



Skype for Business powered by Microsoft Lync Service Description

Introduction

Skype for Business is based on the Microsoft Skype for Business Hosting Pack and brings the future of communication to your business. Connecting employees, partners, and customers wherever they are, and helping you to reduce costs while increasing productivity and responsiveness to customers.

Skype for Business delivers an end-to-end unified communications solution, while giving staff a consistent experience for presence, IM, HD voice, and HD video across PCs, Macs, phones, and tablets. By converging communications with Skype for Business, you'll reduce the costs of traditional phone calls and eliminate the expense of conferencing services. There'll also be less business travel thanks to HD video conferencing and you'll no longer need to have all your staff working in the office.

Skype for Business is also available as an upgrade to your existing Office 365 solution. If you are taking Skype for Business as an Office 365 upgrade, please ensure you read the features carefully as there might be some feature differences.

Benefits for you:

- A familiar Skype for Business interface across a wide variety of devices so people are able to use the software effectively in hours
- Eliminate charges for third-party conferencing services and charges for the traditional telephone network
- Skype for Business works seamlessly with a variety of device specific applications, so most existing hardware will already be able to run the software
- Businesses retain their most talented personnel by giving them the option to work wherever suits them best.
- Simple and easy cloud-based administration through the Cobweb Control Panel

Benefits for your users:

- Employees can communicate with colleagues and customers in real-time from virtually anywhere
- Work securely from anywhere without needing a VPN connection
- Connect to Skype for Business through a range of devices, including PC, laptop, phone and tablet
- More people can work remotely, without compromising on productivity

- Presence information tells you a colleague's status in real time and the best way to contact them

Functionality & Features

Features – Now Available	Skype for Business	Skype for Business Professional Conferencing	Skype for Business Professional Voice	Skype for Business Advanced	Skype for Business 365
Instant messaging 'IM' IM via a Skype for Business client (Multi IM up to 10 people, Skype for Business Professional Conferencing has a higher Multi IM limit)	√	√	√	√	√
Peer-to-peer Audio and Video User-to-user audio and video calls via a Skype for Business client Multi Person HD Video Conferencing depends on Skype for Business client and device capabilities.	√	√	√	√	√
Live Presence Awareness Individual availability updates, can be set manually or synced with Cobweb Exchange and Office 365 for automatic availability updates based on calendar	√	√	√	√	√
Skype for Business or Skype for Business 2011 for Mac Desktop client for connecting to Cobweb Skype for Business	√	√	√	√	√
Skype for Business Mobility Clients (Mobile Apps) HD Voice/HD Video Calls can be made over data networks 3G/4G or WiFi.	√	√	√	√	√
Exchange 2013 Integration Seamless integration with Exchange 2013;	√	√	√	√	√
Outlook Integration Get '1-click' Skype for Business interaction into Outlook, IM, share or even call directly from within Outlook.	√	√	√	√	√

<p><i>N.B:</i> Outlook 2013 recommended (Minimum Outlook 2010), Skype for Business client must also be installed on the machine.</p>					
<p>Office 2013 Integration Get '1-click' Skype for Business interaction into Office 2013, IM, share or even call directly from within Outlook. <i>N.B:</i> Office 2010 or above - Office 2013 recommended (Minimum Office 2010), Skype for Business client must also be installed on the machine.</p>	√	√	√	√	√
<p>OWA Integration Skype for Business for messaging and presence in OWA without a local client installed.</p>	√	√	√	√	
<p>SharePoint Integration Get '1-click' Skype for Business interaction into SharePoint, IM, share or even call directly from within Cobweb SharePoint 2010 and SharePoint Online. <i>N.B:</i> Minimum SharePoint 2010 required, Skype for Business client must also be installed on the machine.</p>	√	√	√	√	√
<p>Transfer files through Skype for Business Send files to colleagues directly through the Skype for Business client. <i>N.B:</i> We strongly advise an up-to-date antivirus application is installed and used to scan files when using this feature, Cobweb are not responsible for the content sent or received through the system.</p>	√	√	√	√	√
<p>IM filtering Standard file type filtering to stop</p>	√	√	√	√	√

executable files being sent through Skype for Business					
Persistent Group Chat Chat history preserved from group chat once all members have left the conversation. Potentially available in a future update.	X	X	X	X	X

Features – Now Available	Skype for Business	Skype for Business Professional Conferencing	Skype for Business Professional Voice	Skype for Business Advanced	Skype for Business 365
<i>Conferencing</i>					
Host a multi-attendee Instant Message ‘IM’ conversation Hold multi-way IM conversation with several other colleagues all present in one conversation window.	Limit 10	√	Limit 10	√	Limit 250
Schedule & Host multi-attendee HD audio / HD video conference Attendees can be either internal or external and do not require a Skype for Business subscription to join the session. Scalable video/audio codec will adjust quality if bandwidth restricted or high latency.		√		√	√
Content Sharing Share entire desktop, specific program or PowerPoint presentation with audience through Skype for Business client		√		√	√
Attend a multi-attendee IM conversation	√	√	√	√	√
Attend a multi-attendee audio conference	√	√	√	√	√
Attend a multi-attendee video conference	√	√	√	√	√
<i>N.B: all conferencing packages are limited to 250 concurrent attendees at one time.</i>					
<i>Skype for Business Voice</i>					

Public Phone Network (PSTN) calling via a softphone Both inbound and outbound calls – a softphone is any ‘Optimised for Microsoft Skype for Business’ approved device connected to a computer via USB or Bluetooth.			√	√	√
Dynamic Call Control Place calls on hold, transfer and forward calls			√	√	√
Simultaneous Ring Make all your configured telephone devices ring when someone calls your Skype for Business number.			√	√	√
Voice Menus Create and manage your own voice menus within Cobweb’s control panel to guide your callers to the right team or department			√	√	√
Call Groups Caller will get through to the right team of people to help them with their enquiry (MAX. 10 per customer)			√ Charges Apply	√ Charges Apply	√ Charges Apply
Team Call Select other people in your team who can receive your calls if you are busy or unavailable to take the call			√	√	√
Call Delegation Allow a delegated member of staff to manage your calls such as a secretary			√	√	√
Extension Numbers Assign a short extension number to your users to enable rapid communication & call transfer			√	√	√

Optional Features – These features are available but may incur additional setup and recurring costs	Skype for Business	Skype for Business Professional Conferencing	Skype for Business Professional Voice	Skype for Business Advanced	Skype for Business 365
Public Federation with Skype	√	√	√	√	√

Integration with the public Skype network through the Skype for Business client.					
Voicemail (*Office 365, on-prem exchange or Cobweb Exchange 2013 Unified Messaging required) Divert calls to voicemail on click, manage divert to voicemail settings via Outlook calendar and Skype for Business client, create Call Answering rules based on Outlook contacts and numbers			√	√	√
Partner Federation & Office 365 Federation	√	√	√	√	√

Cobweb Control Panel for Skype for Business Features	Skype for Business	Skype for Business Professional Conferencing	Skype for Business Professional Voice	Skype for Business Advanced	Skype for Business 365
Secure connectivity with 2048-bit encryption	√	√	√	√	√
User management from within the Cobweb Control Panel	√	√	√	√	√
In-contract upgrade of users across tiers <i>N.B:</i> it is possible to upgrade users but not downgrade	√	√	√	√	√
Phone number pre-allocation and management. (DDI sold in blocks of 5, 10, 25, 50 & 100)			√ Charges Apply	√ Charges Apply	√ Charges Apply
Port existing numbers into the control panel			Chargeable	Chargeable	Chargeable

Please note: Cobweb does not guarantee all Microsoft Skype for Business functionality will be available or configurable by the end user. For particular feature compatibility or availability, please speak to one of our technical specialists.

Security

The delivery of the Skype for Business service is controlled by our ISO 27001 Information Security Management policies and procedures:

- The multi-tenanted segmentation features of Cobweb Skype for Business ensure that customer accounts are secured with permissions and groups for their organisation only. No other customer has permissions or can see or access any other customer's data
- The network security at the data centres is fronted by multiple resilient firewalls. Security procedures involve advanced monitoring of network traffic, router loading and application behaviour
- Our state-of-the-art data centre is managed on a 24/7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance
- Customer definable, strong password policies can be configured within the web-based 'Cobweb Control Panel'

Architecture

The service platform is based upon Microsoft's Skype for Business Hosting Pack prescribed architecture and is designed to support tens of thousands of users. The platform contains no single point of failure and consists of mirrored Microsoft SQL Server 2012 back-ends and highly available and load balanced Microsoft Skype for Business servers. The service is hosted on HP Proliant Gen8 and Cisco UCS M3 servers, accessing data from resilient EMC and HP storage systems. Currently the service platform operates from a single datacentre only, therefore should not be considered as able to withstand a datacentre disaster. Datacentre resiliency will be addressed in a future update of the platform.

This model offers the following advantages:

- 24/7 proactive server and application management with sophisticated monitoring tools including Microsoft System Centre and HP Systems Insight Manager
- Capacity Management processes and systems ensure robust, reliable and consistent service performance
- Service delivered from a single Tier 3+ ISO27001-accredited data centre, which includes multiple internet feeds with automatic BGP redundancy, uninterruptable power supplies, fire suppression systems and 24/7 manned security
- The architecture is optimised for performance, non-disruptive maintenance and service reliability, providing the highest availability and maximum data security

Access Methods

Connection to the Skype for Business service is made over the internet so users can access the service regardless of time or location. The supported access methods are:

Desktop Apps:

- Microsoft Skype for Business for PC (one licence per registered user – download available via Cobweb Control Panel)
- Microsoft Skype for Business 2011 for Mac (one licence per registered user – download available via Cobweb Control Panel)
- Skype for Business Web Access – available via Cobweb Exchange 2013 Outlook Web App (OWA), no software to download and install (IM & Presence only)

- Skype for Business Web App is also available, but only to join meetings when you have an invite and don't have the Skype for Business client installed locally, this supports full audio and video.

Mobile Apps:

- Skype for Business for Windows Phone
- Skype for Business for Android
- Skype for Business for iPhone and iPad

Please note: The mobile applications are downloadable directly from the respective App Stores, Cobweb makes no guarantees to either the availability or respective functionality changes of any mobile apps. Cobweb can only offer support for connecting to Skype for Business and basic usability and troubleshooting for mobile apps.

Skype for Business Voice Restriction

Cobweb provides a multi-tenant Skype for Business service to our customers and as such, all customers on our platform are subject to the same features and functionality. In order to protect our customers from fraud and unexpected or high call charges we have disabled access to premium rate "09" numbers. These "09" number cannot be called from our platform and cannot be enabled on a per user basis due to the multi-tenant nature of our platform.

Skype for Business for Office 365

Skype for Business in conjunction with Microsoft Office 365, provides advanced voice features for customers on the Professional Voice or Advanced packages. Skype for Business can integrate with your existing Office 365 solution and/or on-premise Exchange by replacing your Skype for Business online or Skype for Business on-premises deployment. The functionality included with Cobweb Skype for Business but excluded from Office 365 include PSTN breakout and Unified Messaging (Advanced Voicemail). In order to use Skype for Business with your Office 365 solution you must deploy at least 10 seats with Skype for Business for each SIP domain and a setup fee will apply per domain subject to the number of Skype for Business users you which to deploy. All users on the Office 365 Domain must move across to Cobweb's Skype for Business service.

Please note: The SLA response time for Skype for Business is as outlined below, but please note that the SLA for Microsoft is different, so please check your Office 365 Service Description.

UK Calls Package

The UK only landline and mobile calls package are charged per user, per month and will be inclusive of all UK landline (01 & 02 numbers) and mobile (07 numbers) calls made during the billing period (per month). Any calls made to premium rate and/or international numbers will be charged at the prevailing rate. Please see Cobweb Solutions rate card for more information.

Service Term

There is a minimum 12 month term when taking this service.

Data Ownership

At all times the data stored within the Cobweb service is the property of the customer. Cobweb takes no responsibility for the content of data uploaded to the service.

User Administration

Skype for Business administration is controlled through the 'Cobweb Control Panel', administration will be able to:

- Add new users, including SIP address, edit existing user details and reset user passwords
- Add number pools and assign numbers to users
- In-contract upgrades of users between service profiles
- Download the Skype for Business software for PC and Mac

Service Level Agreement

All service level guarantees are based on service monitoring data collected over whole calendar months. Cobweb shall use reasonable care and skill when providing services but does not guarantee the services shall be continually available to the customer. There may be occasions when services are disrupted through an error or act of the customer or another third party or, circumstances outside the reasonable control of Cobweb ('Service Disruption'). In the event of unavailability of services to the customer, other than in the case of Service Disruption, Cobweb shall reimburse the customer ('Service Credit') as follows:

Service Credit (% of monthly charge)	Service Availability
25%	99.0% to 99.5% inclusive
50%	95.0% to 98.9% inclusive
100%	Less than 95%

The service availability calculation excludes standard scheduled and emergency maintenance.

Administrator Support

- The service is supported 24/7 via Email and Online Support Form for all severities and in addition by telephone for Severity 1 incidents
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2,3 and 4 incidents will be progressed during core hours of business – including service setup/configuration with "Cobweb Control Panel" and billing support by telephone
- Access to Administrator support is limited to two named company administrators per customer account

Support Hours

- Core Hours: 08:00hrs to 18:00hrs GMT time zone, excluding weekends and UK public holidays



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