



**ConnectSolutions™**

# Skype for Business with Enterprise Voice

## CoSo Cloud Pilot Service

Today's enterprise recognizes that Skype for Business can serve as a catalyst for business transformation and growth. When Enterprise Voice is included in the deployment, the value proposition grows but so does the complexity. As a result, many organizations are still hesitant to move on to the deployment phase due to concerns around integration with legacy systems and other challenges. The CoSo Cloud Pilot Service removes the guesswork, providing organizations with accurate accounts of network and end user readiness that allow them to make a successful transition to Skype for Business—on time and on budget.

The CoSo Cloud Pilot Service is a 60-day engagement that evaluates the specific benefits Skype for Business with Enterprise Voice would bring to the business, while identifying any deployment issues that need to be addressed after running limited trials across a small portion of the workforce.

ConnectSolutions provides all the technical expertise, resources and overall management required to ensure a proper evaluation with minimal impact on the organization.

## At-A-Glance

This streamlined engagement enables the CoSo team of Skype experts to help you plan, deploy, run, and evaluate the full feature set of Skype for Business with Enterprise Voice.

## Benefits

The CoSo Cloud Pilot mitigates obstacles and tests Skype for Business with your end users in a safe, managed and limited exposure environment before large scale deployment.

- Lowest risk way to pilot Skype for Business with Enterprise Voice
- CoSo manages all of the complexity
- Uncover basic networking issues that could hinder a full deployment of Enterprise Voice
- Leverage the CoSo pilot environment that is optimized to deliver best-in-class Enterprise Voice service
- The CoSo Cloud Skype for Business pilot program prepares your organization to easily transition from pilot to full enterprise deployment

The CoSo Cloud Pilot Service is the easiest way to properly understand the impact that deploying Skype for Business with enterprise voice will have on your environment and employees.



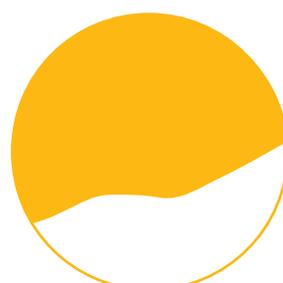
### Plan

Success Definitions  
Communication Tool Audit  
Ecosystem Evaluation



### Deploy

Resource Management  
Strategic Goal Alignment  
Training & Education



### Run

Monitor & Control  
Issue Resolution  
Scale & Adoption



### Evaluate

Value Assessment  
CEBP & APPS Evaluation  
Experience Enhancement





## Success Factors:

To ensure that the CoSo Pilot Service achieves your goals, we highly recommend that you:

- Regularly use the Skype for Business platform as your primary communication system.
  - Whenever possible, stop using other UC technologies
- Use approved hardware and devices
- Place phone calls using Skype for Business
- Create motivational materials for Pilot participants
- Commit to dedicated use of the Pilot Service

## Key Outputs:

CoSo will provide the following documentation as the outcome of the Pilot engagement:

- Corporate UC success criteria and associated KPI outline
- Key employees list for pilot participation
- Pilot participant training plan inclusive of organization business objectives
- Facilitated round table discussion on how Skype for Business with Enterprise Voice can transform existing business processes
- Pre- and post pilot assessment results
- Call detail and call quality analysis reports
- Engagement reports to highlight participation results, and provide insight into future training needs
- Post Pilot review session with CoSo Skype experts
- Full Skype for Business deployment guidance based on your engagement

## Responsibilities:

Pilot Activity	Responsible Party
User Accounts and Credentials	CoSo
Telephone Numbers	CoSo
Dial-In Conferencing Numbers	CoSo
Skype for Business Platform with Enterprise Voice and Conferencing	CoSo
Headsets and Devices	CoSo & Customer
Quality of Experience Tracking and Project Management	CoSo
Training and Adoption Sessions	CoSo
End User Support	CoSo
Pilot User Communications Plan	CoSo & Customer
Key Sponsors and Pilot User Identification	CoSo & Customer

## Take the guesswork out of UC Planning

When your organization’s UC transformation starts with a successful pilot program, you’re significantly increasing user satisfaction and UC project success. Through our guidance, the CoSo Cloud Pilot Service for Skype 4 Business lets you properly evaluate the powerful impact of UC on your business, and best of all: the program is the catalyst to a successful roll-out.

For more information about the CoSo Cloud Pilot Services, contact us today!



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