

About AXIOM IT Solutions Pte Ltd:

AXIOM IT Solutions Pte Ltd was awarded Microsoft Cloud Partner of the Year for Asia Pacific Region in 2013. The team has great experience in delivering a full suite of Microsoft Office 365 including Emails, Sharepoint, Skype For Business, and other components of Microsoft Office 365.

The team from AXIOM IT Solutions Pte Ltd had been working in the Voice industry since 1990s, started from Fujitsu Communication Software R&D Centre. The team has an in-depth knowledge of Voice Technology, Signalling Protocols, Infrastructure, Application Development & Integration capabilities for Telco and Enterprises. In early 2000, the team worked with various Telco Service Provider in the region to transit their network from legacy to IP Based hosted Unified Communication system (IP Centrex/Hosted UC).

Leveraging on Skype Operation Framework methodology, together with our unique skillset and Oecosystem of partners, we will be able to assist you with a smooth digital transformation journey.

Please contact us at sales@axiomitsolns.com or call us at +(65) 62857288

AXIOM's Skype Operations Framework

On 13th March 2017, AXIOM IT Solutions Pte Ltd launched PSTN Connector Service, a Microsoft Skype Operations Framework based voice offering for Microsoft Cloud PBX at Microsoft Tech Summit Singapore 2017, Marina Band Sands.

AXIOM IT Solutions Pte Ltd featured its PSTN Connector Service alongside with the live demo of the system. This new offering is to empower enterprise clients to adopt Microsoft Cloud PBX so they can enjoy the benefits of cost reductions, high productivity and total solution integration.

Understanding the challenges and enterprise customers' needs, we have developed our Office 365 Enterprise Voice Offering based on Microsoft Skype Operation Framework. This framework allows us to have a standardised approach and a proven methodology for delivering the solution, including consultancy, design, implementation, and support. It enables proper planning, avoid known issues, and deliver project smoothly.

Value Propositions:

1. **Complete Microsoft Office 365 suite expertise**, enabling end to end integration and support of Microsoft Office 365 suite of products, thereby maximising customer's ROI in Office 365.
2. **A Unified Communication (UC) Offering** based on Microsoft's proven SOF methodology encompassing Planning, Deliver and Operate to ensure customer successes.
3. **Axiom's Partner Ecosystem** comprising Regional Telco service providers for PSTN SIP Trunk connectivity, SBC & Gateways, Devices (including IP phones, headsets), Conferencing solutions, Datacentres, etc, ensuring end to end solution, interoperability and support. We work with best of breed partners.
4. **Custom applications and connectors** for integrating customers' applications with the Microsoft Hosted UC platform, such as 'Do Not Call screening (PDPC) with Skype For Business'. We maximise productivity for our customers.
5. **Flexible commercial arrangements** – We provide a full OPEX model or a 'Mixed CAPEX-OPEX model' depending on customers' needs. We make sure it works.

Offering

1. **Customer consultancy service** – advise customers on the path for UC migration, best practises, solution architecture based on customers' environment and business needs.
2. **End-to-End solution delivery** – We provide an end to end solution including Microsoft SFB Cloud PBX, AXIOM PSTN Connector Service, IP phone devices, headsets, conferencing system, and integration with Telco.
3. **Managed Microsoft Office 365 service** – We are Microsoft Cloud Accelerate Partner. As a Professional Cloud System Integrator, we advise you on various type of clouds available, helping you to select the right set of solutions as well as to help you to migrate into the cloud smoothly. We offer a comprehensive package for customers moving into Microsoft Office 365. Our services includes supports to customers on the complete Office 365 subscriptions including Skype For Business Voice, Emails, Sharepoint and Yammer.
4. **Customised Apps integration** – Beyond standard Microsoft UC offering, we offer customs apps development for customer's specific needs, enabling a complete Business Solution for the customer.

AXIOM SOF OFFERING

AXIOM Voice Offering for Skype For Business Cloud PBX

Scope of Work	Plans Available			
	Standard (Single Site)	Standard (Multi-sites)	Managed	Advanced
Envision	✓	✓	✓	✓
Engage in Environment Discovery				
Define Business Use Cases				
Create High Level Architecture				
Define Adoption Success				
Assess	✓	✓	✓	✓
Undertake Network Assessment				
Review Baseline Health Assessment				
Complete Readiness Assessment				
Design	✓	✓	✓	✓
Define Cloud PBX and PSTN Conferencing Design				
Create Coexistence and Migration Design				
Undertake Client Migration Design				
Prepare	✓	✓	✓	✓
Prepare For Deployment Leveraging the Deployment Checklist				
Schedule Site Rollouts				
Initiate Operational Roles / Functions				
Undertake Deployment Planning				
Deploy	✓	✓	✓	✓
Execute Central O365 tenant tasks				
Execute PSTN integration / Enable PSTN Conferencing				
Undertake Test				
Survey Sites				
Create per site implementation / migration plans and user region mapping				
Enable	✓	✓	✓	✓
Ship Peripherals / Client Upgrades				
Enable Users on A Per Site Basis				
Execute Admin and User Training				
Operation (Multiple sites deployment)		✓	<i>Optional</i>	<i>Optional</i>
Drive site by site adoption and work closely with IT to enable changes				
Monitor for service quality and usage				
Remediate issues found				
Enhance	✓	✓	✓	✓
Review Solution Updates To The Service Introduced Since Planning Was Undertaken, Leverage Plan Activities to Target Deployment To Ensure the Software is Updated.				
Monitor			✓	
Manage Call Quality				
Monitor the Health and Availability of the hybrid environment				
Monitor the key indicators that underpin quality and reliability, define targeted remediation actions				
Report			✓	
Leverage O365 portal to Report on Service Availability and Usage				

Define Reports That Inform Future Actions and Decisions				
Support	✓	✓	✓	✓
Leverage SOF trouble-shooters to drive issue resolution				
Gather End User Logs and Work with O365 support When Required				
Run	<i>Optional</i>	<i>Optional</i>	✓	
Undertake Remediation Activities				
Undertake Patching of clients and hybrid components				
Enable Users and Undertake User Controlled configuration / Feature Assignment, Ship Devices AsRequired				
Advanced features add-on				
Call Recording				✓
Number Screening Service (Do Not Call by PDPA)				<i>Optional</i>
Mobile Group Admin Apps				<i>Optional</i>
Call Details Records Reporting				<i>Optional</i>
Other Business Apps interegration with SFB				<i>To be discussed</i>

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