



Unify²® PowerAssurance™

For Microsoft® Lync™ Server 2010

Backed by Microsoft® Premier Support



About Unify²

Unify² (www.unifysquare.com) is an industry leader in Microsoft® Unified Communications, founded by former Microsoft® Lync™ Product Team members with deep insight into deploying and operating Lync. Unify² has helped more than 80 enterprise customers worldwide, including over 25 of the Fortune 500, accelerate their Microsoft UC initiatives. Unify² specializes in delivering breakthrough results with Lync IT operations and end-user satisfaction, ultimately helping enterprises transform their business communications.

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Unify² PowerAssurance is a comprehensive support solution for Microsoft Lync Server Voice infrastructure that helps Enterprises operate Lync as a mission-critical business asset.

Lync is renowned for its cost efficiencies and productivity benefits as a solution for Unified Communications. Unify² PowerAssurance provides industry-leading support expertise, processes, and tools that enable enterprises to drive Lync service availability and quality on a sustained basis.

Business Needs

Succeeding with Lync requires an enterprise to have the right expertise, processes, and tools to deliver operational robustness, SLAs and voice quality for its Lync deployment. Without these prerequisites, maintaining SLAs can become a critical concern.

Solution Approach

PowerAssurance is an end-to-end support solution for Lync Server infrastructure and related voice technologies. Unify² experts, available around the clock, can help to anticipate, identify and resolve support issues more effectively than customers are usually resourced to do on their

own. In addition, proactive cloud-based and on-premise infrastructure, included in the solution, provides service availability monitoring and user adoption metrics on a proactive basis. By enabling the enterprise to take control of its Lync environment & operations, but without the IT staffing complexities one might expect, the Unify² PowerAssurance solution, backed by Microsoft, makes it easier for customers to meet or exceed their Lync SLAs and operate Lync as mission-critical infrastructure.





Benefits

- Comprehensive Operational Assurance for Lync**
 Trusted Lync expertise on hand on a 24x7 basis for all Lync support and break-fix issues, helping drive Lync quality and reliability on an ongoing basis.
- Drive Service Level Agreements (SLAs) and Service Availability**
 Improve the availability, reliability and stability of the Lync Server infrastructure and the applications running on it.
- Take Control**
 Proactive Service Availability monitoring with real-time alerting and trending, and a comprehensive, rigorous approach for Lync metrics, KPIs and trending, allow you to take full control of your global Lync deployment.
- Best-in-class expertise**
 Built upon Unify² best-in-class expertise and experience with over 80 OCS/Lync deployments, including several of the world's largest voice deployments.

PowerAssurance Overview

- PowerAssurance provides comprehensive phone support for your Microsoft Lync Server voice environment 24 hours a day, 365 days a year. Support is inclusive of all break-fix and voice quality issues, and across all Lync workloads.
- Under a PowerAssurance agreement, Unify² will resolve Lync support issues in an end-to-end manner, handling all Tier1/Tier 2 support calls and involving Microsoft for advanced Tier 3/Tier 4 escalations.
- PowerAssurance includes Unify² facilitated Lync related issue resolution with other telephony equipment/circuit vendors as needed, including gateway vendors, carriers, etc., within the framework of separate enterprise support contracts with such vendors.
- PowerAssurance includes global country and time-zone coverage, with support provided on a 24x7 basis from Unify²'s three global support centers in USA, Europe and Asia.
- PowerAssurance includes PowerMon, a sophisticated remote monitoring solution for Lync that proactively monitors Lync outbound and inbound PSTN via synthetic transactions generated from globally distributed cloud-based infrastructure powered by Microsoft Azure™.
- PowerMon provides proactive real-time alerts immediately upon detecting any failures, and provides weekly and monthly Lync Service Availability reports and Trends.
- PowerAssurance includes PowerView, a comprehensive on-premise solution for enabling an enterprise to rigorously define, measure, and track its Lync KPIs and metrics. PowerView includes a robust, highly scalable data warehouse and a highly customizable BI solution for usage adoption tracking, billing and chargeback, voice quality trending, and fine-tuning Lync deployment and operations.
- Ultimately, Unify² PowerAssurance makes industry leading Unify² expertise, processes, infrastructure and technology accessible to enterprises globally and on a 24x7 basis, to help an enterprise deliver on its Lync SLAs, and drive IT and end-user satisfaction.

