Hosting Controller Lync Module

Hosting Controller Inc.

HC Lync Module

Microsoft Lync is an enterprise software and has features set that is targeted toward corporate environments. Users seek communications tools that make their work easier and are available anywhere, anytime, including within the context of other applications. Microsoft Lync 2013 provides a single interface that unites voice communications, IM, and audio, video, and Web conferencing into a richer, more contextual offering.

HC Lync Module furnishes service providers the flexibility and control they need to manage and provision their communications infrastructure efficiently. It provides a centralized platform for communications-enabled business processes and management.

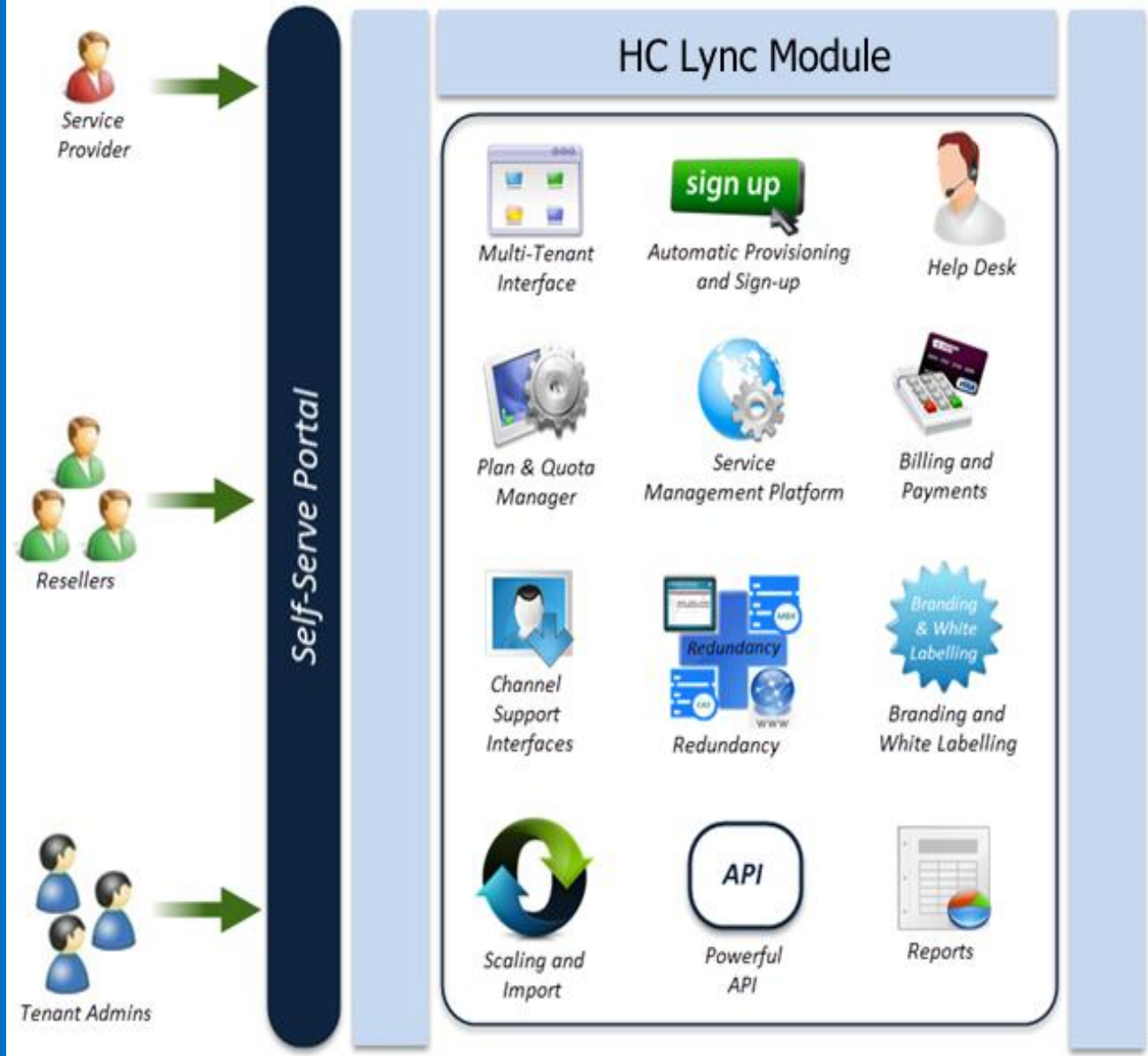
What is Required?

The service delivery components vital to the health of any Lync environment include

Multi-tenant Interface	Automatic Provisioning & Sign-up	Self-Serve Portal	Plan and Quota Management
Service Management Platform	Billing and Payments	Channel Support Interface	Reports
Branding and White Labelling	Help Desk	Scalling & Import	API

Lync

HC Lync Module
Multi-tenancy
Key takeaway



How is it accomplished?

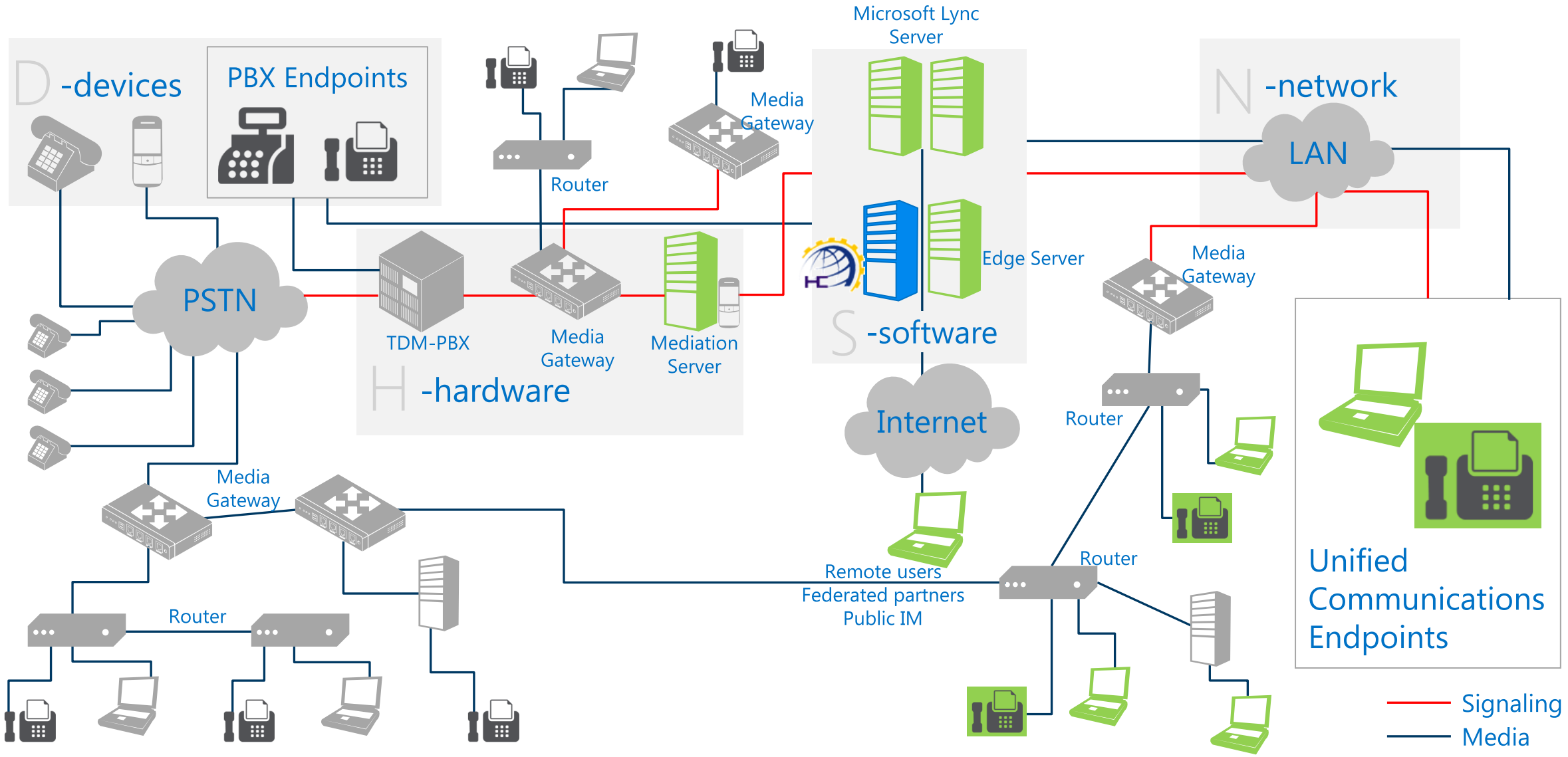
The presence of the above components is sacred to the portfolio of any service provider. Enterprises offering hosted Lync or Cloud services for that matter, very well understand the importance of an integrated offering in a fast growing and highly competitive market. The unavailability even of any one of the above service components may spell trouble for an enterprise.

Keeping this in view Hosting Controller unifies the utility of all the above to bring you an enterprise class web based control panel. The keyword here is “centrally managed” and that is exactly what Hosting Controller has in store.

Understand the Environment

Lync

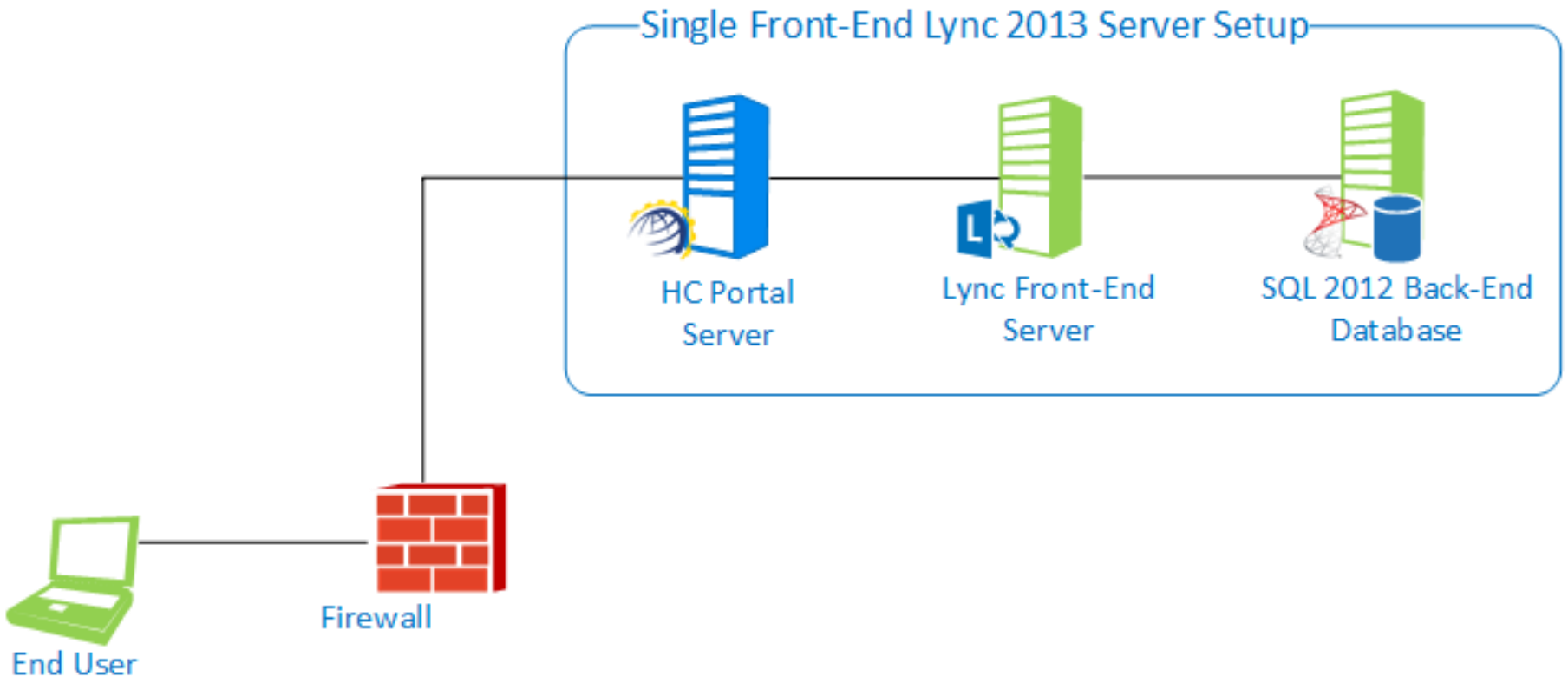
Understand the Environment



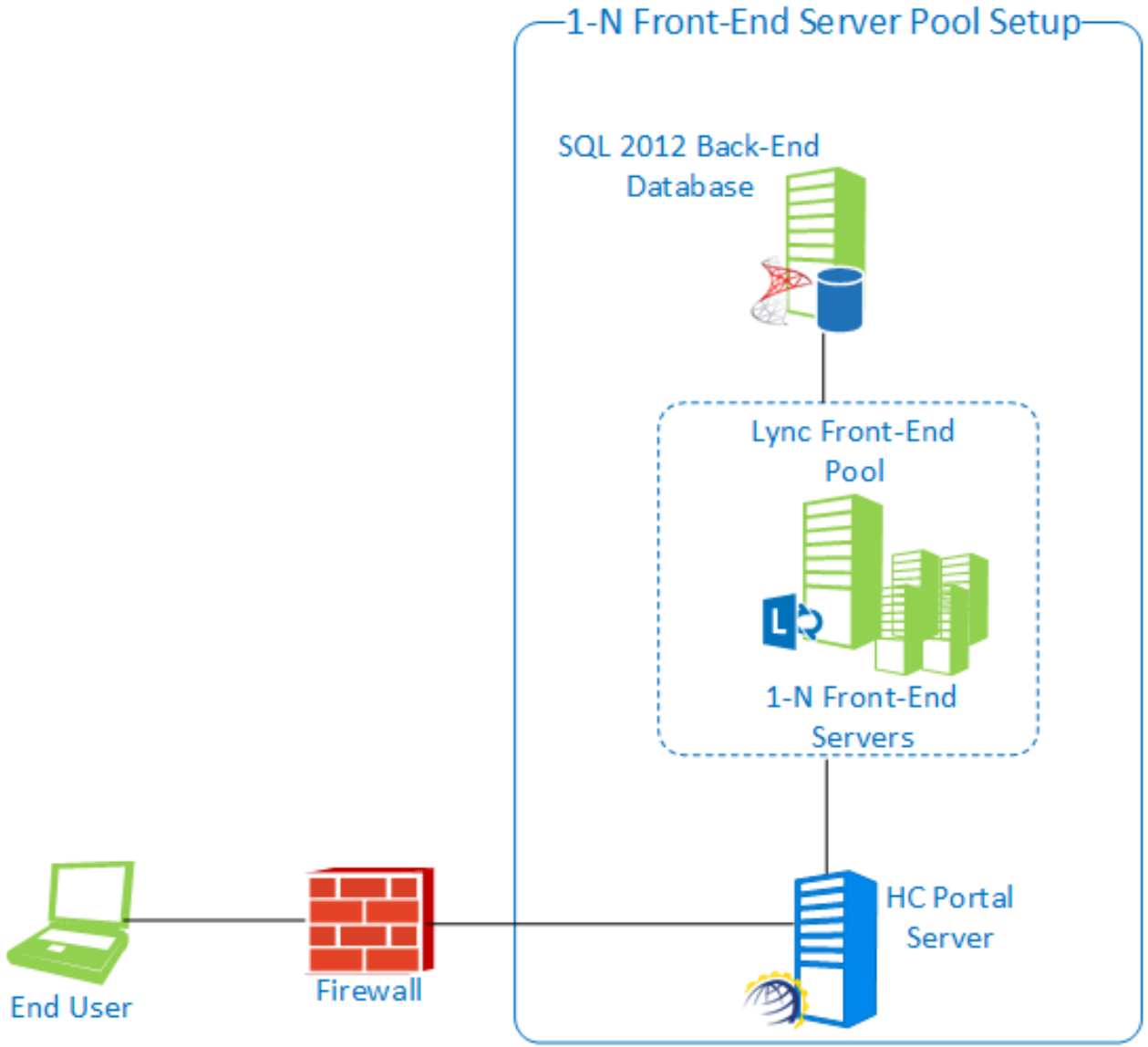
Scale – Up with Hosting Controller

Lync

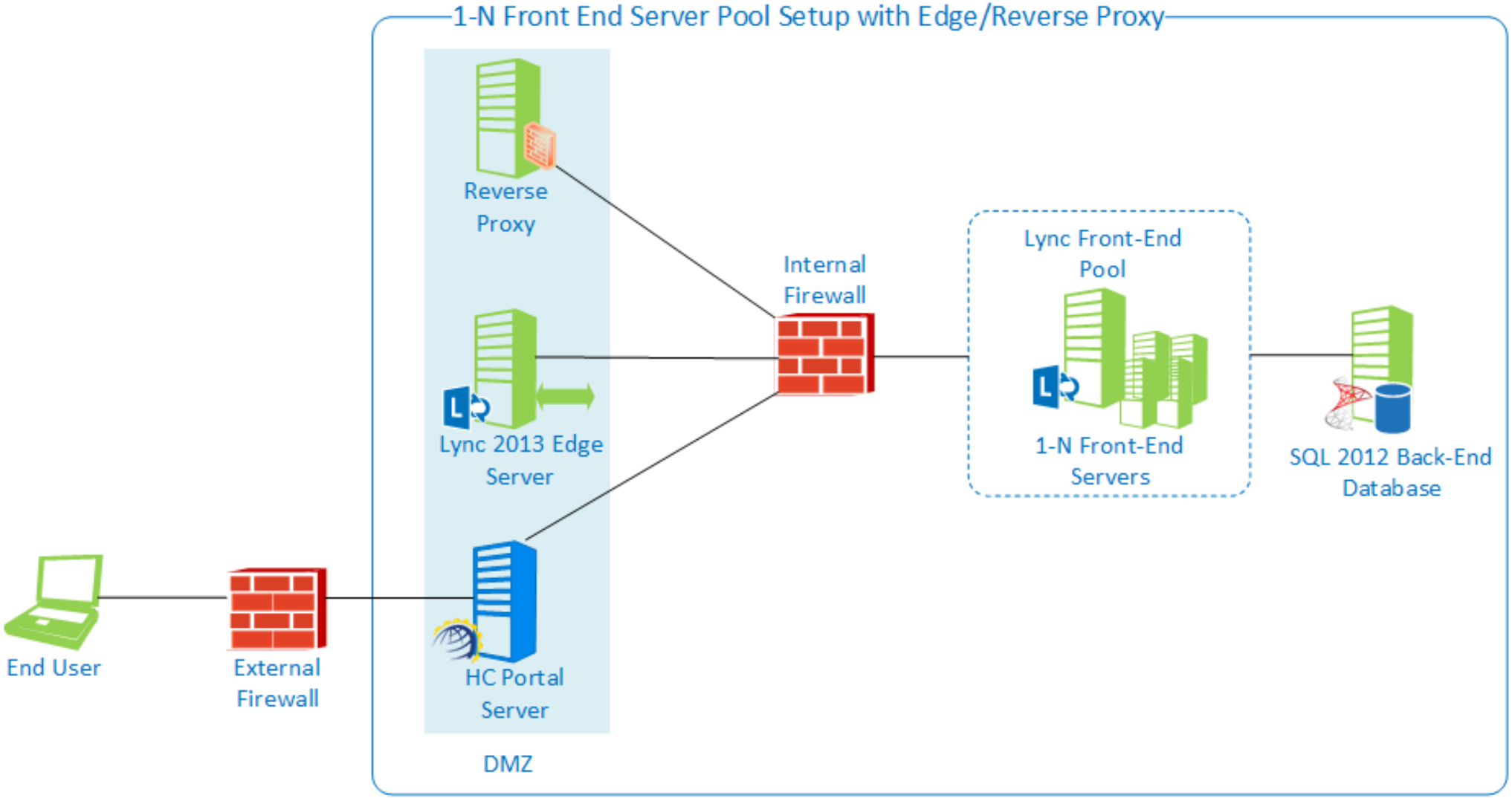
Scenario 1


Single Front-End Lync 2013 Server Setup
HC Portal Server
Lync Front-End Server
SQL 2012 Back-End Database
Firewall
End User

Scenario 2


1-N Front-End Server Pool Setup
SQL 2012 Back-End Database
Lync Front-End Pool
1-N Front-End Servers
HC Portal Server
Firewall
End User

Scenario 3


1-N Front End Server Pool Setup with Edge/Reverse Proxy
Reverse Proxy
Lync 2013 Edge Server
HC Portal Server
DMZ
Internal Firewall
Lync Front-End Pool
1-N Front-End Servers
SQL 2012 Back-End Database
End User
External Firewall

HC Lync Module Control Panel Features

Lync

Features

Simplified Management

- Ability to Create/Delete Lync User
- Ability to Create/Delete Lync enabled organization
- Ability to Add Lync Users in bulk
- Ability to Create/Delete SIP Domain in a specific Organization
- Share Organization's users with Exchange, SharePoint, Dynamics CRM and Blackberry module (or enable existing users of other enterprise modules)

- Ability to set Call Forwarding for Lync Users
- Ability to Enable Lync User's Status
- Ability to Disable Lync User's Status (Temporarily disable Lync service for a specific user)
- Set Lync User's General Profile information at the time of creation
- Change Lync User's Password
- Set Lync User's General Profile information at the time of creation

- Edit/Update Lync User’s General Profile information
- Users Segregation and Multi Tenancy
- Ability to set Lync User Telephony Options
  - Group Call
  - PC to PC Calls
  - Enterprise Voice
  - Audio/Video Disabled
  - Remote call control
  - Remote call control only

Lync

Features Cont.

Unified Control Panel

- Assign Lync Policies to User
  - Archive Policies
  - Dial Plan Policies
  - Client Policies
  - Client Version Policies
  - Conferencing Policies
  - External Access Policies
  - Location Policies
  - Pin Policies
  - Voice Policies

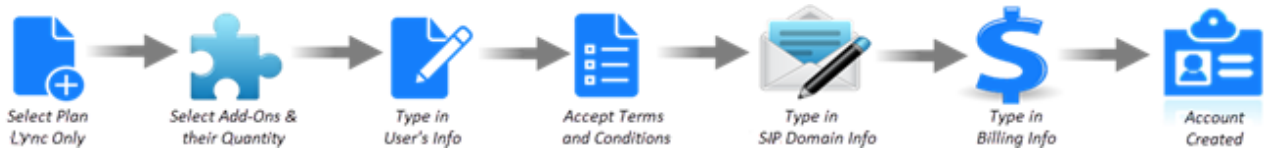
- Lync URI Management
  - Ability to Add Line URI(s)
  - Assign Line URI(s) to Reseller(s) and End User
  - Assign/Un-assign Line URI to Lync User
- Lync User Pool(s) Management
  - Assign Lync User Pool to Reseller
  - Assign Lync User Pool to Lync User
- Simple URL support for SIP Domains
  - Ability to Set Naming Options for Meet Simple URLs at Host Level
  - Ability to assign Simple URL for SIP Domains
- Exchange Distribution List Support for Lync Users
  - Ability to add Exchange Distribution List in Lync User contacts

Lync

Features Cont.

Comprehensive Self-serve Portal

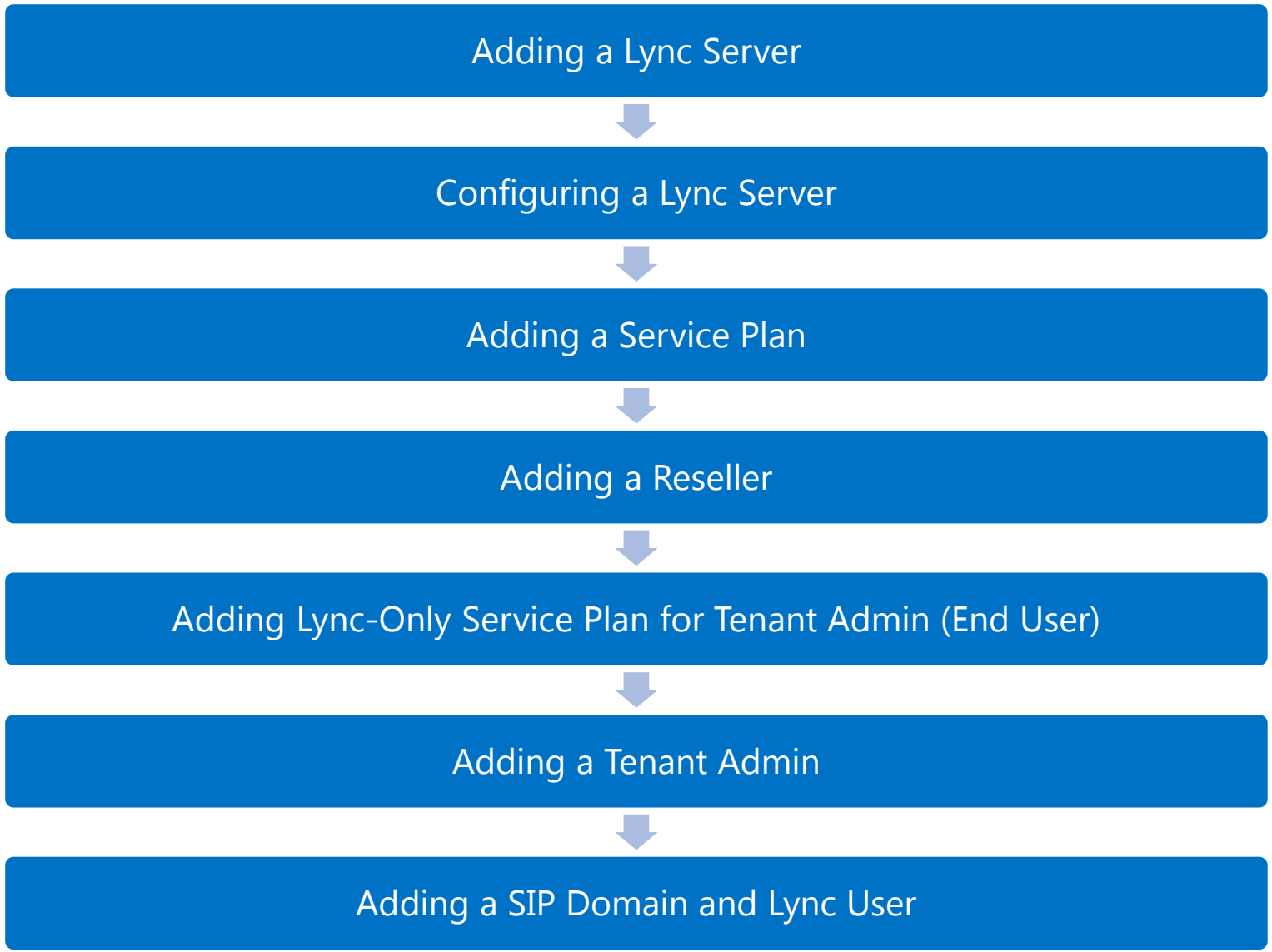
- Support for Lync Response Groups
  - Ability to add/delete Lync Response Groups
- Support for Lync Response Queues
  - Ability to add/delete Lync Response Queues
  - Ability to update Lync Response Queues
- Support for Hunt Group Workflows
  - Ability to add/delete Hunt Group Workflow
- Support for Interactive Voice Response (IVR) Workflows
  - Ability to add/delete Interactive Voice Response (IVR) Workflow



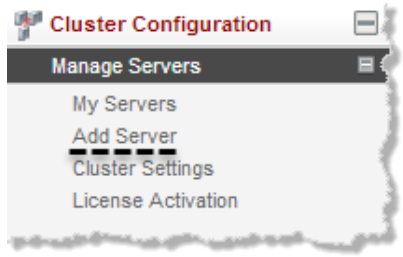
Provisioning Scenarios

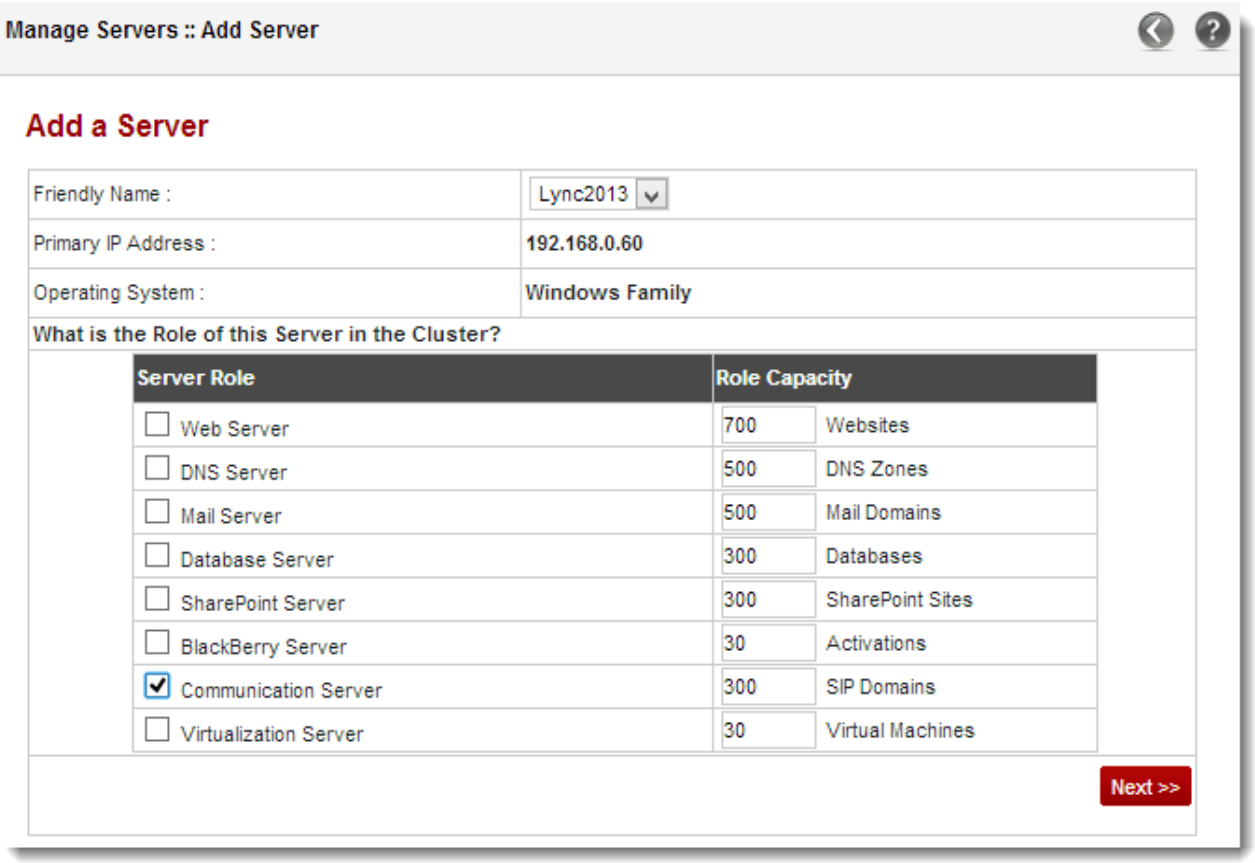
Lync

Provisioning Process in Control Panel

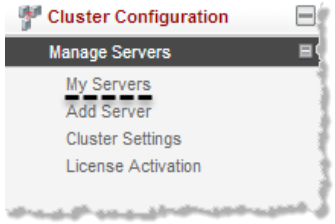


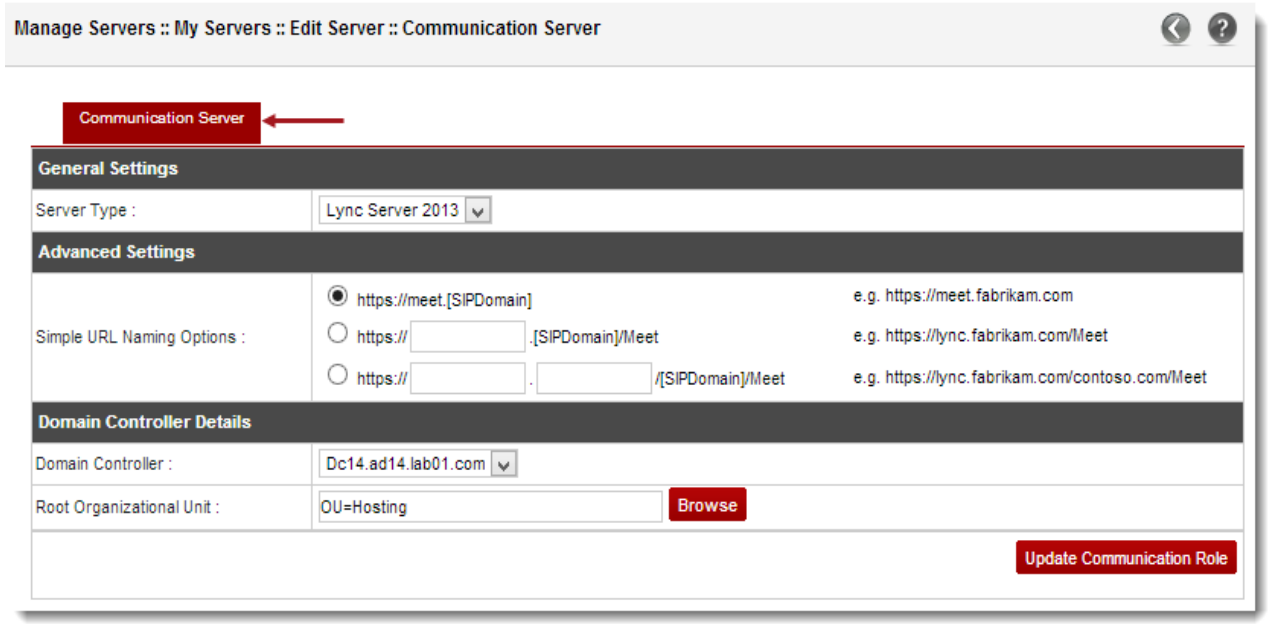
Adding a Lync Server



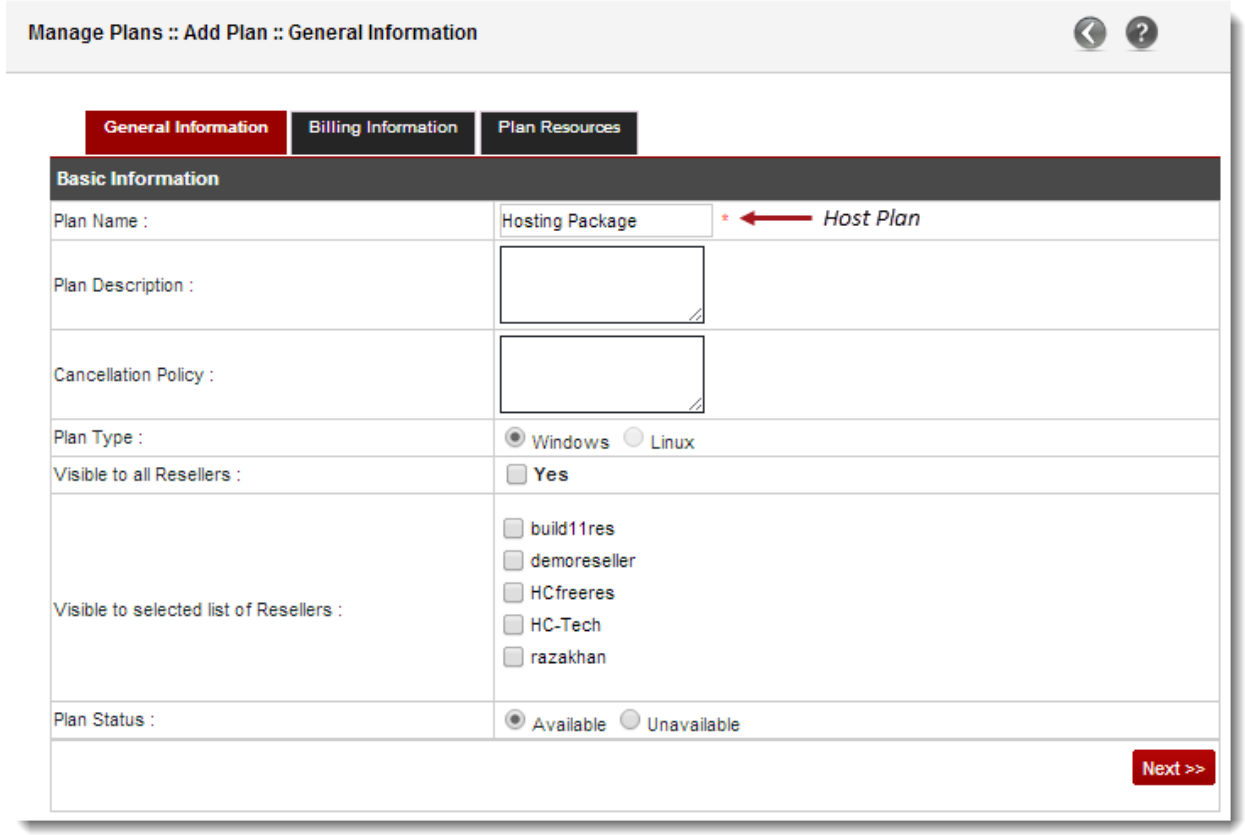


Configuring a Lync Server

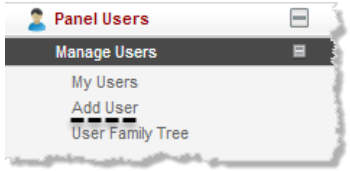


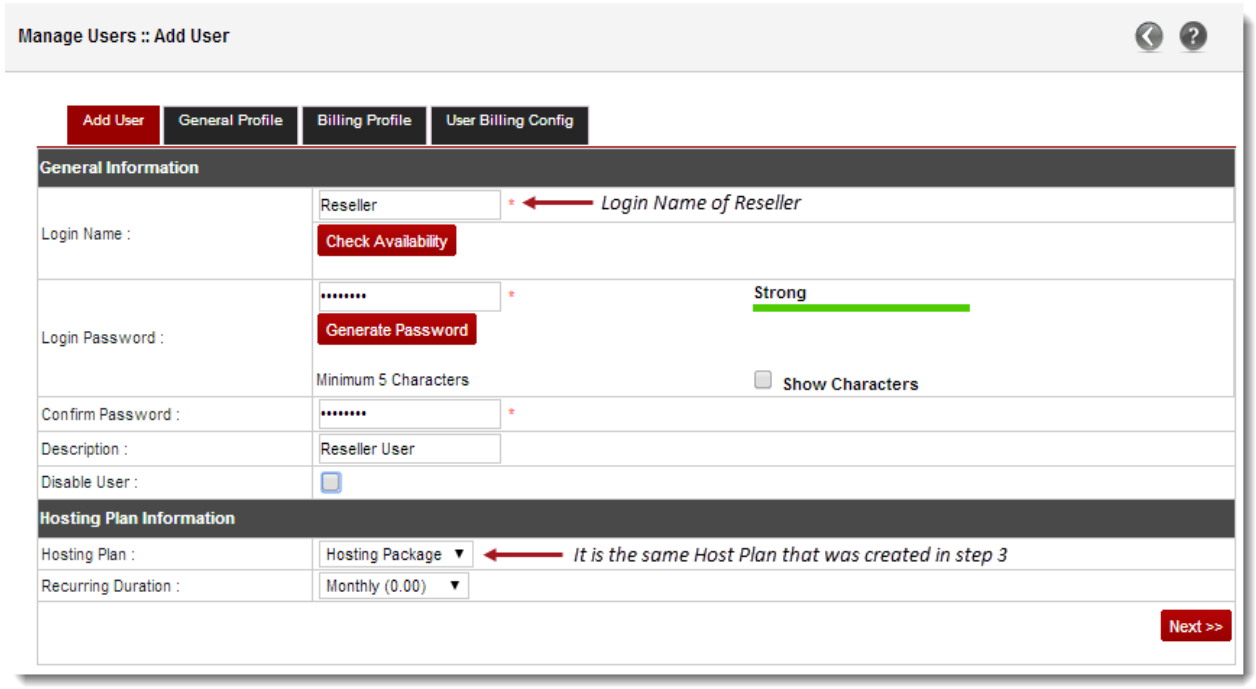


Adding a Service Plan

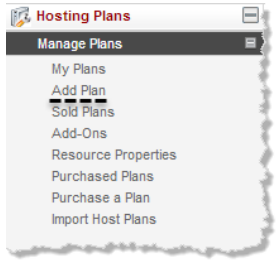


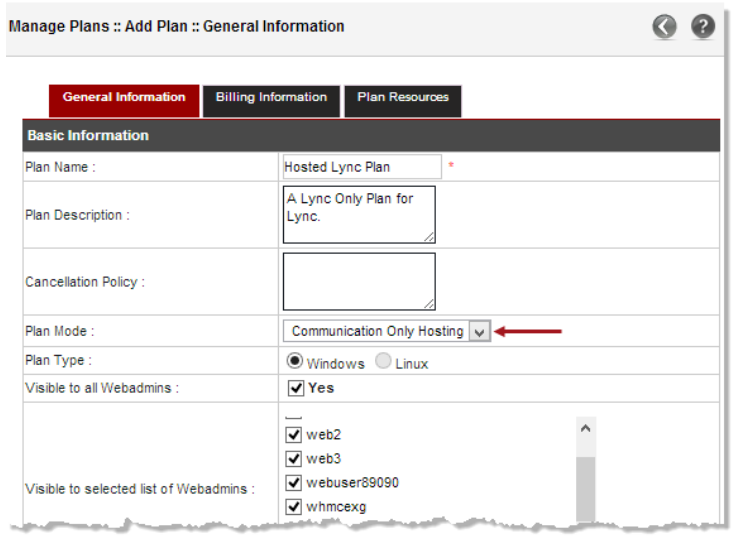
Adding a Reseller

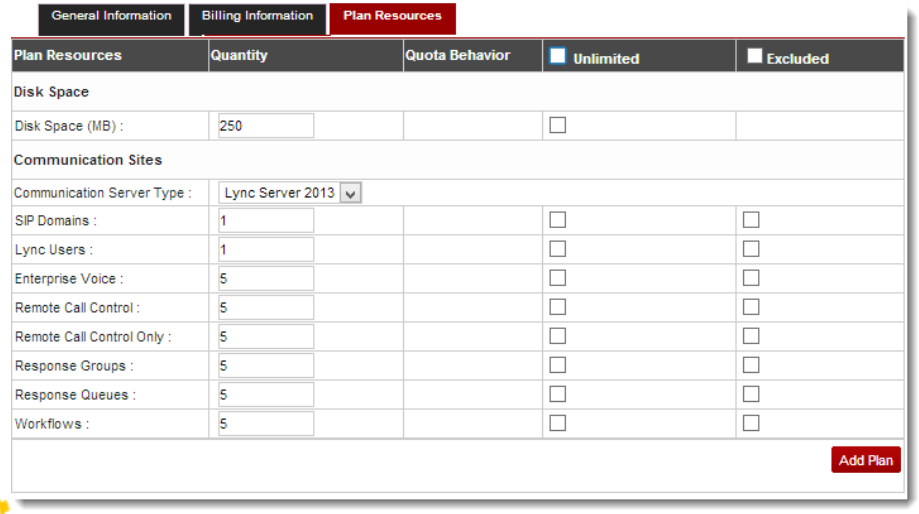




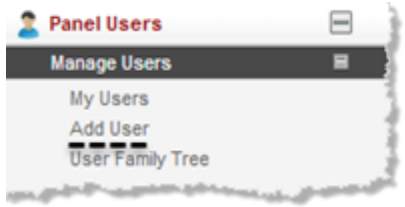
Adding Lync-Only Service Plan for Tenant Admin (End User)

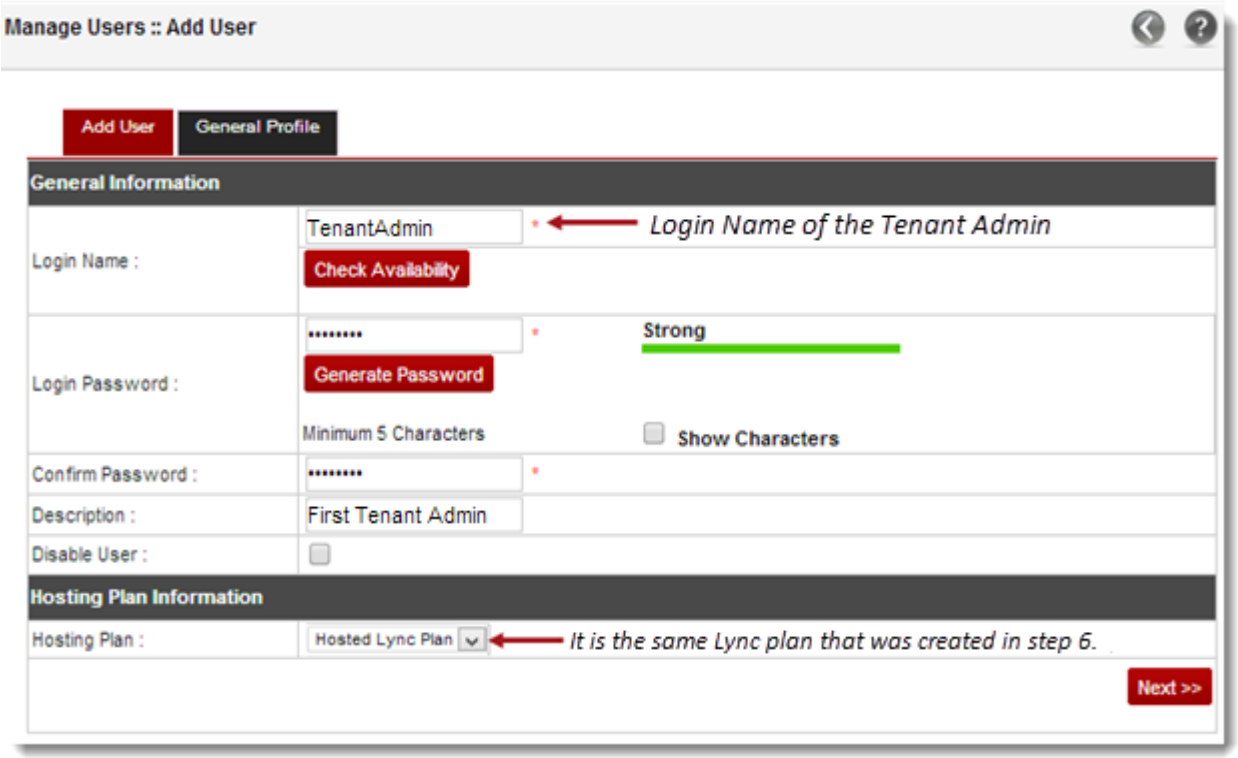




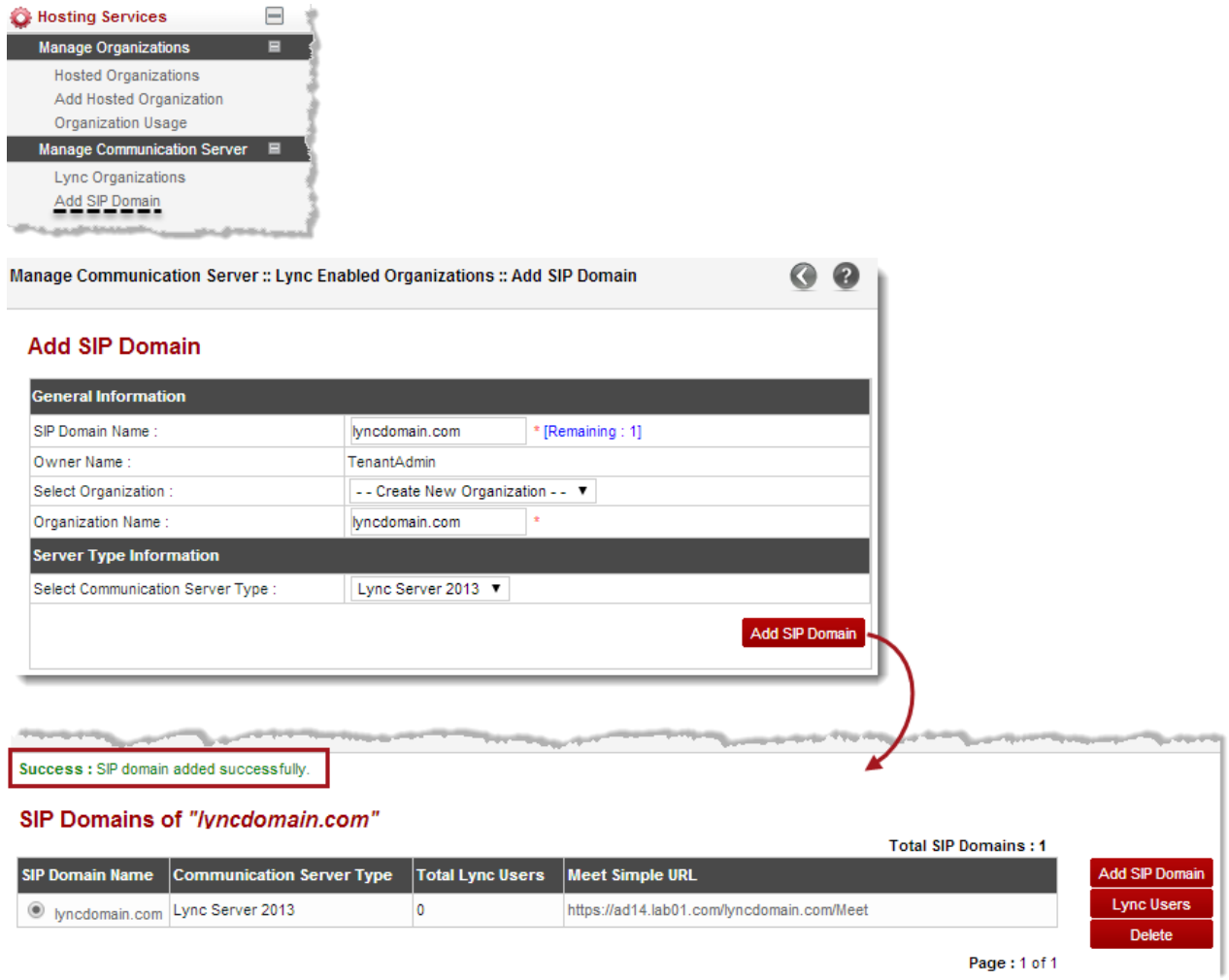


Adding a Tenant Admin

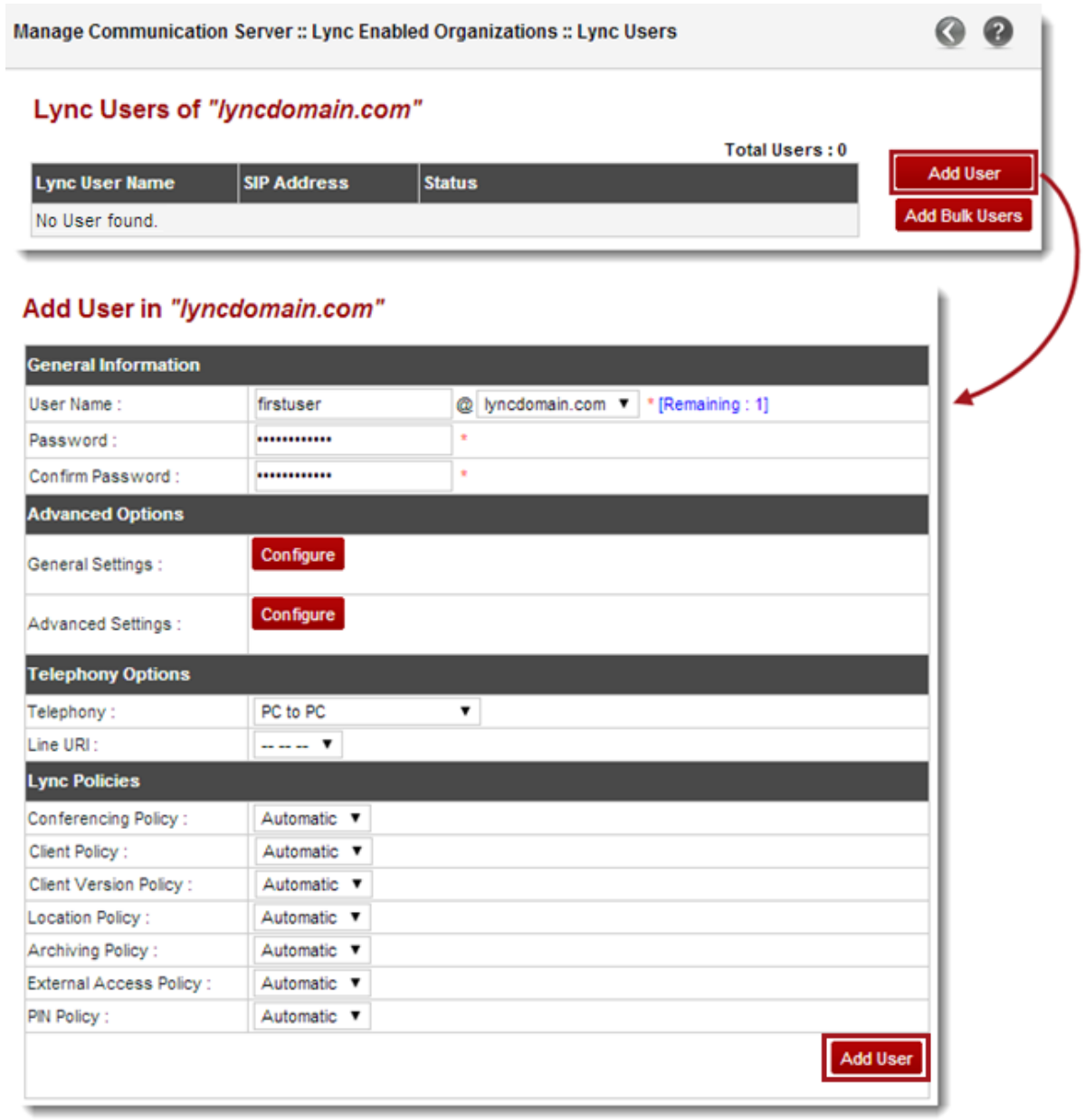




Adding a SIP Domain



Adding a Lync User



Next steps

- Let us assess your requirements
- Begin your deployment today
- Let's get started

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