

Lync connects people everywhere

Qvoice can help you get the most from Lync Server 2013, which provides instant messaging (IM) and presence as a core function with no additional third-party products required.

The IM features allow users to search for an IM contact in the Global Address List, invite multiple participants to an IM conference, add an Exchange distribution list as a contact group, escalate IM to voice/video call and add desktop sharing on the fly.

Interoperability with public IM services is possible through the Lync edge server, as is interaction with IBM Sametime, Cisco Jabber and GoogleTalk. Archiving of messages is supported at the server level for compliance purposes and via Outlook Conversation History to help improve personal productivity.

With instant messaging in Lync Server, users can message each other quickly and can easily communicate with users networks such as Skype, Yahoo and AOL.

Lync Server 2013 also provides enterprise voice capabilities via Voice over Internet Protocol (VoIP) to enhance or replace traditional phone systems. Capabilities include calling features such as answer, forward, transfer, hold, divert, release and park.

Support for analogue devices and a broad range of both IP and USB user devices is offered and users can access these features over the Internet without using a VPN connection.

Some of the important features include:

- Voice calls.
- Anywhere access.
- Call handling.
- Device switching.
- Visual Voicemail.
- Call delegation.
- Team calling.
- Infrastructure interoperability.



Lync Meeting

Microsoft Lync Meeting brings together traditionally separate components of desktop video, audio conferencing, web conferencing, content sharing and room-based video conferencing solutions into a single, unified conferencing experience.

Lync Meeting provides unified conferencing for two to 250 parties with any combination of:

- Voice communications (audio conferencing).
- Video communications.
- Web collaboration through presentation, joint editing, and control of documents, applications and desktops.
- Whiteboard, with the ability to cut and paste content of any type.

Lync Server 2013 readily supports both scheduled conferences and those ad-hoc conference calls that are often urgently required.

Lync gives users the reliable experience of traditional conferencing systems with the power and flexibility of unified communications, including HD video, one-click desktop sharing, easy meeting requests, and even the ability to start a conference call on a mobile device and continue it on a PC when one becomes available.

Lync delivers a single-client experience to ensure conferencing is more convenient and more engaging. Users can schedule, join, and manage conferences, all from a familiar and consistent interface across PC, web, phone and mobile devices.

“Lync 2013 offers a variety of benefits that businesses can take advantage of to make both their internal and external communications more effective and efficient.”

Qvoice
Converged telephony

Audio conferencing is included as part of the Lync Meeting solution, helping reduce or eliminate the cost associated with third-party conferencing systems or service providers.

A key guiding design principle for Lync, whether on a PC or mobile device, is to deliver a seamless, simple and engaging experience inside or outside the firewall utilising a single client application.

Lync Mobile 2013 delivers a unified client experience for instant messaging (IM), presence, conferencing and voice across most mobile platforms; whether laptop PCs running Windows, smartphones running Windows Phone or iOS, or tablet devices.



Without the need for an additional VPN client, the Lync mobile infrastructure provides users with:

- Voice, including voice over IP (VoIP) over WiFi and 3G/4G.
- Instant messaging and presence.
- Single number reach with call forwarding control.
- Visual voicemail.
- Corporate directory search with contact card information.
- Federation with other enterprises.
- Audio/video (over WiFi and cellular data) and data sharing.
- Single-click conference join.

Enterprise Voice

Now is the time to migrate to a converged solution from your legacy phone system. You can choose to retain ISDN lines or utilise VoIP, public or private cloud or an on-premise solution, to connect sites and remote workers seamlessly. This unified communications platform offers a simplified infrastructure, increased flexibility and the ability to rationalise ongoing costs.

Collaboration & Conferencing

Lync allows colleagues to quickly share information, in the most efficient way possible, either one-to-one or across a wider team. Qvoice can help you bring your organisation together and build stronger relationships without the necessity of travel and cost. We will even show you how to connect to partners and customers outside your organisation using voice, video, and web, on demand – for free, with this out-of-the-box solution.

Deploying Microsoft

Lync given its strengths, it is also important to remember that the flexibility of Microsoft Lync allows infrastructure planners to match its deployment to the unique requirements of their organisation.

On-Premise

Although 'Cloud-based' solutions are often regarded as the only game in town, where organisations have made significant investment in local infrastructure and applications, then the 'Cloud' might not make sense from either a political or economic sense.

Microsoft Lync can be deployed on a single dedicated server or existing virtualisation cluster, offering seamless integration with local Active Directory and Exchange servers without primary consideration for WAN suitability. The simplest of designs can easily be utilised to deliver all of the benefits of Microsoft Lync, using the existing ISDN connectivity.

Public Cloud

Because Lync is offered as part of the hosted Office 365 offering, a suitably specified and capable WAN ensures organisations can site its features like IM, presence, video and user collaboration, within secure Microsoft Datacentres, along with other key business applications like Exchange, SharePoint and Office. Organisations can do this without the risks associated with managing their own server infrastructure on premise.

If you are an SME organisation seeking a simple solution, Qvoice can help you utilise Office 365 to access the benefits of the Cloud. We provide cloud migration services to Office 365 and the ability to connect directly from our ISP core, offering you direct access from your premises to the Cloud without using the public internet.

Private and Hybrid Cloud

For larger organisations, the combination of private and hybrid cloud offers the advantages of the public cloud, but with the control and flexibility they demand.

Microsoft Lync and other server applications can utilise private rack space within any co-located data-centre, with extensive and low-cost redundant bandwidth and public switched telephone network connectivity.

Existing software and hardware can continue to be used to ensure the total cost of ownership is kept in check. Using prior purchases of Office can help organisations avoid significant proportions of monthly pay-per-user costs and the Private Cloud offers hybrid designs able to support staggered cloud migration and further resilience options, with full Enterprise Voice capability.