



an NTT communication company



Arkadin helps you achieve more at work:  
The voice expert for Microsoft  
Skype for Business





Arkadin is the world's expert at bringing voice to Skype For Business. We understand the complexity of voice deployments and have proven we know how to deliver Microsoft voice.

**Our mission is to increase the speed of communication, simplify the user experience, and help customers achieve more at work.**

Arkadin, as a global Microsoft Partner, is your single source for Skype for Business voice deployments (hosted, hybrid, dedicated) in North America, Europe, Asia, and Latin America.

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**We turn Skype for Business into a global phone, conferencing, and contact center solution – all under a single pane of glass.**

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arkadintotalconnect simplifies the Unified Communication experience.



## 18+ Years of Working with Microsoft.

Arkadin has worked closely with Microsoft since 1997 as a trusted consultant for Cloud-hosted services.

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Arkadin was the key partner in helping Microsoft deploy the first instance of hosted voice.

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Arkadin has been adding voice to Microsoft Cloud services since the days of Office Communication Server (OCS), then Microsoft Lync – and now Skype for Business.

Arkadin is proud to be officially certified as a:

**Microsoft Partner**  
Gold Communications

Microsoft Cloud  
Solution Provider program 

**arkadin**  
COLLABORATION SERVICES  
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## [One partner, many services]



### Phone system

Turn Skype for Business into a business-class phone system with unlimited calling plans, international access, and unified messaging.



### PSTN conferencing

Integrated audio, web, and video conferencing with local dial-in access from 55+ countries.



### Contact center

Native Skype for Business contact center that intelligently routes instant messaging, voice, email, and web chat.



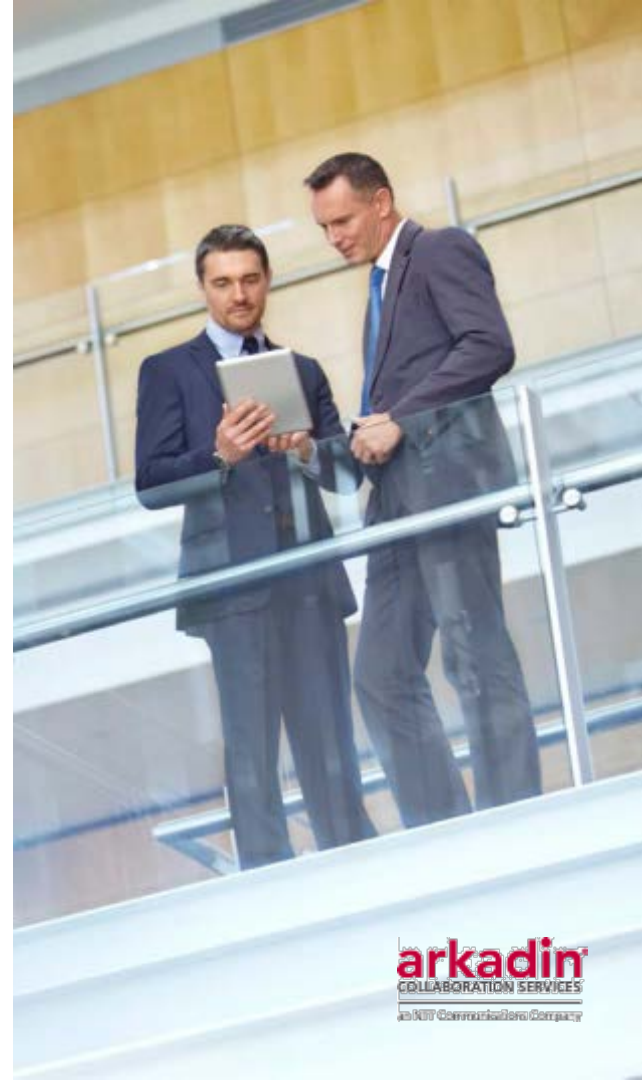
### Office 365

Microsoft's Cloud-hosted business productivity tools, including the new voice enabled E5 license.



### Migration and support

Live admin-level support, direct escalation to Microsoft, and end-user training, so you can say goodbye to online community based forums.



# How does Arkadin enable Skype for Business phone system?

Arkadin connects Exchange Online to Skype for Business with a call plan and a phone number to deliver enterprise-ready phone systems in the Cloud.



## Featured use cases:

- Access from any device, any network
- Unified user experience
- Inbound/outbound calling
- Simultaneous ring & Call forwarding
- Team calling & Response Groups



## Phone system as a service:

- Pay-as-you-grow
- Unlimited calling plans
- Number porting
- Unified messaging
- International calling



## Voice specialists:

- Licensed Operator in 15+ countries
- First to deploy Microsoft in the Cloud
- Microsoft E5 business launch Partner
- 10,000+ end-users on the platform

# How does Arkadin enable Skype for Business conferencing?

Arkadin makes it easier to collaborate with colleagues, customers, and partners in real-time with local, dial-in audio from anywhere in the world. Use local toll or toll free numbers connected directly into your Skype for Business meeting.



## Featured use cases:

- One tool for everything
- Move from IM to online meetings without thinking
- Drag and drop participants
- Meet faster without scheduling
- Scale from a simple call to a multi-participant conference in one click



## PSTN conferencing:

- Pay-as-you-grow
- Flat-rate, unlimited PSTN conferencing
- Local access from 55+ countries
- Consolidate vendors and contracts
- Simplify number of user apps
- Voice, video, and screen sharing



## Native Skype meetings:

- Eliminate third party conferencing providers
- No more per minute fees
- Intuitive and Unified
- One technology, One partner, One datacenter

# How does Arkadin enable Skype for Business contact center?

Manage communications with your customers, employees, and business partners with Clarity Connect, the native Skype for Business contact center hosted in the Cloud by Arkadin.



## Featured use cases:

- Mission-critical support (voice routing)
- Internal help desk (IM routing)
- Sales teams (call recording and coaching)
- Escalation queues
- Self-serve IVR
- Routing for high value customers
- Live web chat



## Contact center as a service:

- Pay-as-you-grow
- CRM integration (SFDC and Dynamics CRM)
- Monthly license per user
- On-premise functionality without IT
- Chosen platform by Microsoft for both travel and support teams



## Working better together:

- First to deploy Clarity Connect in the Cloud
- Voice expertise enables quick deployment
- Team of certified pre-sales engineers and solution architects are in-house to support the deployment

# Simplify your voice cutover to the Cloud by leveraging the experts.

Migrating mission-critical business apps requires expertise in planning, preparation, and project management. At Arkadin, we have completed more than 400 voice migrations and moved 14 million email inboxes into the Microsoft Cloud.



## Planning:

- UC & Microsoft Solution Experts
- Identify requirements
- Present available options
- Define project plan and scope
- Calculate bandwidth requirements
- Assess and optimize network
- Build communication plan



## Deployment:

- Dedicated project manager
- Build tenant/environment
- Migrate data (email, content)
- Provision users and assign call plans
- Configure call-flows and auto-attendants
- CEBP integration (ex: CRM)
- Validate and stabilise the platform
- Train-the-trainer with our IT team



## Support:

- Local IT Admin Support in over 15 countries
- 365/24/7 Network Operating Center
- Assist with complex moves, additions, and changes
- ITIL certified teams
- Gold Communication Microsoft Certified Partner



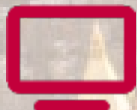


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## [Enjoy Skype for Business voice]

Not sure if Skype for Business Voice is right for your organisation?

Contact Arkadin, the Microsoft voice experts to see it in action, and decide if it's right for your organisation.



**Contact us:** [www.arkadin.co.in/contact](http://www.arkadin.co.in/contact)