

## PowerSuite™ Integrated Skype for Business Operations Solutions Software Suite



Meet PowerSuite™, our integrated Skype for Business (SfB) operations solutions software suite—the industry’s first. PowerSuite lets IT deliver operational excellence, keep SfB users happy and productive, and manage more sites with more efficiency, whether they’re in the cloud or on-premise.

Whether you’ve implemented Skype for Business or Skype for Business Online

via Office 365, PowerSuite provisions, manages, and troubleshoots your UC system with the industry’s most effective and comprehensive set of solutions. And it’s also used by our PowerAssurance™ smart remote managed services team, providing the most complete one-stop-shop SaaS product to optimize SfB operations.

With quick deployment, you can go from zero to actionable insights in hours, reducing system TCO. And with 360-degree, single-pane visibility, identifying ways to improve service quality has never been so easy. PowerSuite delivers multi-faceted capabilities and integrated functionality in the five key areas critical to SfB success: **Monitoring, Analytics, Provisioning, Reporting, and User Experience.**

### Why choose PowerSuite?

- **360° Visibility:** Gain a “single pane of glass” holistic view of your Skype for Business ecosystem and identify opportunities to improve quality of service.
- **UC Transformation Assistant:** Extend the value of your employees, increase global organizational efficiency, and facilitate culture change.
- **Multiple Roles, Multiple Lifecycles Support:** Leverage PowerSuite automation to assist IT across the full deployment lifecycle with solutions aligned with SfB IT roles.
- **Enhanced Cloud Services:** Be Skype for Business Online-“ready” with cloud host-based operationalization of on-premise or Microsoft OR Telco-hosted Skype for Business servers.
- **“Get to Green” Catalyst:** Use the power of integrated solutions to help IT achieve a healthy UC run state and reduce TCO for your entire Skype for Business ecosystem.

## PowerSuite™ Plans

### General Services

Success Services\*: installation, configuration and training

Hybrid deployment support

24x7 phone support

Role-based secure access & auditing

Cloud-sourced benchmarking

Customizable alerts & thresholds

Cloud deployment

AD integration for Office 365<sup>1</sup>

Skype for Business Online Ready<sup>2</sup>

### Enterprise

All “General Services” plus these solutions:

Service Availability Monitoring

User Satisfaction

Operations Dashboard

Service Health

Executive Dashboard

Usage & Adoption Dashboard

### Premium

Builds on the “Enterprise Edition” and adds these solutions:

Help Desk

IM Surveys & User Notifications

User Learning Center<sup>2</sup>

Call Explorer<sup>1</sup>

Insights Center<sup>1</sup>

### Premium Plus

Builds on the “Premium Edition” and adds these solutions:

Phone Number Management

Provisioning & Policy Compliance Management

Billing Records<sup>1</sup>

Fraud Detection<sup>2</sup>

UC Device Management<sup>1</sup>

(1) = Q4 2016 Availability  
(2) = H1 2017 Availability

Disclaimer: Solution & general services availability dates may change based on market and customer demand influences and will be updated approximately every 3 months.

\* Required, but charged separately.



## Product Features that Lead the Industry

- **Availability Monitoring:** Uses patented synthetic transaction methodology to provide advanced identification of problems not caught by standard system monitoring.
- **Help Desk:** Allows real-time access to individual user accounts to understand factors contributing to poor call quality, including end user devices and network types.
- **Fraud Detection:** Flags suspicious callers or conferences and detects all forms of call spoofing and other anomalies that could impact expenses within the SfB environment.
- **Billing:** Provides team or location-based billing information for departmental chargeback programs.
- **Service Health:** Provides standard and geo-mapped views of service availability, voice quality, and user satisfaction, allowing IT to make informed decisions about overall system health.
- **User Learning Center:** Decreases help desk costs and speeds SfB adoption by extrapolating insights from crowd-sourced data and automatically surfacing them to both IT and end-users to enable identification and fixes of recurring issues.
- **Executive Dashboard:** Visualizes adoption of the different SfB modalities throughout your organization, plus simultaneously tracks your declining legacy voice and conferencing with its higher cost basis.
- **User Satisfaction:** Features an easy, automated IM-based survey system to proactively take the pulse of the organization by gathering user feedback to establish satisfaction scores and identify issues.
- **Phone Number Management and Provisioning:** Resolves day-to-day MACD tasks, integrates with Microsoft AD, ensures policy compliance, maintains audit logs, and automates end user rule exceptions.
- **Operations Dashboard:** Uses UC-Core™ technology and predictive analytics to provide the SfB Engineer with a prioritized set of prescriptive guidance for IT troubleshooting focus.
- **Usage & Adoption Dashboard:** Provides a unique visual angle on user types, modality usage (by session) and different client usage.
- **Call Explorer:** Integrates pre-packaged reports and adhoc query creation functionality to create a reporting solution for SfB diagnostic drill-downs.
- **Insights Center:** A centralized hub to view a prioritized list of SfB problems along with clear workflow-oriented actions to resolve.
- **Device Management:** Core deploy and update capabilities for Skype for Business certified IP Phones and UC endpoint devices.

### PowerSuite Solution Samples

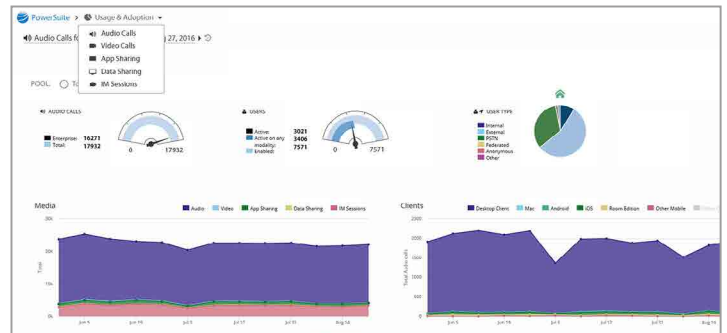


Figure 1: Usage & Adoption Dashboard

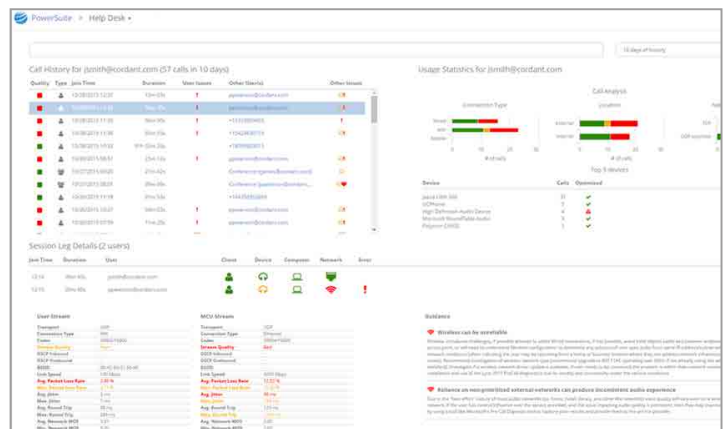


Figure 2: Help Desk

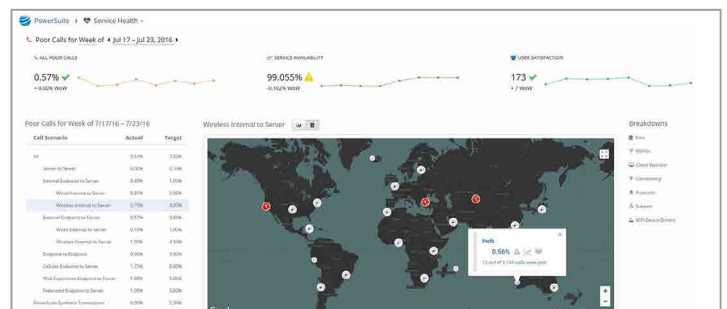


Figure 3: Executive Dashboard

## About Unify Square

Unify Square's software, consulting, and smart remote managed services power the world's largest Microsoft Skype for Business (SfB) deployments. Built on innovative technology, our solutions create actionable insights and help enterprises transform their unified communications infrastructure, delivering enterprise-grade service availability, data-driven end-user satisfaction, and double-digit ROI increases. Founded by SfB product visionaries, Unify Square is a member of the Skype for Business Partner Advisory Council and one of Microsoft's global elite partners. Our software and services have delivered value to more than 5 million Skype for Business seats, in over 275 global enterprises across more than 50 countries, and in most major industry verticals.

Headquartered in Bellevue, Washington, Unify Square also has offices in the United Kingdom, Germany, Switzerland, India, Australia and Singapore.

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