

Why Choose InterCall for Microsoft Office 365?

Unbeatable Features, Support, and Services



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Microsoft® Office 365, offered by InterCall, delivers the power of cloud productivity to businesses of all sizes, helping save time and money while freeing valued resources. Office 365 combines the familiar Office desktop suite with cloud-based versions of next-generation communications and collaboration services: Office Professional, Exchange Online, SharePoint Online and Lync Online.

Integrated Audio Conferencing from the World's Leading Provider

Lync Online offers rich features that allow you to interact and share materials with participants, providing the best in collaboration solutions. Find and quickly connect with the right person through instant messaging (IM), Lync video calls, or online meetings from within the Office applications you already use every day.

- + Connect from virtually anywhere
- + Conduct online meetings
- + Share your desktop, whiteboard and presentations
- + Click-to-communicate

Office 365, offered by InterCall, combines our award-winning Reservationless-Plus® audio conferencing platform with Lync Online, to deliver complete audio integration for an enhanced meeting experience:

- + Enable external participants to join meetings
- + Connect on multiple devices
- + Call scheduling via Outlook®
- + PSTN dial-in and dial-out
- + Mute/unmute
- + Lock/unlock
- + End conference
- + VoIP/PSTN integration, including mixed recording
- + *0 in-call support

24/7 Global Support

InterCall provides tier one and tier two support thanks to our collaboration support team comprised of highly technical, certified agents skilled in the entire suite of Office 365 applications. The collaboration support team maintains a direct connection to Microsoft's advanced support teams and can assist with:

- + Implementation support
- + End user support
- + Administrator support
- + Lync Online/audio integration support
- + Pre-sale technical assistance and consultations
- + Proactive product updates and alerts

InterCall also has a team of over 1500 operators around the globe, with localized support available in 25 languages. Operators are available for in-call support by simply dialing *0.

 InterCall is a subsidiary of West Corporation

AAP/EOE



Training and Adoption Services

InterCall training and adoption services ensure the successful deployment of Office 365 and are designed to promote rapid acceptance and use of new applications.

- + Every Office 365 package comes with recorded training sessions for each of the products in the suite.
- + InterCall also offers free online training sessions.
- + Additional advanced training and adoption services are available for purchase including on-demand recorded sessions, pre-packaged live virtual trainings, and customizable programs to fit any need.

Migration Services

InterCall offers end-to-end professional services options for those who need more in-depth assistance with the deployment of Office 365. Professional migration services include the transition of operations and data, configuration and support from your legacy applications to Office 365 solutions.

- + Enterprise (EPG) and mid-market experience in supporting, migrating and designing enterprise Microsoft Exchange Server solutions
- + Notes and GroupWise to Exchange migration practice
- + Cloud migration services for Exchange, SharePoint, Microsoft Office Live Meeting and Lync Online
- + Ability to blend online services with private hosting and on-premises deployments in a rich or simple co-existence
- + Federation assistance

Choose InterCall for Office 365!

If you're interested in Office 365, offered by InterCall, reach out to your InterCall representative to learn more.