



Cloud Managed Appliance for Lync

The Dell Cloud Managed Appliance for Microsoft Lync™ is the most reliable yet cost effective solution for managing Microsoft Lync Server in small and medium sized enterprises. An on-premise appliance combined with Cloud Managed Services provides the continuity of service you require.

Unified Communications

Unified Communications (UC) provides a seamless flow between the work users do and the people they need to connect with to get that work done—leading to a significant increase in overall productivity.

Gartner has positioned Microsoft as market leader in the Magic Quadrant for UC for its completeness of vision and ability to execute. With the Microsoft UC platform you combine separate email, telephony, AV and web conferencing, voicemail, and instant messaging systems with an integrated, Windows-based platform with built-in enterprise grade features. Microsoft Lync can replace your existing PBX, conferencing and other communications related services saving your organization time and money.

Dell's powerful Lync solutions will increase your organizations productivity and improve communications with customers and employees. It offers users an intuitive user experience that is directly integrated with Microsoft Office applications. With Microsoft Lync, your employees can benefit from immersive collaboration and a better work-life balance.

Dell Appliance for Lync

To address customer demand, Dell has developed an easy to install on-premise appliance based solution for Lync Server deployments. This leverages the predictability of running Lync over your private network, whilst being remotely managed by Dell and our partner StartReady. Dell believes that you shouldn't need to concern yourself with maintaining Lync, just enjoy the benefits instead.

For Small and Medium Enterprises

With a single-box appliance for SME customers the Dell Cloud Managed Appliance for Lync offers a low risk high-value solution for enterprises with up to 2,500 users. Additionally, Dell offers a range of 'Optimized for Lync' end user devices to guarantee performance and reliability.

Implemented in two days

Traditional Lync implementations take several weeks or months to complete. With our 'plug & play' solution you can be up and running in just a few days. A standardized approach and proven software tools make this happen.

Cloud Managed Services

Designed with a clear objective of providing a low Total Cost of Ownership (TCO) experience, an important factor is our Cloud Managed Services are an integral part of the solution. Installation, configuration, remote administration, patching and updating become our responsibility.

Proactive Support

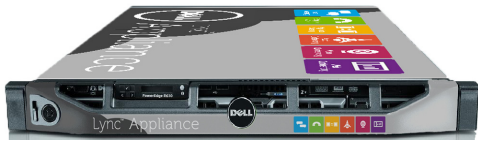
The Dell Cloud Managed Appliance for Lync has in built monitoring and error handling capabilities ensuring problem reporting is quickly addressed. We deliver a self-managing system that is proactively monitored and administered from a central support location.

Service Level Agreements

Our Cloud Managed Services are tailor made to fit your organization. How you would like remote administration and response times addressed is a decision made together and confirmed in a fixed price agreement. You also have the option of either an up front Capex purchase, or pay as an Opex over the duration of the service contract.

The Dell Cloud Managed Appliance for Lync combines enterprise grade features and performance allowing you to standardize on Lync as your new PBX





Key features

IM & Presence

The Dell Cloud Managed Appliance for Lync provides users real-time presence information—including availability and location information—and enhanced instant messaging (IM) to help them connect more efficiently and effectively.

Conferencing

Lync makes it easy for users to create, moderate, and join both pre-scheduled and ad hoc hi-fidelity audio, video, and web conferences with people inside and outside the organization.

Telephony / Enterprise Voice

The Dell Cloud Managed Appliance for Lync combines the telephony features of a traditional IP PBX with IM and conferencing to improve communication and at a lower cost. Dell Services (the #1 Microsoft Lync voice partner) will be on hand to seamlessly transition your organization to Lync telephony.

Microsoft Office integration

Lync was built to work hand-in-hand with Microsoft Office for a consistent, familiar experience with deep integration 'out of the box'.

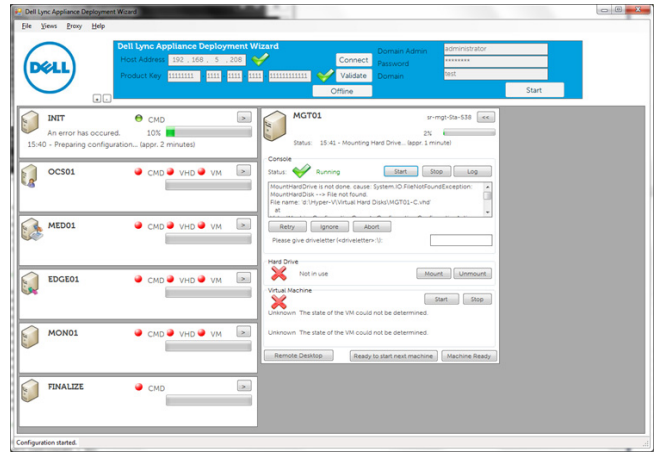
Mobile clients

The Dell Cloud Managed Appliance for Lync makes communicating easier and more engaging by delivering a consistent experience across PCs, browsers, tablets and smart phones. Support for Windows Phone, Apple iPad & iPhone, and Google Android delivers you a wide choice of supported devices.

Dell Appliance for Lync add-ons

The Dell Cloud Managed Appliance for Lync offers optional add-ons to complete your UC vision:

- Dell Services to handle complex migration and/or integration requirements
- High-availability option for enhanced continuity
- Separated-out edge appliance for enhanced security
- PhoneManager for dial-plan management
- LiveChat for Website Interaction
- IM archiving for compliance
- Microsoft Exchange Unified Messaging for voicemail
- Microsoft Office 365 integration
- Extensive reporting
- Internal ISDN break-out card for up to 2 x ISDN PRI
- Aspect Software contact centre solutions for up to 100 agents



The Smart Solution

A solution that combines the best of two models: 'Cloud Services' with the reliability of 'On-Premise' infrastructure.

- Profit from rich technological functionality, packaged in a smart and user friendly solution
- Cloud Managed Services contributes to a secure, and reliable UC solution without your IT team having to learn specialist skill sets
- Built on Dell optimized hardware
- Comprehensive set of available add-ons
- Capable of integrating with existing PBX assets

Compelling ROI

Dell Cloud Managed Appliance for Lync ROI

- Lowest TCO Lync solution for SMEs
- Rapid 'plug & play' implementation
- Best ROI on price per user / per month

PBX replacement ROI

- Lync can capably replace the PBX or complement an existing one if desired
- Reduction in traditional PBX maintenance, support and training costs
- Reduction in telephony costs through free Lync to Lync communications both internally and with federated partner organizations

User adoption ROI

- Intuitive user experience and ease of use delivers quick adoption by employees
- Reduced end-user training requirements and costs

Business advantage ROI

- Reduction in travel costs (road/flight/expenses)
- Reduction in utility costs (office space/desks/power)

Explore Dell Unified Communications solutions further at www.dell.com/unified

