

Skype for Business & Unified Comms Info Sheet

5 reasons why Skype for Business alone isn't enough to cater for the requirements of enterprises in 2016.

Skype's GUI and collaborative capabilities are praised by many. But the entry-level enterprise voice, and lack of real functionality help to put it behind the curve -- making it an incomplete Unified Comms Solution.

1 - Expensive to Deploy & Maintain

To deploy Skype for Business voice capability into an enterprise; you'll need to purchase a high amount of servers, and additional 3rd party solutions. Not only do you need a lot of servers to get it functional, you'll also need highly skilled engineers to perform the installation and maintain the environment. By deploying Skype with ShoreTel and Red Box -- project costs and savings can be reduced by as much as 33.7%.

2 - Lack of Reliability & Redundancy

ShoreTel runs a distributed architecture and provides N+1 redundancy as an automated process in order to help administrators. On the contrary, Skype's redundancy relies on using High Availability & Disaster Recovery, which isn't adequate for enterprises nor voice. This is due to the huge cost associated with down time -- which occurs during the fail over process.

3 - Out of the Box isn't enough

The Skype for Business' voice solution increases complexity by not being a complete solution. By having limited features and capabilities, an enterprise will need more 3rd party solutions, such as SBCs, phones and contact centre software ShoreTel and Red Box together can help to reduce that requirement, save money in the long run -- AND make you more margin.

4 - Limited PBX Features

Microsoft have no history within the voice and communications space, and thus have no legacy in the industry. This means that the standard features you'll find with ShoreTel, Avaya, Nortel and the alike -- won't readily be available. This means more 3rd party solutions, more 3rd party software and more hardware to support Skype.

5 - Limited Call, IM & Video Recording Capabilities

To date, Skype for Business has limited recording capability for calls, IM and video features, possibly due to its lack of history within the voice and communications space. With the legal requirement for recording functionality many organisations in regulated sectors have resisted the migration towards Skype. However, by incorporating Red Box Recorders' monitoring solution Quantify businesses adopting Skype can be assured of compliance with regulations and standards, simply by enforcing rules and capturing communications.

We're keen to run workshops with partners to help them understand how Skype for Business as a standalone solution can be significantly improved, and how you can make more margin by deploying it as a fully Unified Communications Platform.

To learn more or to register for a place click below:

WHAT'S NEXT?

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