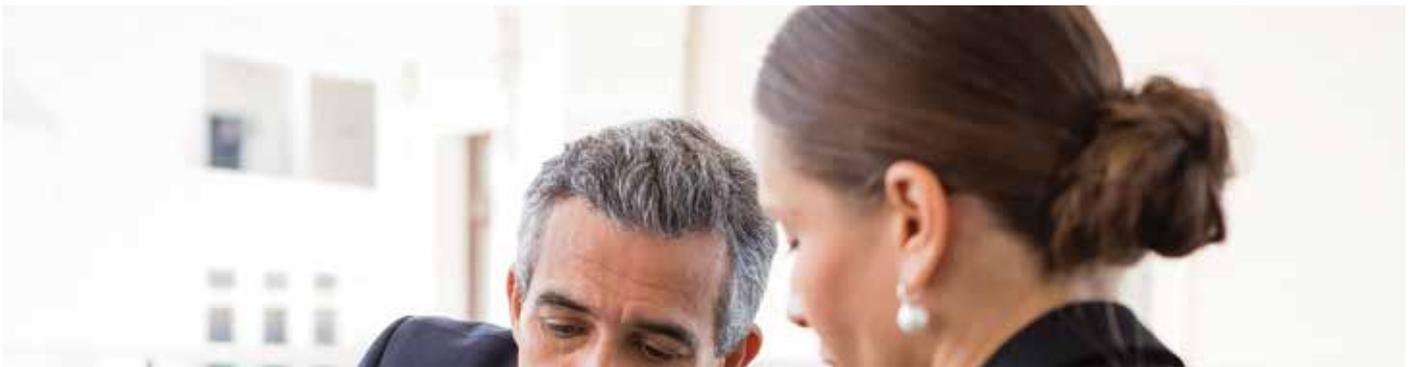# Unleash employee productivity

Connect people with HPE Skype for Business services

Gain business value

Connecting employees and enabling organizational communities with seamless collaboration is also fundamental to the transformation towards a digital workplace that delivers a rich digital and mobile collaboration experience.

HPE's Digital Workplace framework focuses on this transformational journey centered on employee productivity and experience. To begin this journey, Hewlett Packard Enterprise offers the Workplace and Mobility Transformation Workshop—a proven interactive workshop and approach that helps you achieve the critical business and IT alignment necessary for any transformational initiative. The output of a full Transformation Workshop allows you to unify your disparate workplace and mobility efforts into a cohesive strategy and plan with actionable next steps, including quick improvements and longer-term priorities.

Figure 1. HPE Digital Workplace Framework

Mobile first collaboration for the modern enterprise

Few things affect your employees productivity and customer relationships more than being able to connect to the right people and partners, at the right time. This becomes more challenging as business communications grow more complex—with employees who expect to be able to work from anywhere and use diverse communication devices, applications, and modalities. The failure to establish the right connection at the right time leads to communications latency—increasing decision-cycle time and decelerating your time-to-market.

Communication latency is often heightened by the geographically dispersed nature of today's workforce. Face-to-face meetings can be expensive, but without collaboration, there is no business. Traditional standalone data, telephony, and video solutions may not be effective in enabling the fast response and coordination needed for today's innovative enterprise.

Moreover, with the changing workforce demographics, employees increasingly expect to communicate with each other seamlessly, anywhere at anytime—much like they do in their personal lives.

To address these issues, organizations are turning to solutions that extend digital and mobile collaboration experiences to their employees, partners and customers, by using the latest Cloud PBX, hybrid, or on-premises solutions based on Skype for Business.

By adopting these solutions, you may find it easier to improve organizational productivity and enhance employee engagement, all while reducing operational costs.

"The digital workplace requires IT planners to reimagine how they provide users with voice services. An increased focus on integrating contextual data, multimedia and multi-device support will help boost employee agility and effectiveness."

– Gartner Inc., Digital workplace employees need an enriched voice to collaborate more effectively, G00273577, March 2015

Focus on employee experience and business results

Drive business results

• Enhanced collaboration tools streamline communications and can drive increased productivity and reduce decision cycle times—enriching innovation

• Get instant visibility and availability to your associates—speed up execution and improve customer service

• Respond quicker to customer demands—whether that involves support, questions about their orders, or general information

Reduce operational costs

• Consolidate communications architecture onto a single platform and rationalize management

• Modernize collaboration infrastructure for high-speed, high-capacity, all-wireless workplace productivity through Cloud PBX, hybrid, or on-premise solutions

• Audio conferencing and long distance costs to a fraction of traditional telephony plans

HPE Design and Deployment Service for Skype for Business
HPE Design and Deployment Service for Skype for Business is designed to help you deliver the latest mobile-first collaboration capabilities using Cloud PBX, hybrid, or on-premises solutions for Skype for Business.

Enterprise-grade performance with security, scalability, reliability, manageability, and serviceability.

Skype Operations Framework
As a SOF launch partner, HPE Pointnext offers an implementation, delivery, and operational methodology based on SOF's assets to ensure the highest quality Skype for Business deployment.
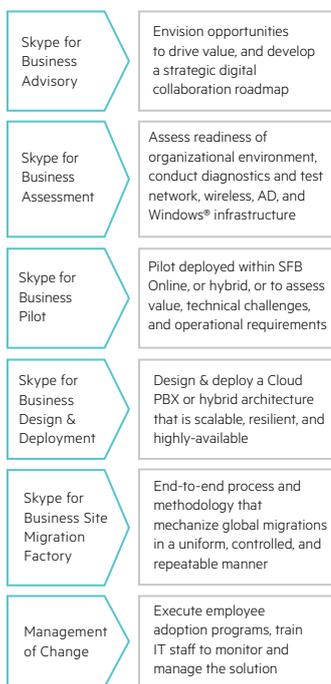
Skype for Business Advisory	Envision opportunities to drive value, and develop a strategic digital collaboration roadmap
Skype for Business Assessment	Assess readiness of organizational environment, conduct diagnostics and test network, wireless, AD, and Windows® infrastructure
Skype for Business Pilot	Pilot deployed within SFB Online, or hybrid, or to assess value, technical challenges, and operational requirements
Skype for Business Design & Deployment	Design & deploy a Cloud PBX or hybrid architecture that is scalable, resilient, and highly-available
Skype for Business Site Migration Factory	End-to-end process and methodology that mechanize global migrations in a uniform, controlled, and repeatable manner
Management of Change	Execute employee adoption programs, train IT staff to monitor and manage the solution

Figure 2. Service elements for HPE's Skype for Business Service

Enhance the way you communicate and collaborate

HPE Design and Deployment Service for Skype for Business can help you build a foundation for transforming your business communications. It gives you the option to add features incrementally, using a right-sized approach, at a pace appropriate for your budget and business requirements. Our service provides a scalable, low-latency, resilient end-to-end collaboration solution based on industry best practice—capable of leveraging the advantages of Cloud PBX while integrating with existing telephony systems (where required). As part of this service HPE offers experienced technology advisors, consultants, and program managers who tightly orchestrate your transformation initiative. From envisioning and design to deployment and monitoring, we work with you as trusted advisors to realize the optimal solution for your business challenges, all while maintaining business continuity. With this collaborative and modular approach, you can implement the components that address your most pressing needs first, and then add future capabilities on a flexible timeline.

Transform into a digital workplace with HPE Design and Deployment Service for Skype for Business

Deploy a digital, mobile-first collaboration infrastructure
Skype for Business from Microsoft® forms the core of HPE's collaboration solutions. This design and deployment service provides you with an enterprise-class collaboration platform. This delivers all of the Skype for Business modalities, from basic instant messaging and presence to multi-party audio or video and web conferencing to full-scale enterprise voice services.

Migrating to Skype for Business Enterprise Voice from your legacy PBX estates can be a challenging process. This service helps you deploy an Enterprise Voice infrastructure and migrate from your legacy services. At the same time, it enables interconnectivity and coexistence of the two platforms so that you can migrate at a suitable pace.

As a Microsoft Skype Operations Framework (SOF) launch partner, HPE established a services framework and process methodology that unites our years of UCC deployment expertise with SOF to optimize deployment and employee adoption of Skype for Business.

Office productivity with Microsoft Office 365
When you are ready to move to Office 365, you may be asking, what's the best transition path to take? HPE has a proven track record of delivering advisory, design and implementation solutions for Microsoft technologies:

HPE Migration Service for Microsoft Office 365 gives you the benefits of a cloud-based implementation—an approach that blends the public and private clouds—while retaining full control of sensitive information.

"As a Skype for Business elite launch partner, HP (now Hewlett Packard Enterprise) has demonstrated the highest level of experience, training, and commitment to the Skype for Business platform, and is able to deliver on a global scale."

– Giovanni Mezgec, General Manager, Skype for Business, Microsoft.

HPE Pointnext worked with a global software organization to evaluate Lync (now Skype for Business). The team then successfully completed the pilot and deployed full production to over 70,000 voice users across 39 countries with different Telco regulations.

To stay ahead of the technology curve, Gore Mutual[1] teamed with HPE partner OnX Enterprise Solutions to deploy right-sized networking solutions, driving 400 percent performance increases and supporting up to more than 7 percent annual revenue growth. Gore Mutual also engaged HPE Pointnext to navigate a major switch in network carriers and architect the overall solution.

Address your organization's unique needs

Digital Collaboration is a simple way to increase employee productivity. If you are looking to embark on the journey towards a digital workplace, choose the right partner to determine the most efficient route, integrate the various elements of your solution, and form part of an overall digital workplace strategy.

Proven HPE service frameworks, consultants, and expertise with desktop, network, wireless, and data center projects help reduce the perceived risk of implementation and can transform businesses without interruptions. Hewlett Packard Enterprise is a Microsoft Gold Certified Communications Partner and has one of the world's largest and highly specialized forces of consultants, with 12,000 ITIL®-certified professionals, 7,600 certified network infrastructure and voice professionals, and 8,000 certified project management professionals.

The HPE transformation process helps you assess your current communications capabilities and prioritizes investments. Also, the HPE strategic alliance with Microsoft complements HPE technologies and products. HPE has a record of success in integrating Microsoft, UNIX®, and Linux® platforms; mobility, email, and messaging applications; and business and contact center systems. As a truly global integrator, HPE has helped clients worldwide unify multi-regional collaboration infrastructures.

"Every month, Lync® (now Skype for Business) gives 1.5 million minutes of productivity back to HP (now Hewlett Packard Enterprise)—just with single-click access to conference calls instead of dialing phone numbers and passcodes," says Albert Grange, Unified Communications program manager for HPE IT Infrastructure and Operations.

"We wanted an SDN solution based on open standards," said Ramon de Boer, head of IT Operations, **Deltion College**. "One of the most compelling advantages of SDN is its flexibility. We want to take advantage of future SDN developments, without being locked into a single vendor's proprietary architecture. HP (now Hewlett Packard Enterprise) SDN met that requirement."

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[1] **hpe.com/h20195/v2/GetPDF.aspx/4AA4-7765ENW.pdf**

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