Build a communications strategy that grows along with your business.
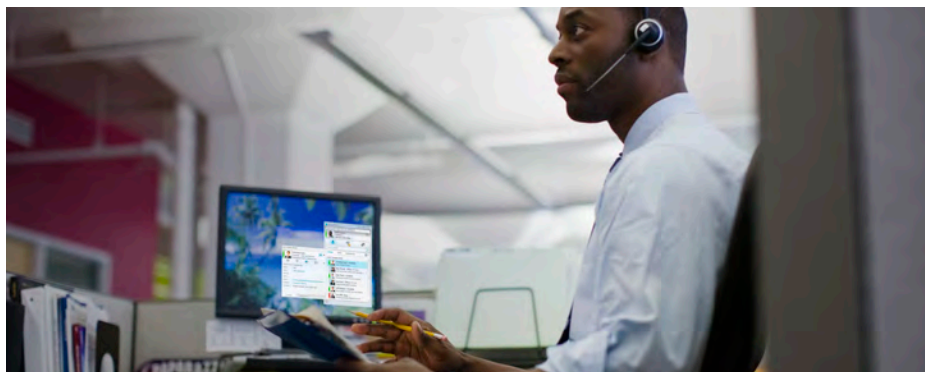
Consulting for Microsoft® Lync™ and Unified Communications

Work with Dell to transform the way you communicate and connect with customers, partners and employees worldwide.

The connected, empowered and innovative workplace

Today's workforce is demanding that they be more mobile, yet more connected than ever before. How can you embrace this change and provide a business communications platform capable of meeting their ever-increasing demands while maintaining your current level of control and reliability? Whether your workforce is local or global, Dell™ consultants have time-tested methods for guiding your unified communications strategy on a path to grow with your business needs.

Build a reliable foundation with Dell and Microsoft

Our consultants can work with you to quickly design, deploy and integrate a unified communication (UC) solution based on Microsoft Lync into your organization. Our cost-effective solutions address your business and IT needs, and can complement or replace your current voice and video platforms. Combining your email, voicemail, telephone and audio/video conferencing over an IP network and making it accessible via a single unified interface can result in a dramatic boost to your workforce efficiency and enable new business processes.

Our consulting services provide the people, processes and products to address all of the requirements of a UC environment that provides the capabilities and flexibility demanded by today's workforce.

Key benefits
- Focused on business-wide results
- Efficient short engagements for a rapid transformation
- High business value across the organization
- Inclusive of all stakeholders
- Flexible, modular approach

Repeatable Lync architectures:

Dell has defined a series of repeatable Lync architectures that map the most common customer scenarios we see in the field.

These architectures will help you envision the early stages of the transformation, speed the design process and lower overall project risk.

Local

Customer's employees are located in one single building that has a local machine room.

Local Plus

Customer has one main office that has a machine room and a number of branch offices with PSTN connections and local PBX/analog phone systems.

Regional

Customer has two main locations with a local machine room and a number of branch offices with PSTN connections and local PBX/analog phone systems.

Global

Customer has three main locations (e.g. North America, Europe and Asia Pacific) with a local machine room and a number of branch offices with PSTN connections and local PBX/analog phone systems.

Microsoft Lync consulting services are part of Flexible WorkStyle from Dell, a business initiative aimed at creating a highly mobile and agile workforce.

Take advantage of a Unified Communications Workshop based on Lync

Learn how to boost your workforce efficiency by integrating your email, voicemail, telephone and audio/video conferencing into a single interface. Our consultants will also work with you to plan for integration with or replacement of an existing PBX infrastructure, which can lower your operating costs and reduce your data center footprint. We can also advise you on the end-to-end considerations from proven UC architectures to choosing the right endpoints such as handsets, headsets and conference room systems that fit your organization's needs.

Build the right foundation with a voice and video network assessment

This consulting service provides a full assessment and report on the current readiness of your organization's network infrastructure and recommendations on any changes needed for a Lync implementation. We will identify business requirements and provide a full analysis of current network traffic to determine how ready your IP network is to support real-time media. We will provide a report on findings and present a plan of action if modifications are required.

Gain access to a full ecosystem of world-class communications partners

Our proven technical architectures and repeatable frameworks have made us Microsoft's leading Lync deployment partner in the world since 2010. We believe that no single vendor has a more complete solution and have established an ecosystem of vendors to build upon a Lync core, developing integration services that provide the right solution for your needs.

Lync ecosystem

AudioCodes | Dialogic
Sonus | KEMP TECHNOLOGIES, INC.
ARUBA networks | f5
QUEST SOFTWARE | Aspect
actiance | MIND Call accounting & billing
AASTRA | Polycom
PLANTRONICS | Jabra

Minimize disruptions and downtime with Dell ProSupport™ for Microsoft Lync

Supporting your unique Microsoft Lync™ Unified Communications environment on your own can be complex, costly and time-consuming. Help minimize disruptions and maintain a high level of productivity with Dell ProSupport for Microsoft Lync — 24x7 direct support services for your IT team and administrators tasked with supporting your Lync environment.

Dell's support services for Lync are delivered by our expert support engineers and backed by Microsoft Premier Support escalation engineers to help your IT team keep your mission-critical Unified Communication environment online and available - we resolve your IT incidents so you can focus on your critical business imperatives.

For more information about any of our service offerings, please visit Dell.com/services or contact your Dell representative.

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