

# Microsoft® Skype for Business

COMMUNICATE EFFECTIVELY - INCREASE PRODUCTIVITY  
- SAVE MONEY



Microsoft® Skype for Business connects you with colleagues through instant messaging, video and online meetings. With Skype for Business, offered by West Unified Communications Services, you can further your reach with integrated audio conferencing from the world's leading provider. You'll also have access to services and support you won't find anywhere else.

Microsoft Skype for Business, offered by West UC, allows you to find and quickly connect with the right person through instant messaging (IM), Skype video calls or online meetings - all within the Office applications you already use every day.

- Connect from virtually anywhere
- Conduct online meetings
- Share your desktop, whiteboard and presentations
- Click-to-communicate

## INTEGRATED AUDIO CONFERENCING

Skype for Business is integrated with our industry leading Reservationless-Plus® audio conferencing platform, and delivers enhanced features including:

- Enable external participants to join meetings
- Connect on multiple devices
- Call scheduling via Outlook®
- PSTN dial-in and dial-out
- Mixed Skype for Business/Reservationless-Plus recording
- Mute/unmute
- Lock/unlock
- End conference
- \*0 in-call support

## 24/7 GLOBAL SUPPORT

West UC provides unmatched 24/7 technical support for end users and administrators. Our dedicated Office 365 support team is comprised of certified agents skilled in all aspects of the offering. Services include:

- Administrator and end-user support
- Online community support
- \*0 audio conferencing support
- Pre-sale technical assistance
- Consultations
- Implementation support

## TRAINING AND ADOPTION SERVICES

InterCall Training and Adoption Services ensure the successful deployment of Skype for Business by promoting rapid acceptance and use of new applications.

West UC offers several training options:

- Free online training session
- Free recorded training sessions
- Custom training and adoption programs



## WEST UC EXPERTISE

- The only Microsoft-certified audio conferencing partner delivering services globally
- US and EMEA partner delivering the full Office 365 suite combined with audio conferencing integration
- Over 77,000 customers worldwide, from SMBs to enterprises, including 84% of Fortune 100
- In 2013, we delivered 148 million conferences and over 25 billion voice minutes
- 20 years systems integration experience
- Hosted participants from 179 countries – 93% of the world

Microsoft  
Partner



Gold Hosting  
Gold Midmarket Solution Provider  
Gold Communications  
Gold Cloud Productivity

**Note:** Custom training programs can be tailored toward your specific use cases and business goals.