HOSTING CONTROLLER

CLOUD AUTOMATION SOLUTION

HC
Skype for Business
Product Datasheet

What is HC Skype for Business?

HC Skype for Business provides an all-inclusive web interface to the provisioning and management of Skype for Business accounts. It simplifies the overall process of creating Skype for Business users, SIP domains and segregated tenants, allowing service providers a better chance to offer IM, conferencing, presence information and enterprise-class telephony to their customers.
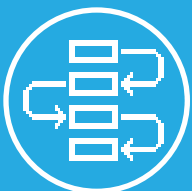
Organization Users

Have Exchange, SharePoint, Skype for Business and MS Dynamics CRM all enabled on a single user account in Active Directory at once from a central location.

Enterprise Voice

Enable various telephony options on a Skype for Business user yourself through HC zero touch self-care portal.

Queues & Workflows

Manage Workflows and Response Queues with ease.

Policies

Assign Skype for Business policies to users through a user friendly GUI.

Why HC Skype for Business?

Automated Process

The single biggest advantage of using HC Skype for Business is the automated provisioning of Skype for Business accounts. From the initial stage of ordering a Skype for Business service plan through to the creation of a tenant, HC Skype for Business sees the orchestrated execution of provisioning work flows for the fulfillment of the end-to-end setting-up process.

Channel Support

Sometimes it's beneficial to go to market via value added intermediaries and let these resellers sell downstream to their customer base. HC Skype for Business let's service providers leverage this power of multiple reseller sales channels. Internet Telephony Service Providers (ITSPs) and other VSPs can quickly reach out to their end customers through these powerful sales channels exposing themselves to new revenue streams.

Customizable Storefront

Facilitates seamless Skype for Business account sign-up via customer facing online store and a fully automated sign-up process. Customers arriving at the store can pay online and signup for Skype for Business services without the need for manual intervention on the part of the provider and the store is completely white labelled.

Relevant Service Packages

Tailor-made service plans for Skype for Business resources. Bundles telephony, users, SIP domains, response groups, response queues, workflows and a number of other resources into priced hosting packages. Users can purchase packages most relevant to them.

Web Provisioning

Let's customers provision Skype for Business users, SIP Domains, Organization Units (O.Us) and much more through the web, using a browser of choice. This means no more logging in to the Skype for Business Server Control Panel or Skype for Business Server Management Shell for the purpose of provisioning. This also means creation of SIP Domains without the need of manually updating topologies with topology builder.

Detailed Reporting and Analytics

Reporting lies at the heart of Microsoft's SPLA program. HC Skype for Business provides accurate reporting for Enterprise usage. Using HC Skype for Business's advanced reporting feature, providers can safely report their SPLA usage every month and be charged for only what they have consumed.

Better UX

Simplifies the overall user experience design to such an extent that Skype for Business customers often find it hard to work without Hosting Controller UI.

Active Directory User Creation

Automatic creation of a user in Active Directory (A.D.) and enabling of Skype for Business on it. No manual intervention required.

Share Organization's Users

At a time have multiple services, Exchange, SharePoint, Skype for Business and MS Dynamics CRM enabled on a single user account in Active Directory.

Billing

Bill your Skype for Business customers for the resources they have used, complete with automatic invoicing.

About Hosting Controller

Starting out as Windows web hosting automation solution, Hosting Controller over the years has evolved into a leading cloud automation solution. The notion pivotal to HC is "all under one umbrella". Centered on this HC endeavors to bring a granular, role based orchestration software. A solution that allows:

- Hosting Service Providers
- Saas Providers
- Datacenters
- Telcos

to effectively manage their private, public and hybrid clouds. With special emphasis on Microsoft Enterprise Applications, HC enables datacenters and SaaS providers literally of any size to deploy and swiftly launch a broad range of on-demand software within no time. Besides Microsoft Exchange, SharePoint, Lync, Skype for Business and Dynamics CRM, HC provides a coherent, multi-tenant, self-served web interface to a wide range of out of the box applications. To top it all,HC is home to a world class Virtualization suite sanctioning an easy and scalable way to provision and manage Virtual Private Servers (VPS).

Key Features

Multi-tenancy

Prevents Skype for Business users of one organization from viewing the presence information of users in other organizations. Nicely separates tenants and their management into compact containers of their own.

Single Interface

A market-ready wrapper facilitating the management of Active Directory, Skype for Business and Invoicing from a single interface.

API Availability

A strong API allowing integration with external applications and interfaces.

Features

With an elaborate feature set HC Skype for Business Module puts you precisely in control of your Skype for Business resources. Here is a complete list of features that fortifies the overall provisioning process.

Simple URL Naming Options
Select a Simple URL Naming option of choice

Active Directory Management
Create/delete/disable Skype for Business user in Active Directory
Create/delete Skype for Business users in bulk
Enable SIP services on an existing AD user
Modify user's general profile
Change Skype for Business user's password
Display SIP user's status
Define telephony options for user
Define policy for user
Configure call forwarding for user
Create/delete Skype for Business enabled organizations (O.U)
Enable multiple services, Exchange, SharePoint and Skype for Business services on a single AD user

Telephony Options for Skype for Business User
a)   PC to PC
b)   Enterprise Voice
c)   Audio Video Disabled
d)   Remote Call Control
e)   Remote Call Control Only

Policies for Skype for Business User
a)   Conferencing Policy
b)   Client Policy
c)   Client Version Policy
d)   Location Policy
e)   Archiving Policy
f)   External Access Policy
g)   PIN Policy
h)   Persistent Chat Policy

SIP Domains
Create/delete SIP domains in specific organizations

Line URIs
Add/delete Line URIs
Assign Line URI(s) to customers
Check the current status of URI, which customer the URI is assigned to

Skype for Business Server Pools
Assign Server Pool to resellers
Assign Server Pool to Skype for Business users

Skype Application Services
Assign Skype Application Service to customers

Continued . . .

SIP Federated Domains
Add/delete SIP Federated domains
Allow/block domain type

Response Groups
Add/delete Skype for Business Response Groups
Modify Skype for Business Response Groups
Modify Participation Policy
Modify Routing Method
Set Alert time
Include/remove Enterprise Voice members

Response Queues
Create/delete Response Queues
Modify Response Queues
Modify Timeout settings
Modify Overflow settings
Include/remove Route Calls to Agents (Groups)

Workflows
Create/delete/disable Skype Workflows
Modify Workflow general Information
Define Workflow Type (Managed/Unmanaged)
Include/remove Managers
Enable/disable Welcome Message
Select a file for Recording
Text To Speech
Define music for callers placed on hold
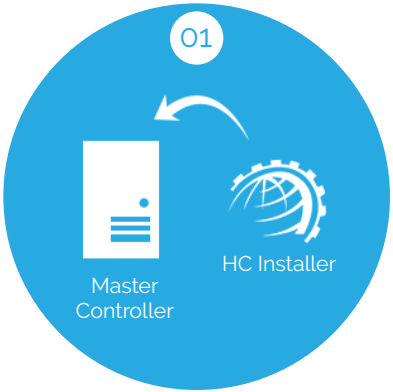Configure Interactive Voice Response (IVR) Workflow

Skype for Business Service Plans
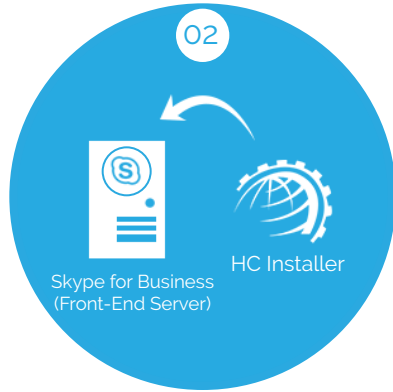Create/sell priced Skype for Business service plans

Reports
Generate Enterprise usage/SPLA reports
View Skype for Business server report
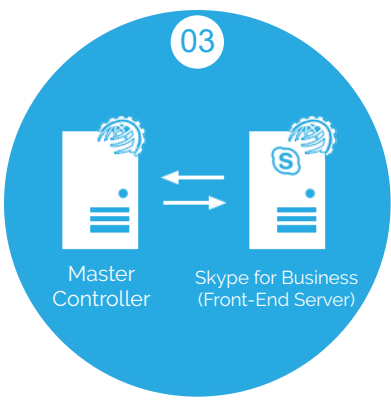View total number of SIP domains
View total number of SIP users

How it works

01

Master
Controller

HC Installer

Installation of HC
Install Hosting Controller on the
Master Controller, with MS SQL
Database on the same or a
different server.

02

Skype for Business
(Front-End Server)

HC Installer

Installation on Skype for
Business Front-End
Apply a Hosting Controller agent
on the Skype for Business
Front-End server.

03

Master
Controller

Skype for Business
(Front-End Server)

Addition to the HC Cluster
Add the Skype for Business
(Front-End) server to the panel
console to have a perfectly
alligned, working solution.
Its as simple as that!