications, contact centers and more.