



INFRASTRUCTURE SERVICES

UNIFIED COMMUNICATIONS

Connecting employees to peers, customers or suppliers is easier than ever - if you have the right Unified Communications Strategy, an agile infrastructure that supports business growth, and the security and compliance to back it up. Whether you're planning to buy, install, manage and configure your own environment, or need the expertise of deploying a new Lync/Skype for Business solution, Sparkhound can help. From the desktop to the datacenter, we have deep experience to create powerful infrastructures that transform business communications.

OUR INFRASTRUCTURE SERVICES APPROACH



ENVISION



PLAN



IMPLEMENT



SUPPORT

OUR VALUE PROPOSITION

Sparkhound's flexible end-to-end business approach and dedicated team of Unified Communication consultants offer key advantages to reduce your long-term business risk:



- *Experienced consultants who live by Microsoft best practices for a migration strategy and implementation that delivers optimal performance and ROI*
- *Deep knowledge and enterprise partnerships around Audio, Video & Web Conferencing, Application & Data Sharing, Telephony and Productivity Suite*
- *Ongoing management, monitoring and administrative capabilities by Sparkhound Managed Services to reduce IT administrative burden*
- *Day one white-glove support and user adoption tools to empower change management*



INFRASTRUCTURE SERVICES

UNIFIED COMMUNICATIONS



Using our Sparkhound Assessment Model (SAM), Sparkhound consultants collaborate with your **People** to assess your **Processes** and **Technology** and create a high-level roadmap so you get the most from your Universal Communications investment.

ENVISION

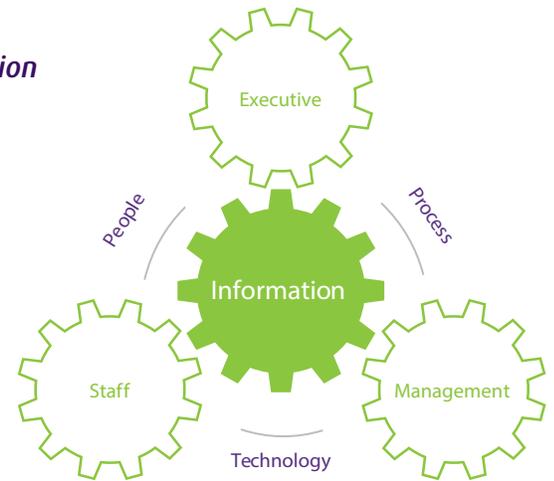
- Environment Assessment*
- Service Prioritization*
- Business Vision*
- Solution Validation*
- Workload Identification*
- Business Drivers*



PLAN

After collaborating with key stakeholders, Sparkhound will deliver the right strategy using Microsoft, Citrix and Cisco best practices to minimize business interruptions and extend your global reach.

- Design & Architecture*
- Technical Requirements*
- Private or Public Tasks*
- Governance*
- User Communication*
- Hybrid Modeling*



Sparkhound Assessment Model



IMPLEMENT

As a certified Microsoft Gold partner with years of experience, Sparkhound consultants perform the implementation and migration tasks necessary to simplify your data footprint and transform the way your business communicates.

- Authentication & Compliance*
- Change Management*
- Piloting & Test*
- Administrator Enablement*
- End User Adoption*
- Cross Platform Integration*



SUPPORT

Sparkhound certified professionals are familiar with your unique environment to expedite resolution time. With 24/7 capabilities, we use a proven trouble-shooting methodology and enterprise reporting tools to manage your environment when you need it most.

- Managed Service Desk*
- Managed Cloud*
- Managed Infrastructure*
- Managed Applications*
- Day One Support*

