

# Lync Online

*Optimize Meetings – Connect. Collaborate. Communicate.*

*<Speaker>*

*<Title>*

*<Company>*



# About this Presentation

Provides an overview of Lync Online

Dates and capabilities are subject to change

Screen captures are for illustration purposes and subject to change

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# Applications used every day

The central blue tile features the Lync logo at the top, followed by the text "Enterprise-ready Unified communications platform". Below this text is a row of five small white icons: a speech bubble, a headset, a laptop with a camera, a calendar with an envelope, and a telephone handset.

Office Apps

Persistent Chat

Telephony

Voice Mail

# Demo

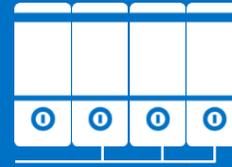
# Lync Online benefits



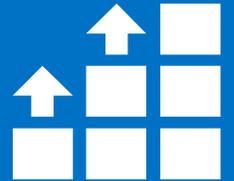
Fastest path to unified communications



Safe and secure in the cloud



Managed infrastructure



Transparent & quarterly updates



Simplified administration



Deployment flexibility



Complement PBX deployments

# What's new in Lync?

## Be there without going there



### Multiparty HD video and content sharing

- Video gallery
- HD video or high resolution photos of attendees
- H.264 SVC support
- Personalized collaboration experiences
- Intuitive controls



### Modern, mobile and web clients

- Consistent and familiar clients
- Immersive experience optimized for touch
- Mobile client experiences designed for the device
- Lync Web App for browser access to meetings



### Social and integrated design

- Single identity across business and social applications
- Shared contact card
- Communicate directly from within Office
- OneNote Share
- SharePoint integration



### Federation with Skype

- Communicate with anyone on Skype
- Share rich presence information
- Secure and archived Instant Messaging
- Peer to peer voice

# Multiparty HD video gallery & H.264 SVC support

Multiparty HD  
video and  
content  
sharing

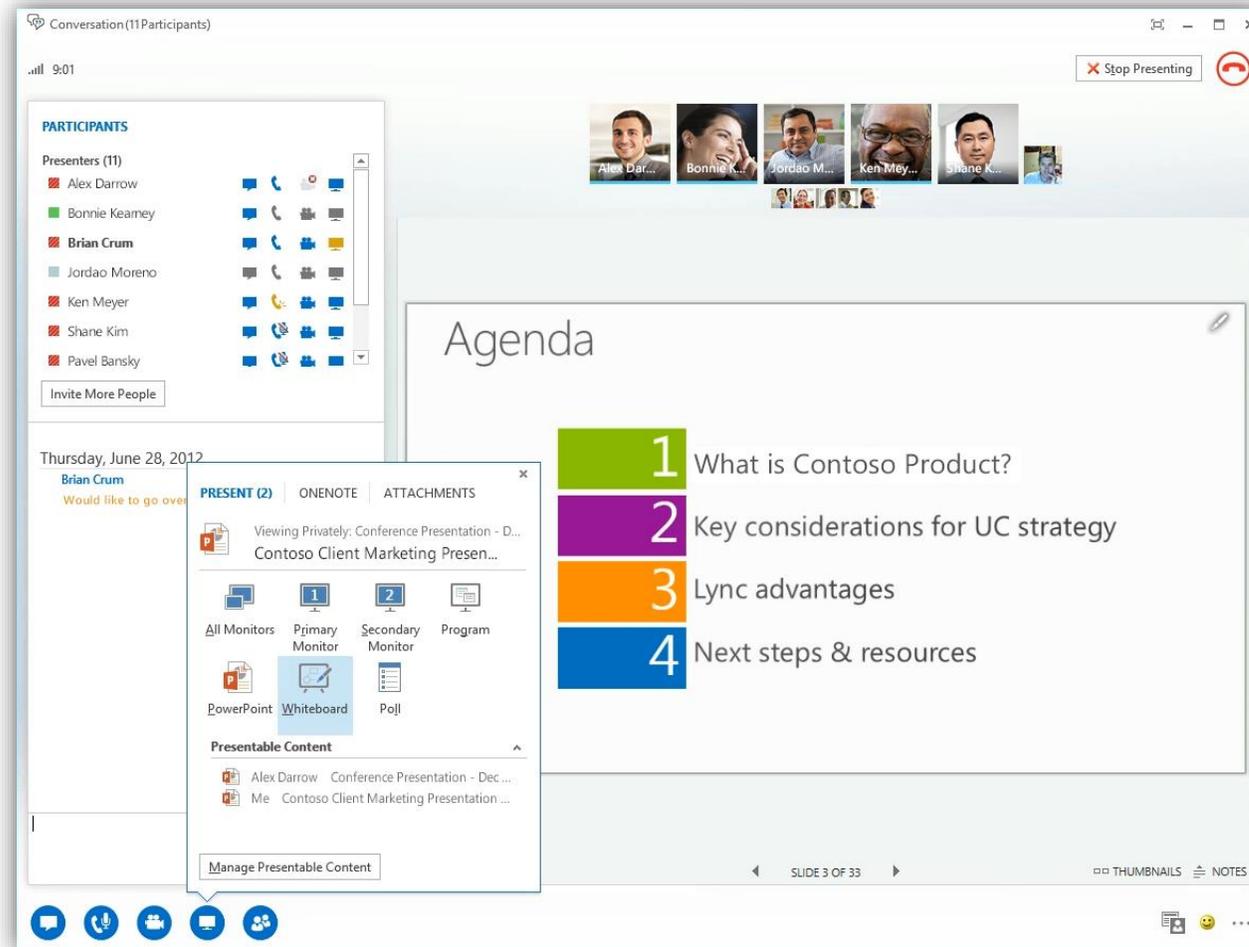


Enable great meeting experiences & collaboration

Lync

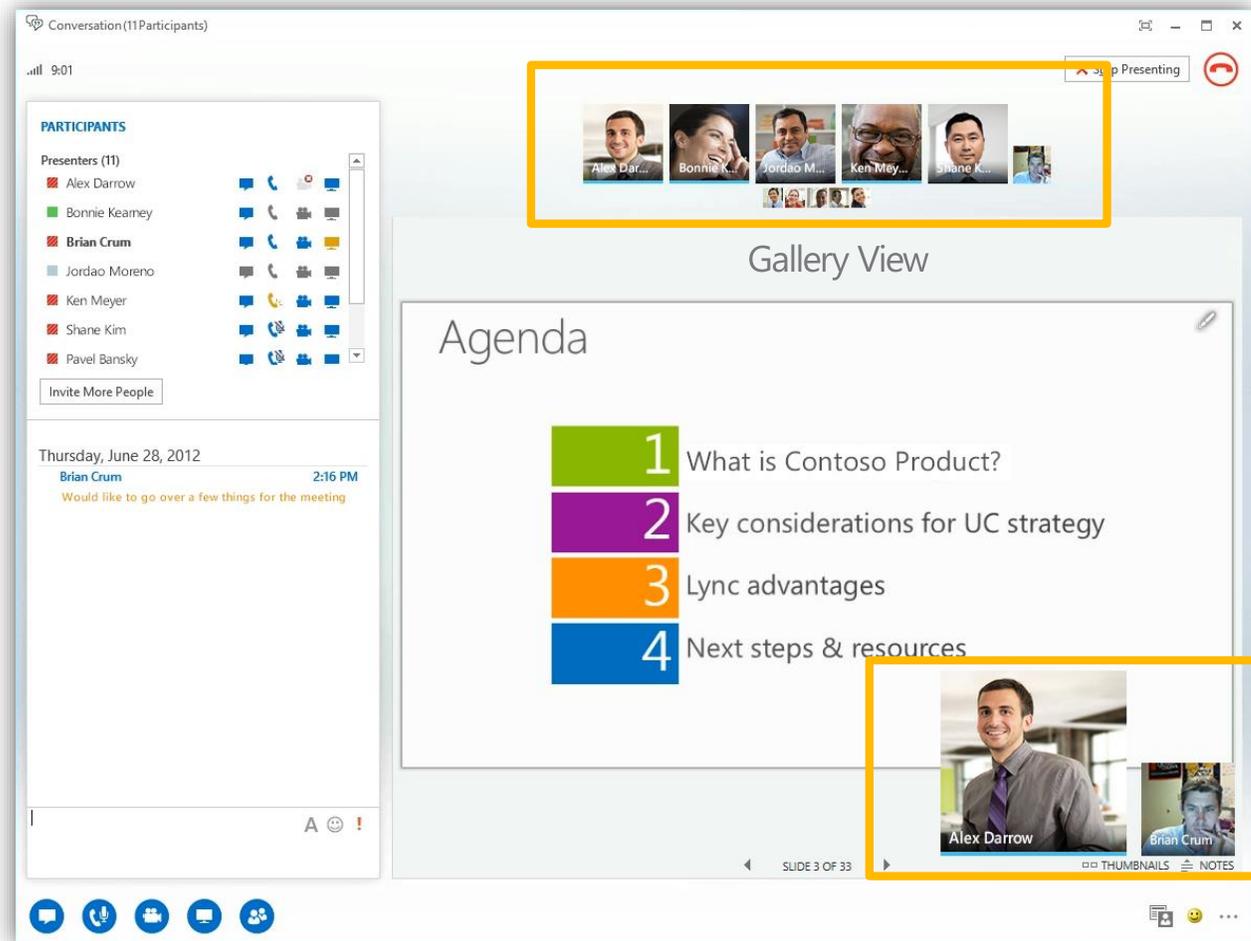
# Presenter controls to optimize for meeting type

Multiparty HD video and content sharing



Enable great meeting experiences & collaboration

End user  
selected views  
of content and  
people



Multiparty HD  
video and  
content  
sharing

Speaker View

Enable great meeting experiences & collaboration

Lync

# Choice of clients

Lync 2013

Lync 2013 Basic

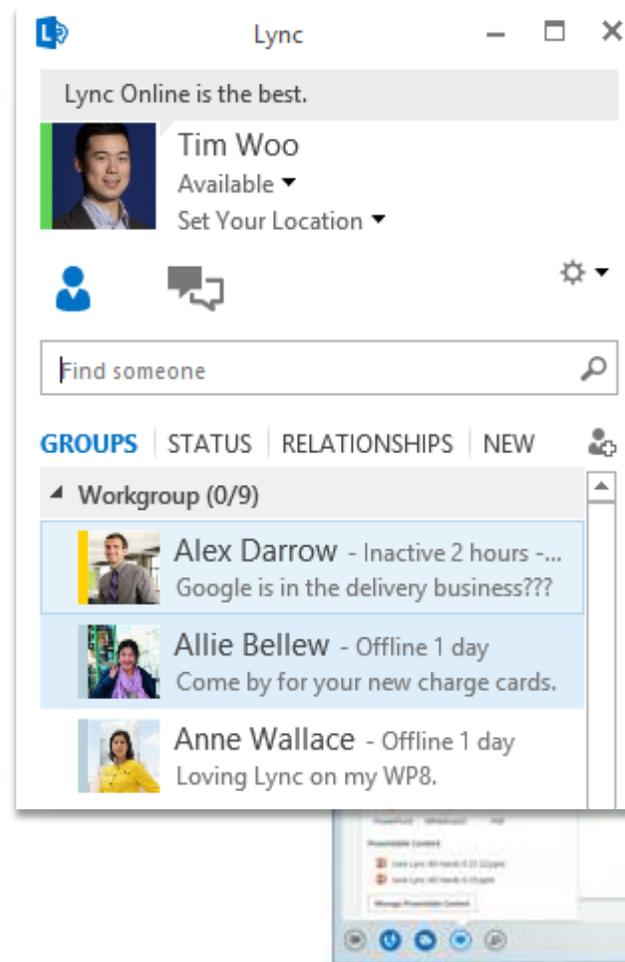
Lync Windows Store App

Lync Web App

Lync Mobile

Lync for Mac 2011

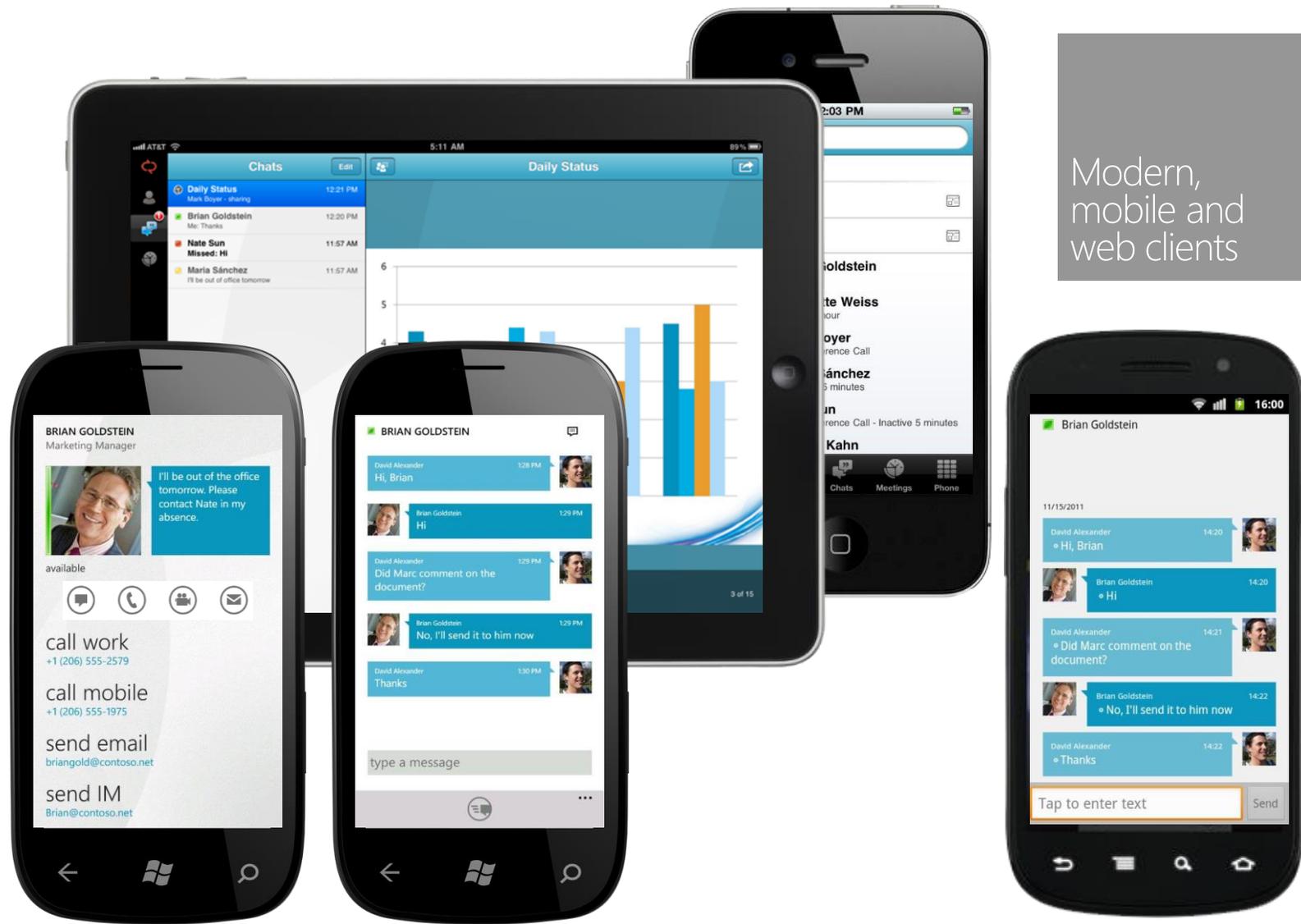
Lync Room System



Modern,  
mobile and  
web clients

Lync is familiar and engaging,  
across a variety of devices and platforms

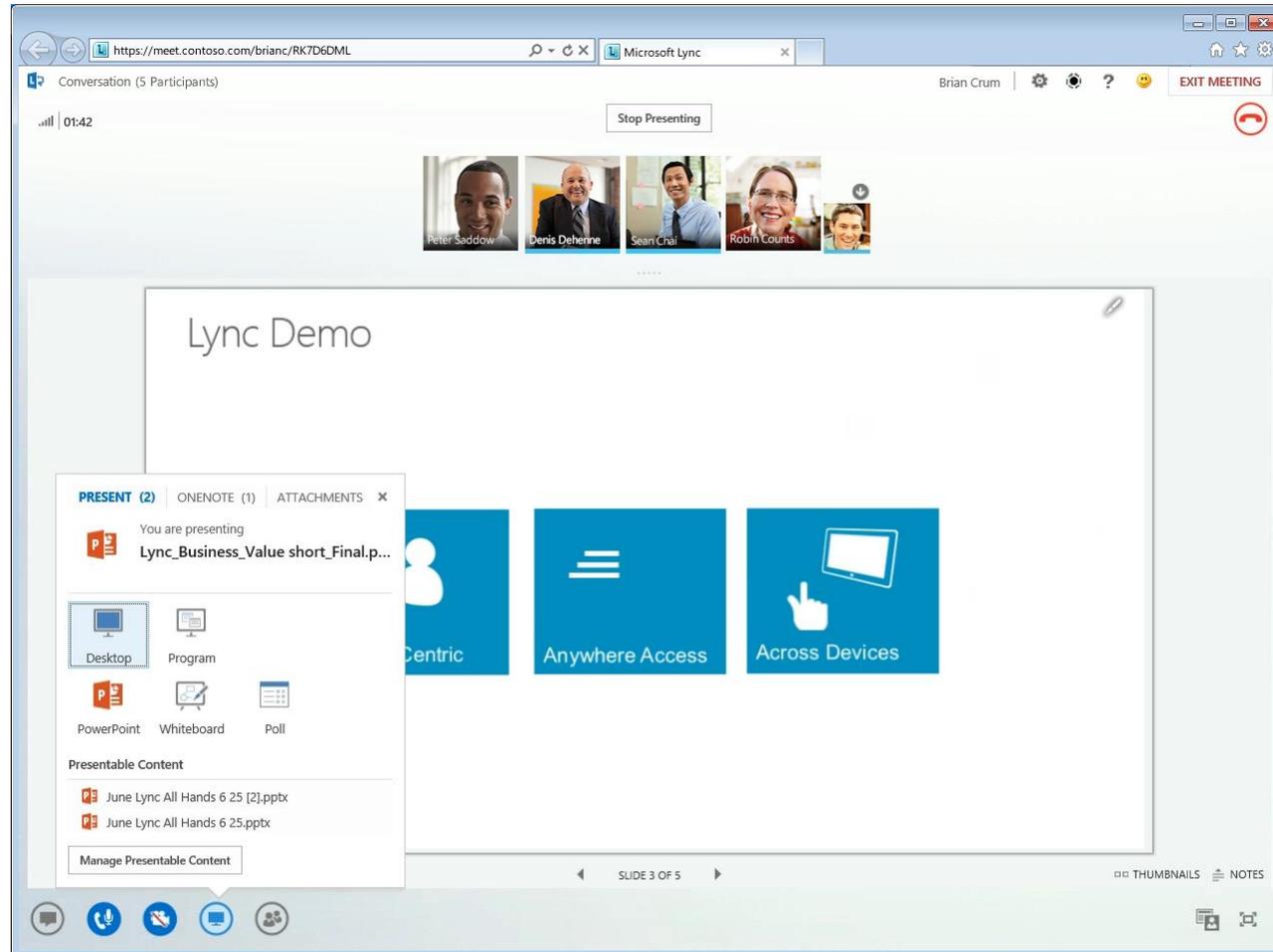
# Mobile client experiences designed for the device



Lync is familiar and engaging, across a variety of devices and platforms

Lync

# Lync Web App for browser access to Lync Meetings



Modern,  
mobile and  
web clients

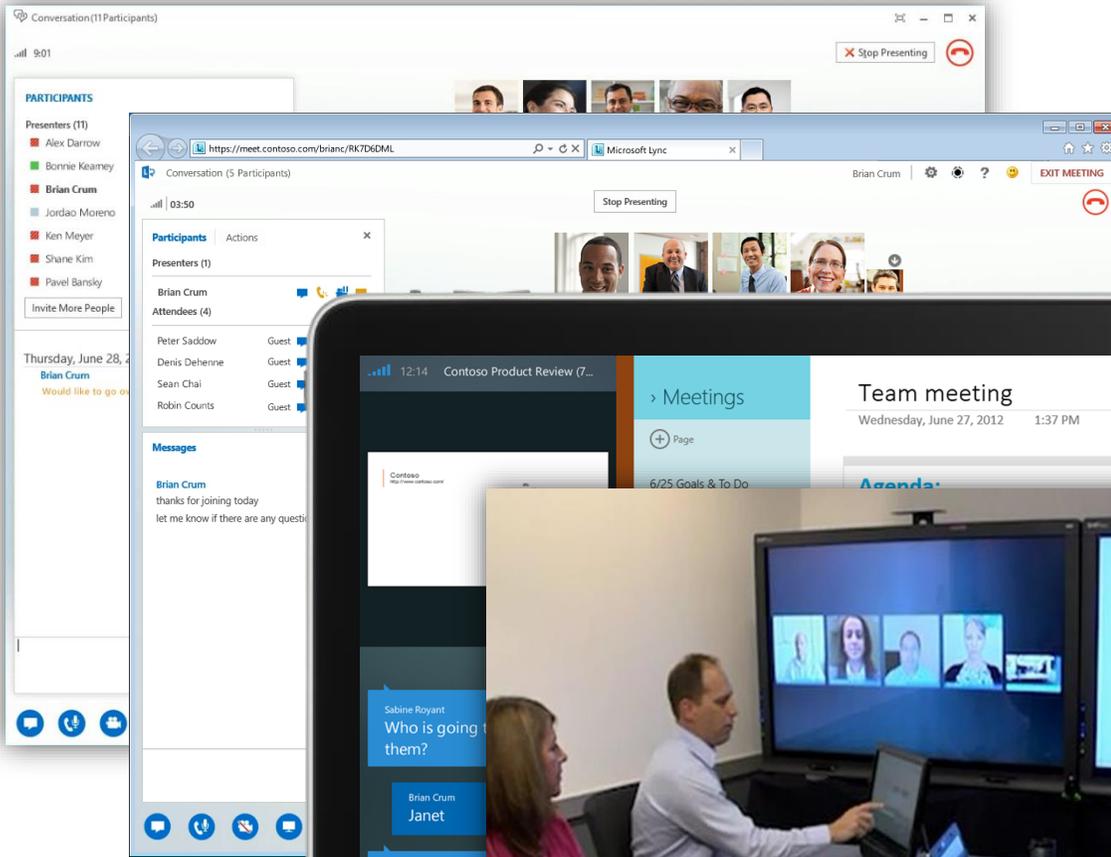
Lync is familiar and engaging,  
across a variety of devices and platforms

# Lync Room System

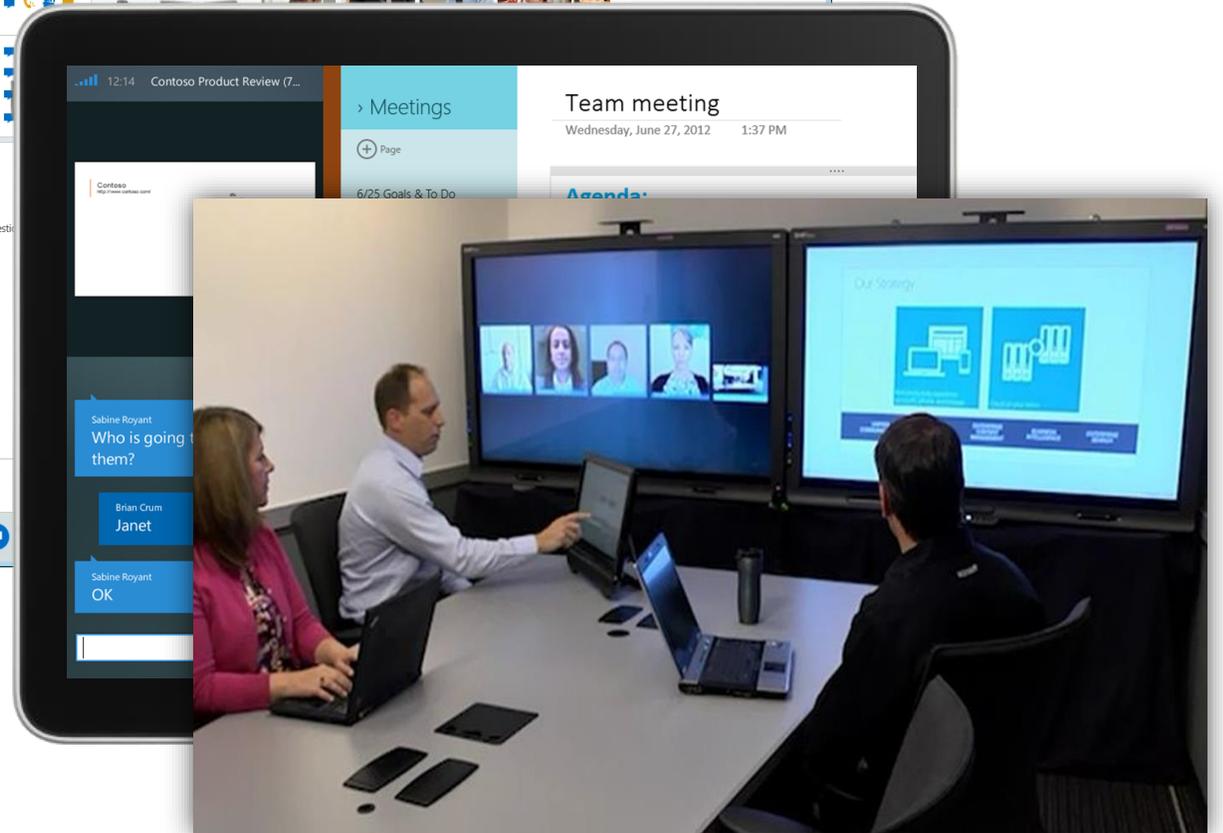
- Familiar Lync Meeting experience extended to the conference room
- Easy to setup, join and manage
- Simple to deploy
- Developed by Microsoft as a Lync endpoint
- Delivered by partners as a packaged solution



Great collaboration experiences from the desktop, browser, mobile device or conference room



Modern, mobile and web clients



Lync is familiar and engaging, across a variety of devices and platforms

Lync

Single identity  
and shared  
contact card  
across business  
and social  
apps

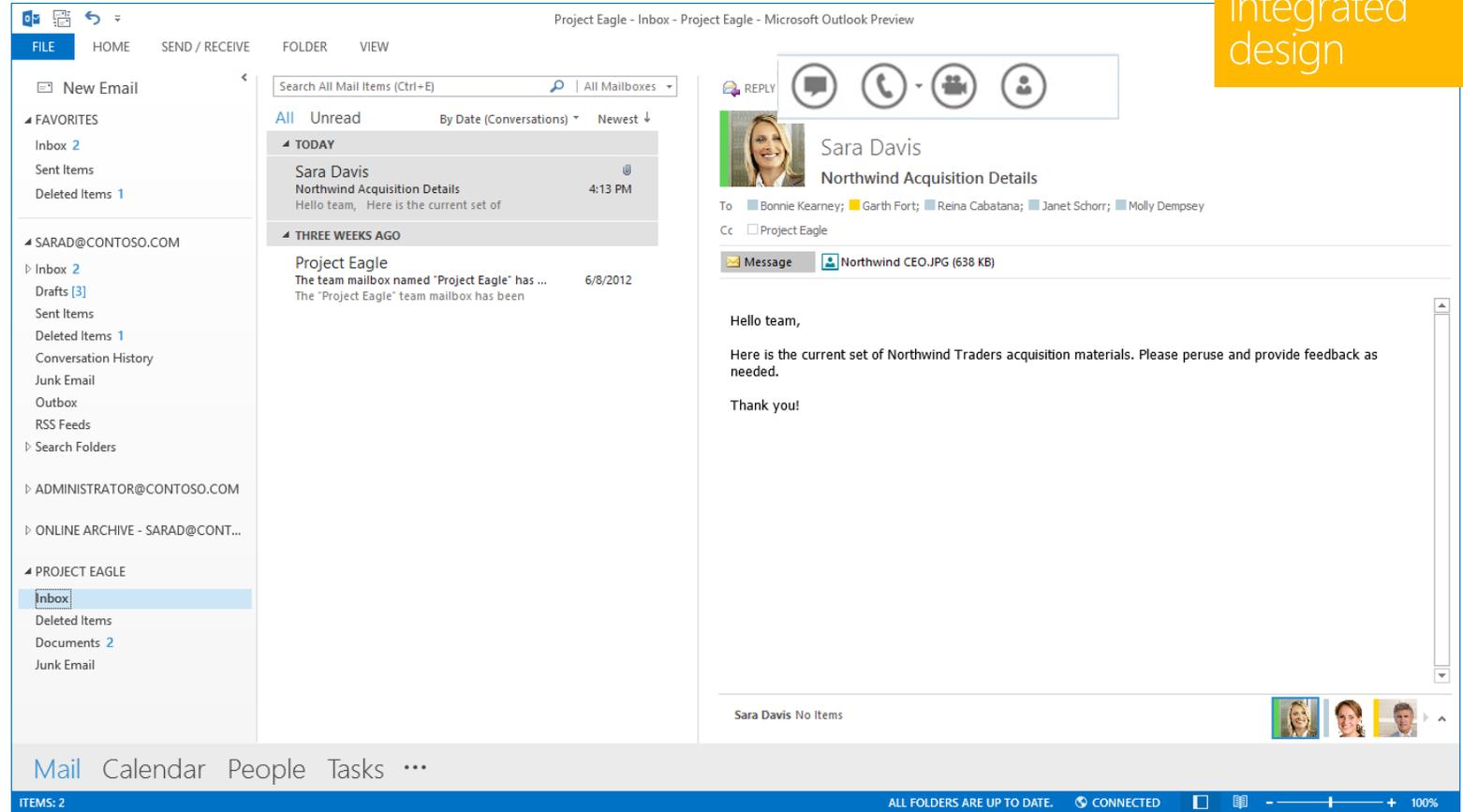
The screenshot displays the Lync application interface. At the top, a window titled 'Lync' shows a message: 'Lync Online is the best.' Below this, a contact card for 'Tim Woo' is visible, showing his profile picture, name, and status 'Available'. A search bar labeled 'Find someone' is present. A 'GROUPS' section shows a 'Workgroup (0/9)' with three members: Alex Darrow, Allie Bellew, and Anne Wallace. A detailed contact card for 'Alex Darrow' is overlaid, showing his profile picture, name, status 'Inactive (2 hours) - Mobile', and title 'Marketing Assistant, Sales & Marketing'. It includes various communication options like 'Calendar', 'Send Email', 'Call Work', and 'Call Mobile'. To the right, a Microsoft Word document is open, showing a 'M1 Commands' ribbon. The document content includes a section for 'Mark Knight' with a profile picture and text: 'On the Insert tab, the galleries include items that are designed to coordinate with the overall look of your document. You can use these galleries to insert tables, headers, footers, lists, cover pages, and other document building blocks. When you create pictures, charts, or diagrams, they also coordinate with your current document look.' Below this is another 'Mark Knight' entry with the text 'Does this make sense to people?'. The Word status bar at the bottom shows 'Page: 1 of 2', 'Words: 596', and a zoom level of '90%'.

Social and integrated design

Connect people, communications  
and the applications they use everyday

Communicate  
with everyone  
in your contact  
list directly  
from Office  
apps,  
SharePoint

Social and  
integrated  
design

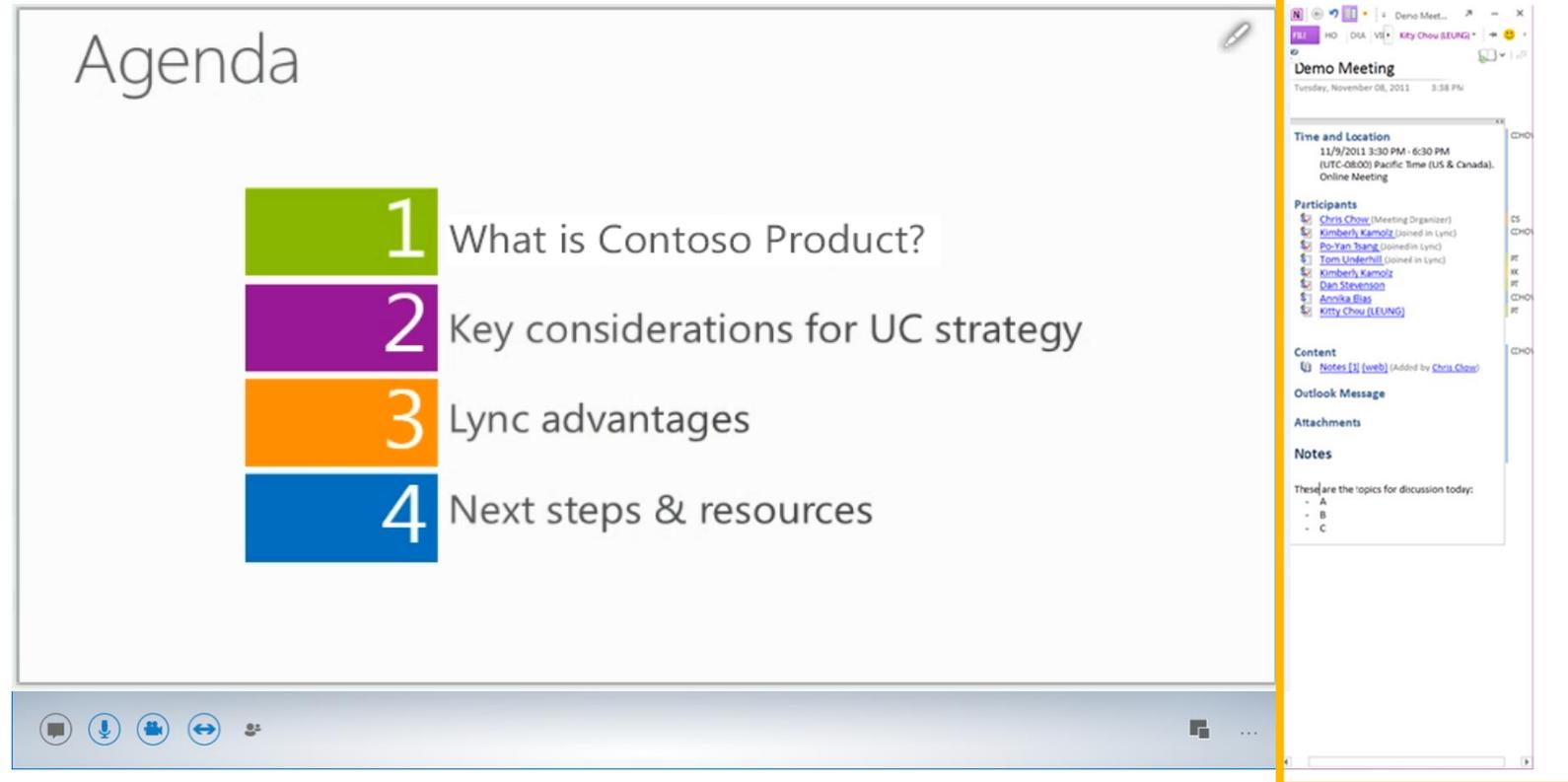


Connect people, communications  
and the applications they use everyday

Lync

# OneNote share, accessible directly from a Lync Meeting

Social and  
integrated  
design



The screenshot displays a Lync meeting window. The main content area shows a OneNote document titled "Agenda" with the following items:

- 1 What is Contoso Product?
- 2 Key considerations for UC strategy
- 3 Lync advantages
- 4 Next steps & resources

The meeting sidebar on the right includes the following sections:

- Demo Meeting**  
Tuesday, November 08, 2011 3:38 PM
- Time and Location**  
11/9/2011 3:30 PM - 6:30 PM  
(UTC-08:00) Pacific Time (US & Canada).  
Online Meeting
- Participants**
  - Chris Chow (Meeting Organizer)
  - Kimberly Kamolz (joined in Lync)
  - Po-Yan Tsang (joined in Lync)
  - Tom Underhill (joined in Lync)
  - Kimberly Kamolz
  - Dan Stevenson
  - Annika Blas
  - Kitty Chow (LEUNG)
- Content**
  - Notes [1] (web) (Added by Chris Chow)
- Outlook Message**
- Attachments**
- Notes**

These are the topics for discussion today:

  - A
  - B
  - C

Connect people, communications  
and the applications they use everyday

Lync

# The phenomenon of Skype

Federation  
with Skype

Skype's Mission:

**TO BE THE GLOBAL  
COMMUNICATIONS PROVIDER  
THAT BILLIONS OF PEOPLE  
DEPEND ON EVERY DAY  
FOR SHARING EXPERIENCES.**

**320m**  
connected  
users

**> 300bn**  
minutes of video and voice minutes

**40m**  
concurrent  
users

**~ 50%**  
of all Skype-to-Skype minutes include video

**34%**  
of international calling minutes (combining  
PSTN and Skype-to-Skype) are Skype-to-  
Skype minutes



Federate with Skype and imagine new ways to collaborate

Business to Business

Business to Consumer

Employee to Family

Federate with Skype



Communicate with hundreds of millions of people with presence, IM and voice

Lync

# Lync Online Management Decisions

# Near parity for IM/P and meetings

	IM/Presence	Lync Meetings	Federation	Media Controls	Enterprise Voice
Lync Server	✓	✓	✓	✓	✓
Lync Online	✓	✓	✓	✗	✗
Lync Online Exceptions	<ul style="list-style-type: none"><li>No persistent chat</li></ul>	<ul style="list-style-type: none"><li>Attendee limit: 250 vs. 1000</li><li>Partner ACP needed for dial-in PSTN conferencing</li></ul>	<ul style="list-style-type: none"><li>No Sametime or XMPP federation</li></ul>	<ul style="list-style-type: none"><li>No QoS, call admission control (CAC), and media bypass</li></ul>	<ul style="list-style-type: none"><li>No enterprise voice capabilities</li></ul>

# Lync Online roadmap

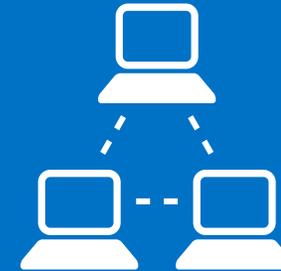
## Addressing integral feature requests



Enterprise voice in the cloud



Structured meeting support



Video connectivity

# Enabling customer deployment choice



Lync Server Single domain & direct Office 365, Lync Online  
Private cloud / dedicated server Partition-hosted multi-tenant

# Split domain deployment option

Share SIP address space between on-premises and online users

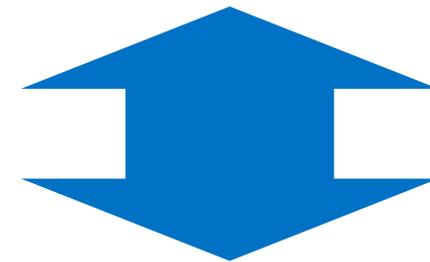
Move users from on-premises to the cloud and vice versa

Flexibility making PBX replacement decisions by site



Lync Server

For users needing "PBX replacement" features



Freely transition as business needs change

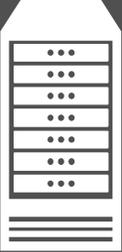


Lync Online

For non-PBX sites or remote users

# Migrate to the cloud with Lync Online

Migrate with little or no disruption to existing services



**On-prem**

All workloads on premises

Communication/Collaboration/Meetings

Lync Online

Lync Server 2013

Productivity

Exchange 2013/  
SharePoint 2013

Enterprise voice

Lync Server 2013/  
PBX

Pilot Lync Online with a subset of users at low risk

Hybrid/split-domain scenario

Enterprise voice through Lync Server 2013 or PBX

Lync Online

Exchange 2013/  
SharePoint 2013

PBX

Utilize Lync Online for IM/presence and audio/video conferencing

Maintain email and other services on-premises

Enterprise voice through PBX

Lync Online

Exchange Online/  
SharePoint Online

PBX

Utilize Lync Online for IM/presence and audio/video conferencing

Email and other services in the cloud via O365

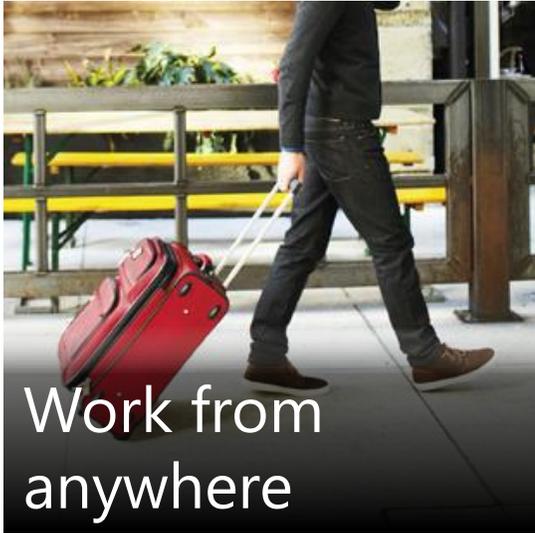
Enterprise voice through PBX



**Cloud**

All workloads in the cloud

# Lync enterprise benefits



Enable and improve mobile productivity

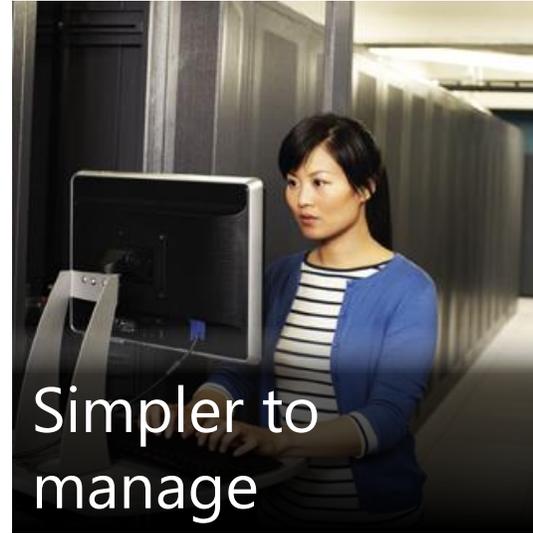
Communicate in real time with colleagues, customers and partners from virtually anywhere



Enable new ways of collaboration with voice & video using a single unified client

Share ideas and keep teams in sync

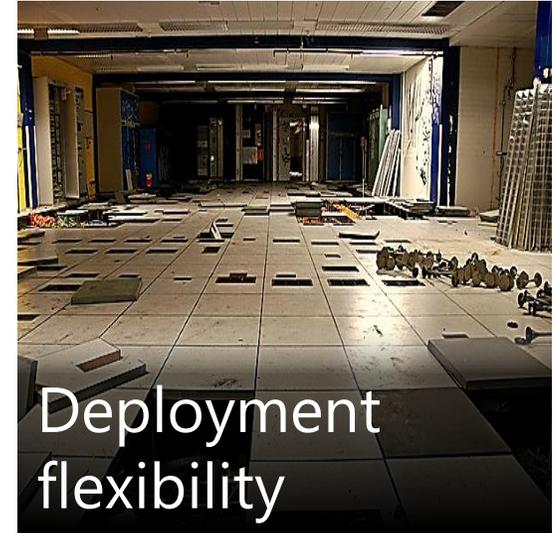
Reduce costs related to video conferencing, telephony and travel



Reduce costs through simplification and consolidation

Manage with common and familiar tools

Reduce total cost of ownership with integration and shared infrastructure



Accelerate adoption of online services

Reduce IT operations costs

Enables a path to unified communications – following a customer's blueprint

# PURCHASING – Lync Online

PLAN	REQUIRES	PRICE
<p>Office 365 E1, E3, E4</p> <p><i>Office 365 Small Business (*)</i>  <i>Office 365 Small Business Premium</i>  <i>Office 365 Midsize Business</i></p>	<p>&lt; Included &gt;</p> <p>&lt; Included &gt;</p>	<p>&lt; Included &gt;</p> <p>&lt; Included &gt;</p> <p>&lt; Lync Client Pricing (**) &gt;</p>
<p>Office 365 Lync Online Plan 1            Office 365 Lync Online Plan 2            (***)</p>	<p>Plan 1=Chat/Presence+Federation (*)            Plan 2 = A/V/Web Conferencing,...(*)            Multi-Party Video (**)</p>	<p>Plan 1 – €1,6 PUPM            Plan 2 - €4,5 PUPM            &lt; Lync Client Pricing (**) &gt;</p>

(\*) Customer licensed for Lync Online Plan 1 and 2 download a FREE Lync Basic Client supporting a limited features set ([comparison](#))

(\*\*) Specific functionalities like “Multi-Party Video (Gallery View)” do require a non-free FULL Lync Client to be licensed

(\*\*\*) Customer can profile their users depending on their needs – [Compare Lync Online Plan 1 and Plan 2](#)

Lync Online

Close

# Call to action

See and test  
drive Lync  
in our Customer  
Immersion  
Experience  
Centers

1

Try Lync Online  
at no cost with  
your own trial  
tenant

2

Participate in a  
Business Value  
Assessment and  
Lync Technical  
Briefing

3



Connect.  
Collaborate.  
Communicate.



Optimize your meetings with Lync Online

Lync Online

- Plan1: €1,6 per user per month
- Plan2: €4,5 per user per month
- (included in O365 Enterprise Plans)

OneDrive For Business

- \$5 per user per month
- (Included in O365 Enterprise Plans)

Store, Sync  
Share & Control



Unlock your data with OneDrive For Business

OneDrive For Business (Promos)

- From: 1<sup>st</sup> of April-30<sup>th</sup> Sept 2014
- \$2,5 per user per month



Share.  
Interact.  
Inspire.  
Work like a network



Unlock the value of Social with Yammer

Yammer

- Sign up and subscribe on [yammer.com](http://yammer.com)



Telephony

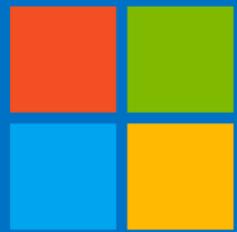


Document Management



Social

Your current on-premises environment



# Microsoft

# Feature updates



Shipped  
Mar 2013

# Lync mobile clients

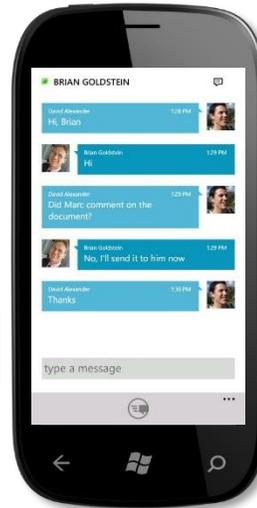
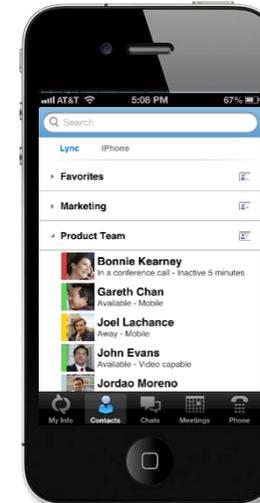
Outlook integration within client

Single click to join meetings

Voice/video over IP

Tablets: See presentable content

Windows tablet: gallery view video





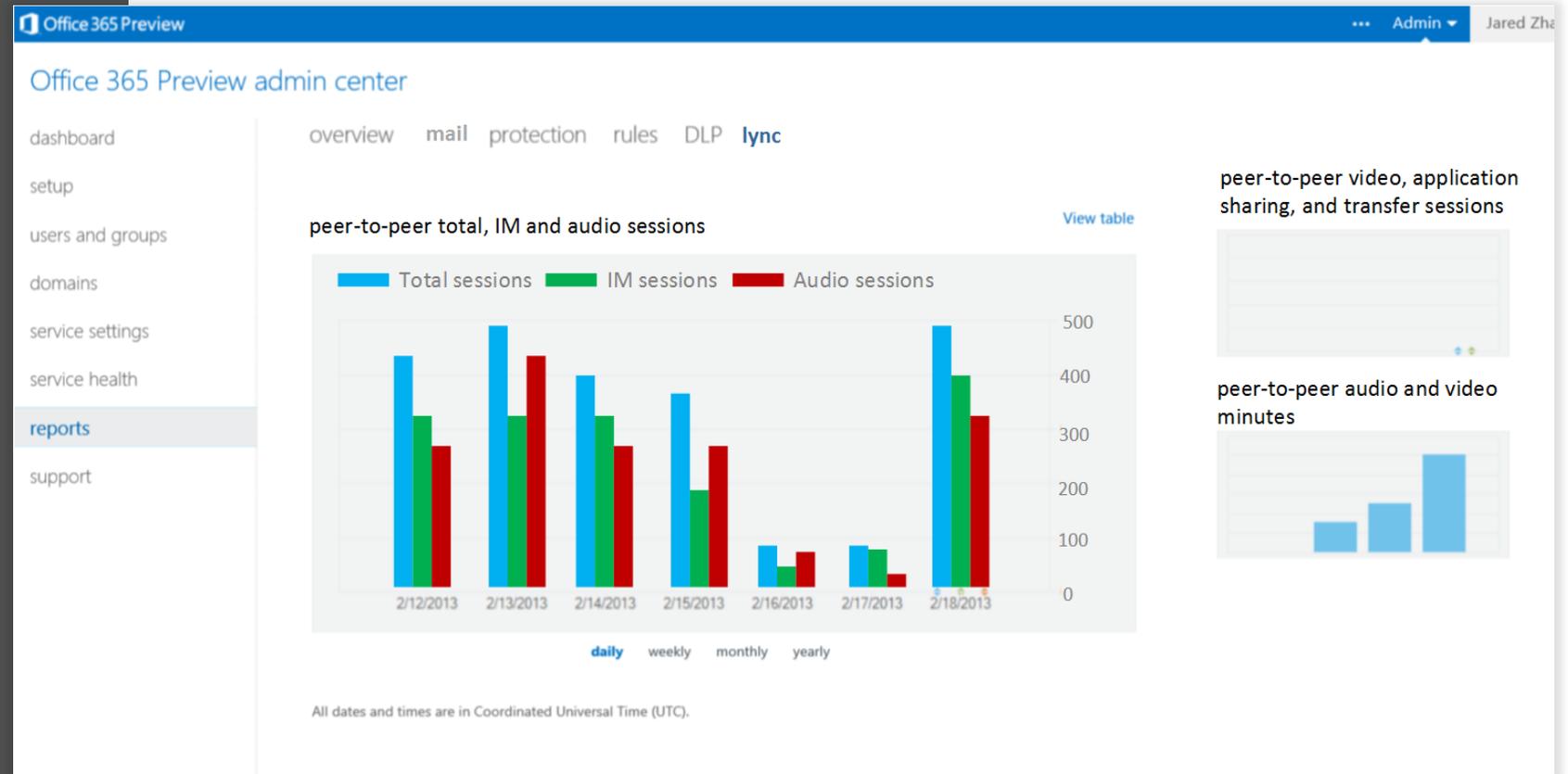
Shipped  
May 2013

# Lync Online Integrated Reporting

Report on Lync usage

Single consistent tenant  
admin reporting

Integrated with broader  
O365 reporting hub





Shipped  
Mar 2013

# Lync meeting scheduling from OWA

Schedule Lync meetings from OWA Calendar

Utilize dedicated meeting space for audio/video conferencing

No need for Outlook or Lync desktop client



# Updated Lync mobile clients

## Windows Store App

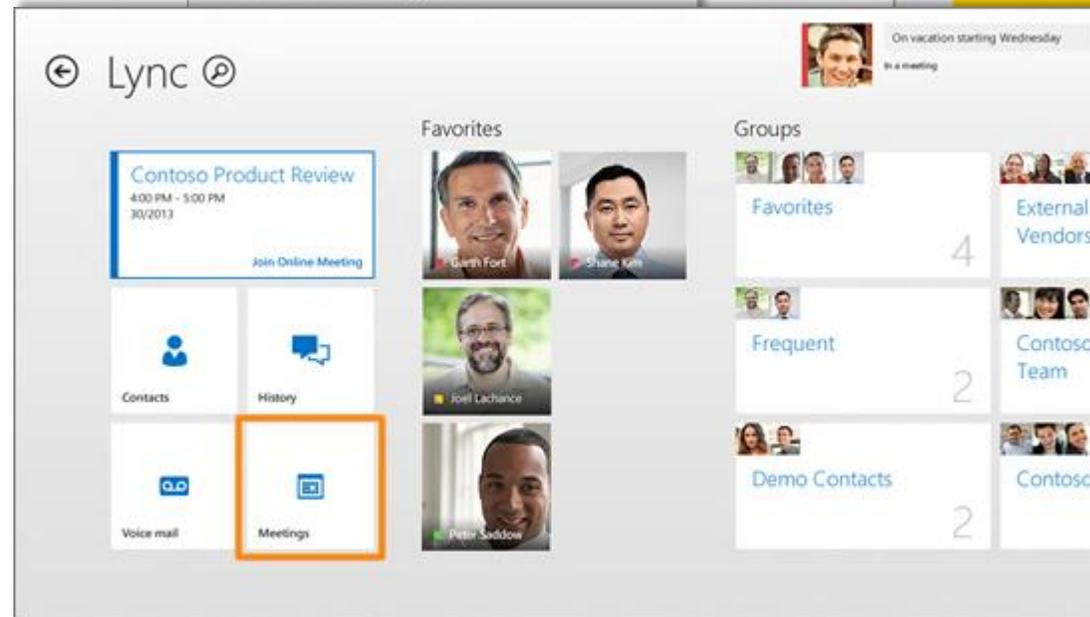
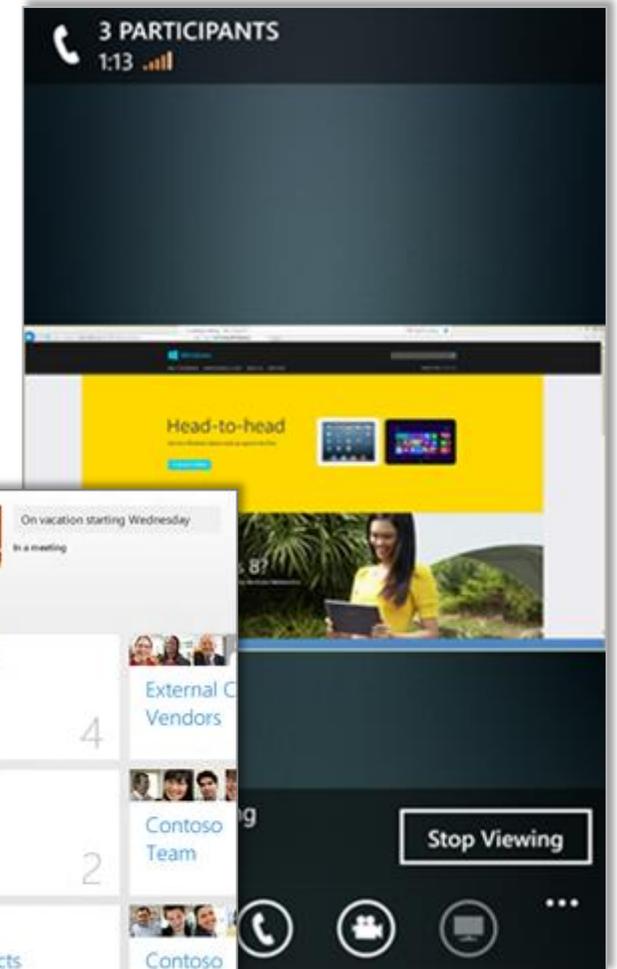
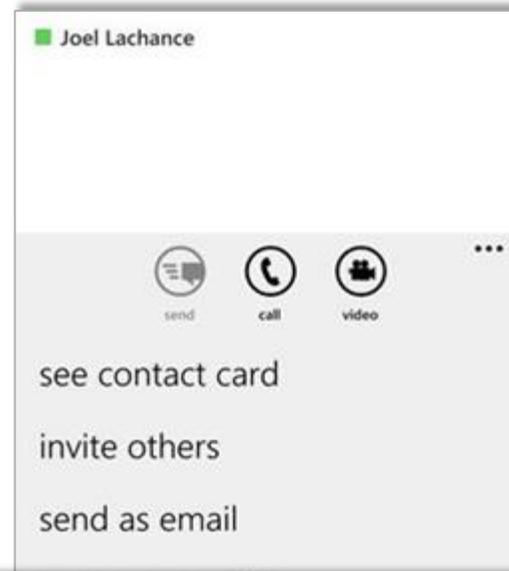
Updates include a meetings view, anonymous join, and take over as presenter.

## Windows Phone 8

## iPhone & iPad

With updated mobile apps, Lync users can now view shared meeting content from their mobile device, invite additional participants to an existing conversation or conference, rejoin a Lync meeting after leaving, transfer calls to another phone number or contact, and pick-up conversations from the point they were ended.

Shipped  
July 2013





Shipped July 2013

# Q&A manager

Facilitate a structured Q&A session during a Lync meeting

Questions and answers are clearly differentiated to meeting attendees

Attendees can only ask questions

Presenters can ask and answer questions

The screenshot displays a Lync meeting window titled 'Conversation (6 Participants)'. At the top, there is a 'Stop Presenting' button and a row of participant video thumbnails. On the left, a 'PARTICIPANTS' sidebar lists 'Presenters (2)' (Amy Cable, Caleb Corel) and 'Attendees (4)' (Brian Wilson, Edmund Silva, Kari Furse). A central window shows 'PRESENT (1) ONENOTE ATTACHMENTS' with 'Caleb Corel is presenting: Project Planning.pptx'. Below this, a 'Q&A' tab is selected, showing a list of questions and answers. The questions include 'When can we deploy this new version?' and 'Do we have mobile version?'. The answers are provided by Caleb Corel. A 'Q&A (10)' window is also visible, showing a list of questions and answers, with a 'Save Q&A' and 'End Q&A' button at the bottom.

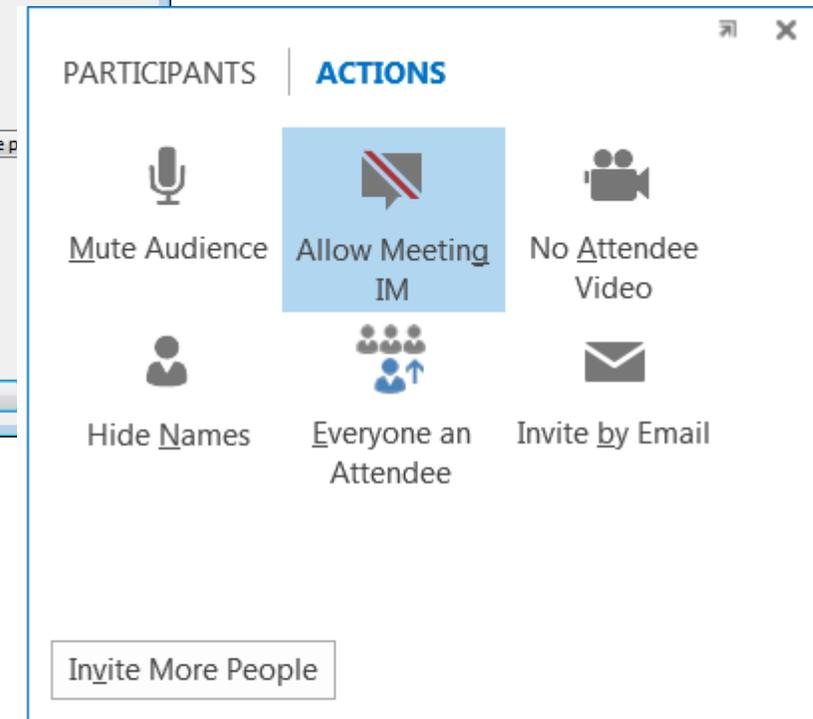
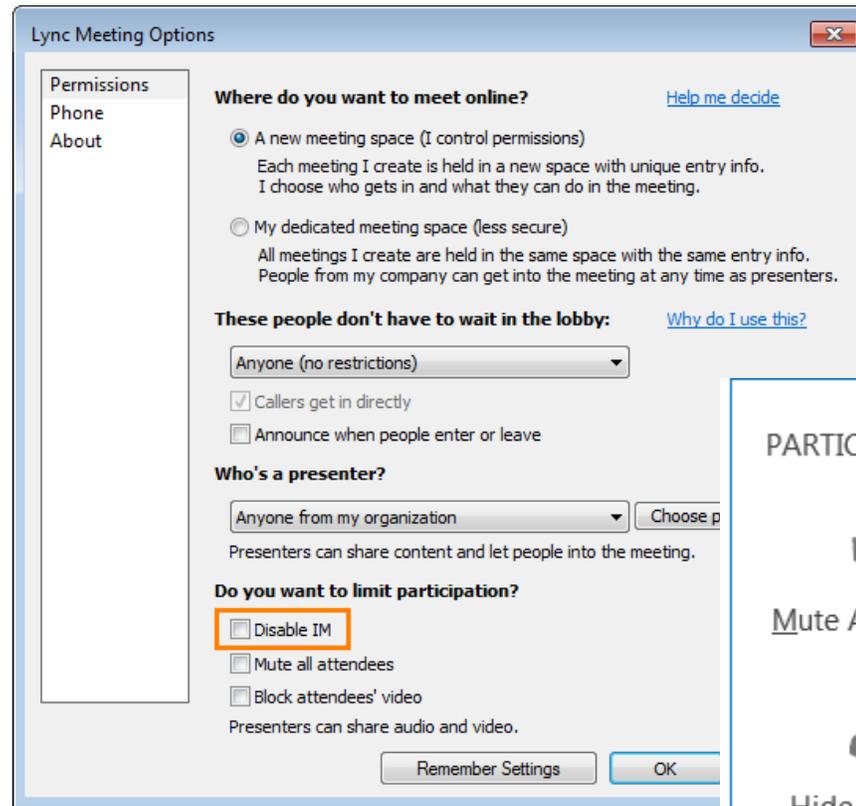


# IM mute

Disable/mute instant messages from attendees during a meeting

Enable during meeting or select option prior in meeting setup

Shipped July 2013





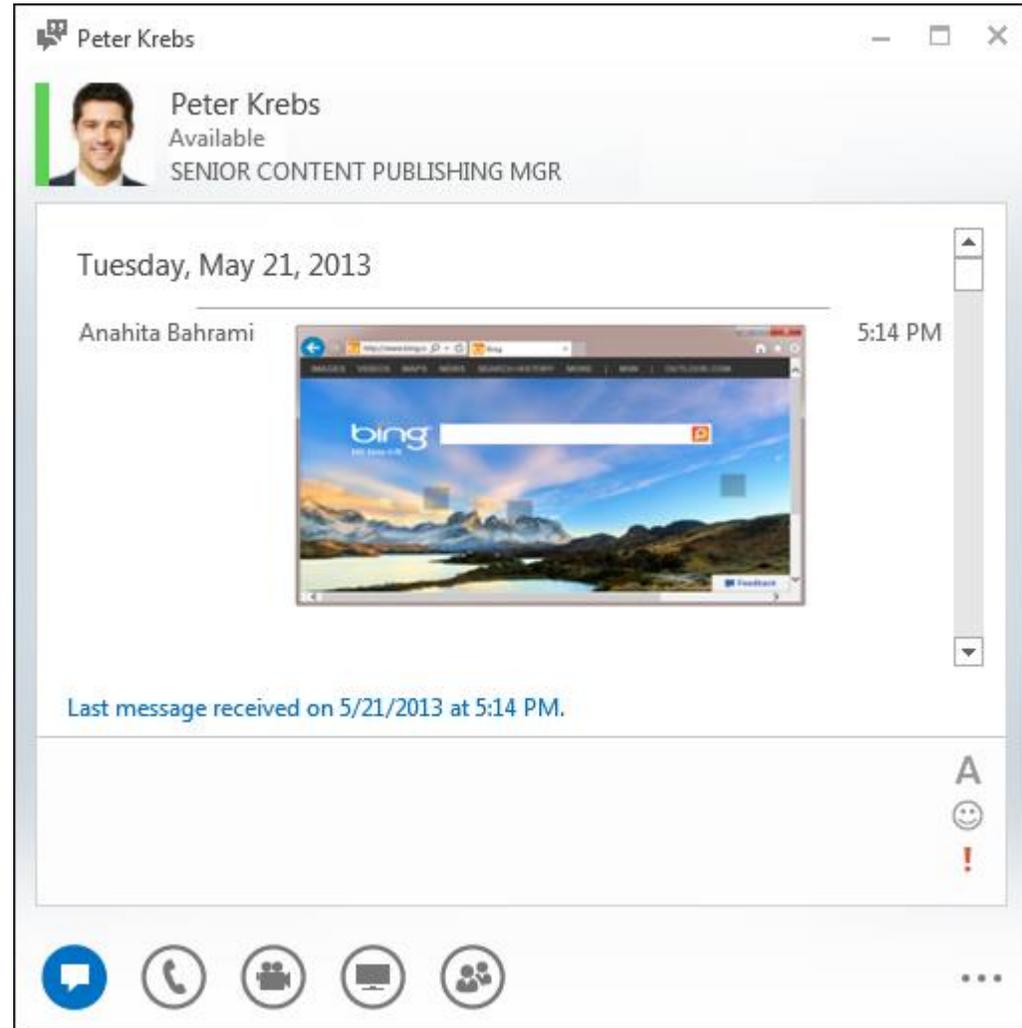
# Embedded Images

Embed images in a P2P conversation

Copy/paste or drag-and-drop

Helps streamline dialogue and maintain conversation flow

Shipped July 2013





Shipped  
Aug 2013

# Lync Online Remote PowerShell

Remove repetitive tasks and  
automate administration

Available across O365 Suite

Allow provisioning and  
configurations

Configure policies to groups  
or users

```
Administrator: C:\Program Files\Microsoft Office\Office15\PowerShell\PowerShell.exe
PS C:\Program Files\Microsoft Office\Office15\PowerShell> Get-CallUser -Filter (Enabled -eq $TRUE) | Select-Object DisplayName, RegistrarPool, Enabled

-----
| DisplayName | RegistrarPool |
-----|-----|
| Holly Salt |               |
| Ursula Flieg1 |               |
| Uliana Atlas |               |
| Garrett Young |               |
| Hao Chen |               |
| Lucio Telle |               |
| Maria Casanova |               |
| Jacky Chen |               |
| Chris Gray |               |
| Justin Hsu |               |
| Florian Uss |               |
| Lertchai Teetawatchaiwong |               |
| Redmond_AR |               |
| Redmond |               |

PS C:\Program Files\Microsoft Office\Office15\PowerShell> Move-CallUser -Identity Hao -TargetRegistrarPool csj00181.contoso.com -verbose
VERBOSE: ADTask: GetDataObjects
VERBOSE: CN=Hao Chen,OU=Accounts,OU=OUs,DC=CONTOSO,DC=COM
VERBOSE: Performing operation "Move-CallUser" on Target "CN=Hao Chen,OU=Accounts,OU=OUs,DC=CONTOSO,DC=COM".
PS C:\Program Files\Microsoft Office\Office15\PowerShell> Move-CallUser -Identity Garrett -TargetRegistrarPool csj00181.contoso.com -verbose
VERBOSE: ADTask: GetDataObjects
VERBOSE: CN=Garrett Young,OU=Accounts,OU=OUs,DC=CONTOSO,DC=COM
VERBOSE: Performing operation "Move-CallUser" on Target "CN=Garrett Young,OU=Accounts,OU=OUs,DC=CONTOSO,DC=COM".
PS C:\Program Files\Microsoft Office\Office15\PowerShell> Get-CallUser -Filter (Enabled -eq $TRUE) | Select-Object DisplayName, RegistrarPool, Enabled

-----
| DisplayName | RegistrarPool |
-----|-----|
| Holly Salt | csj00181.contoso.com |
| Ursula Flieg1 | csj00181.contoso.com |
| Uliana Atlas | csj00181.contoso.com |
| Garrett Young | csj00181.contoso.com |
| Hao Chen | csj00181.contoso.com |
| Lucio Telle | csj00181.contoso.com |
| Maria Casanova | csj00181.contoso.com |
| Jacky Chen | csj00181.contoso.com |
| Chris Gray | csj00181.contoso.com |
| Justin Hsu | csj00181.contoso.com |
| Florian Uss | csj00181.contoso.com |
| Lertchai Teetawatchaiwong | csj00181.contoso.com |
| Redmond_AR | csj00181.contoso.com |
| Redmond | csj00181.contoso.com |

PS C:\Program Files\Microsoft Office\Office15\PowerShell>
```

\*For representative purposes only.

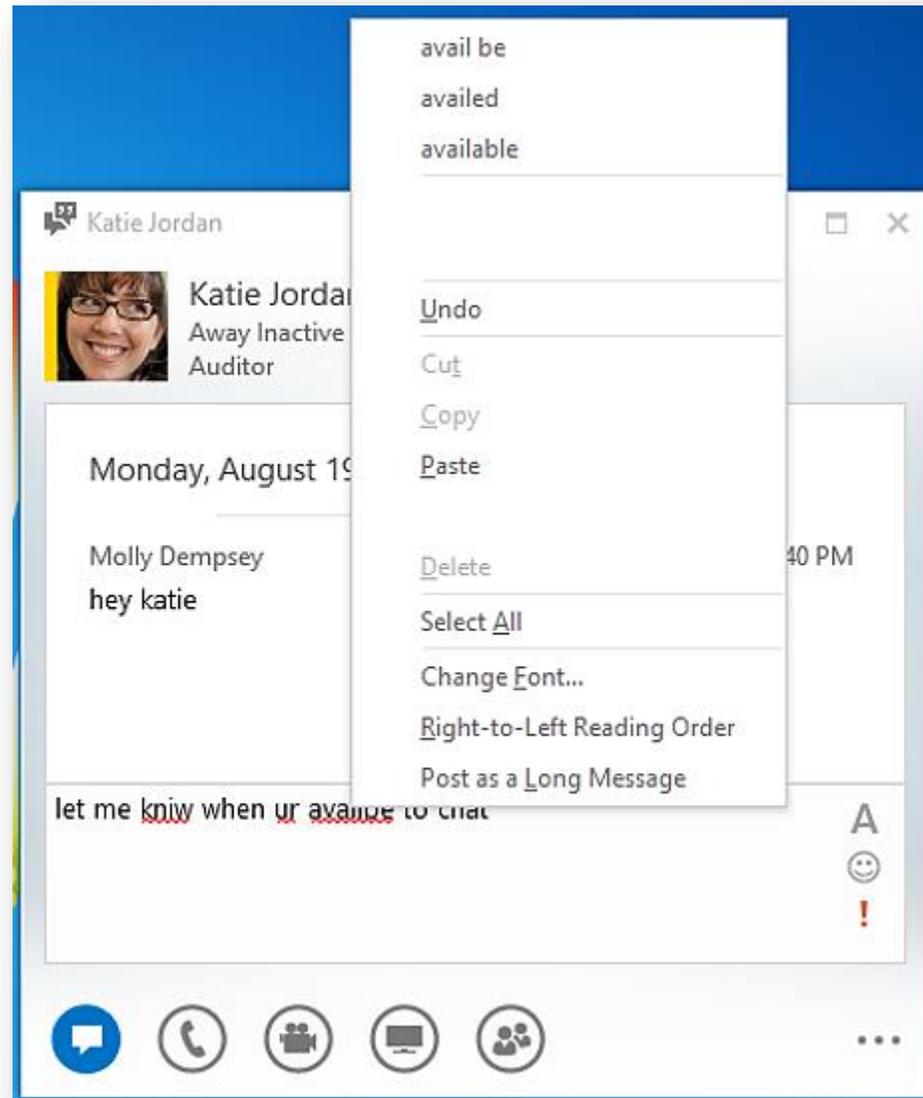


# Lync Online Spellcheck

Integrated spellcheck within  
the IM window

Familiar Office suite spellcheck  
functionality

Shipped  
Sep 2013





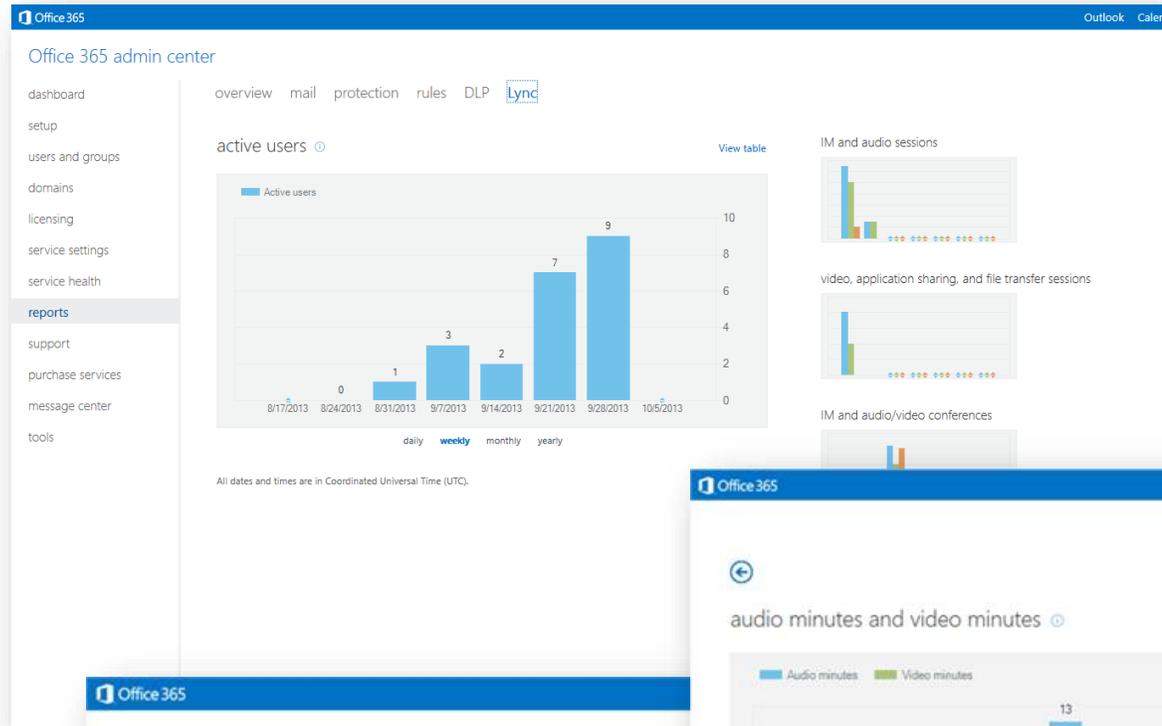
# Additional Lync Online Reports

Active users who have logged on and participated in a peer to peer or conference session

Peer to peer audio/video minutes

Audio/video conference minutes

Shipped  
Sep 2013



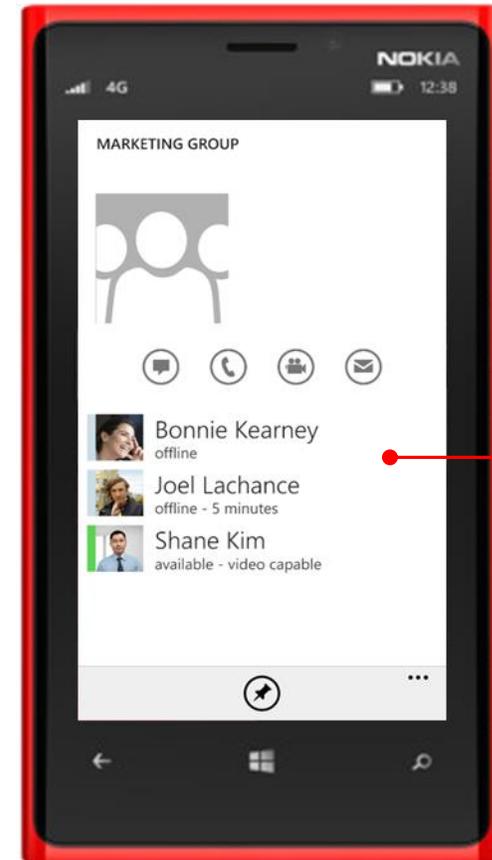
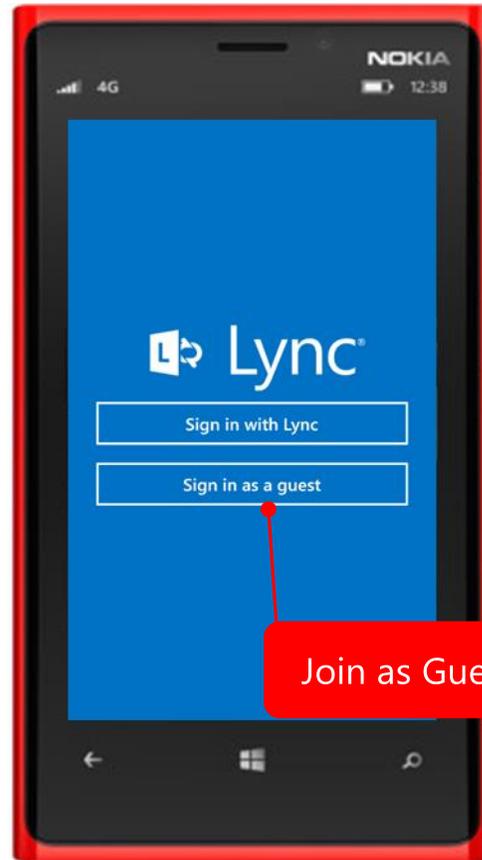


# Lync Mobile New Features for WP and iOS

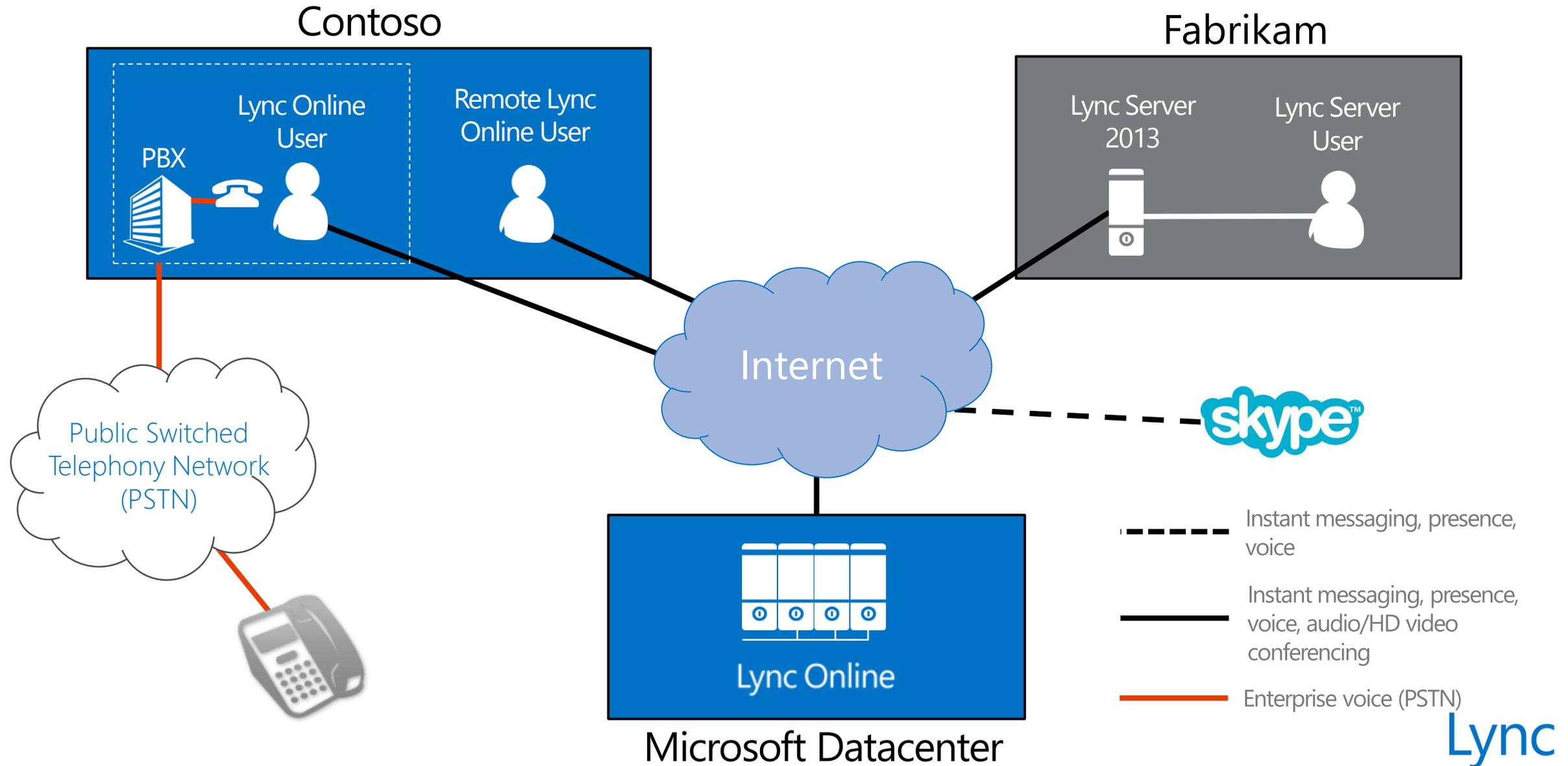
Now anyone can join a Lync Meeting through its mobile device and enjoy the amazing experience of Lync

Starting an ad-hoc group conversation with the people you like on IM or through video

Shipped Oct 2013



# Communicate & collaborate in the cloud



# Certain capabilities require Lync Server

Feature area	Feature	Lync Server 2013	Lync Online Multi-tenant
<b>Instant Messaging</b>	Persistent chat	+	-
<b>Conferencing</b>	Meeting attendee capacity	1000	250
	Dial-in PSTN Conferencing	+	Partner ACP service needed
<b>Federation</b>	IBM Sametime Federation	+	-
	XMPP Federation	+	-
<b>Media Controls</b>	QoS	+	-
	Call admission control (CAC)	+	-
	Media bypass	+	-
<b>Voice</b>	Enterprise Voice	+	-

\*Not a comprehensive list.

# Lync Online voice



**Lync-to-Lync calling**

- Easy to use features
- Connecting everywhere
- Superior audio/video experience



**Lync-to-Phone calling**

- PSTN-connectivity thru syndication partners only



**Enterprise calling features**

- Not available with Lync Online

# Microsoft enterprise-grade cloud

Globally  
redundant  
data centers



\$3bn+ investment  
in cloud infrastructure

Massive network  
to minimize  
latency



Dark Fiber between  
hubs with multiple  
international edge  
points

Continually  
advancing  
compliance



ISO27001, EU Model  
Clauses, HIPPA

Multi-level  
security



DC, physical, software

Automation saves  
costs and energy



Benchmark setting  
Power Usage  
Effectiveness (PUE)

# Service security— defense in depth

Multi-dimensional approach to safeguarding services and data

## SECURITY MANAGEMENT



DATA



USER



APPLICATION



HOST



INTERNAL NETWORK



NETWORK PERIMETER



FACILITY

Threat and vulnerability management, monitoring, and response

Access control and monitoring, file/data integrity

Account management, training and awareness, screening

Secure engineering (SDL), access control and monitoring, anti-malware

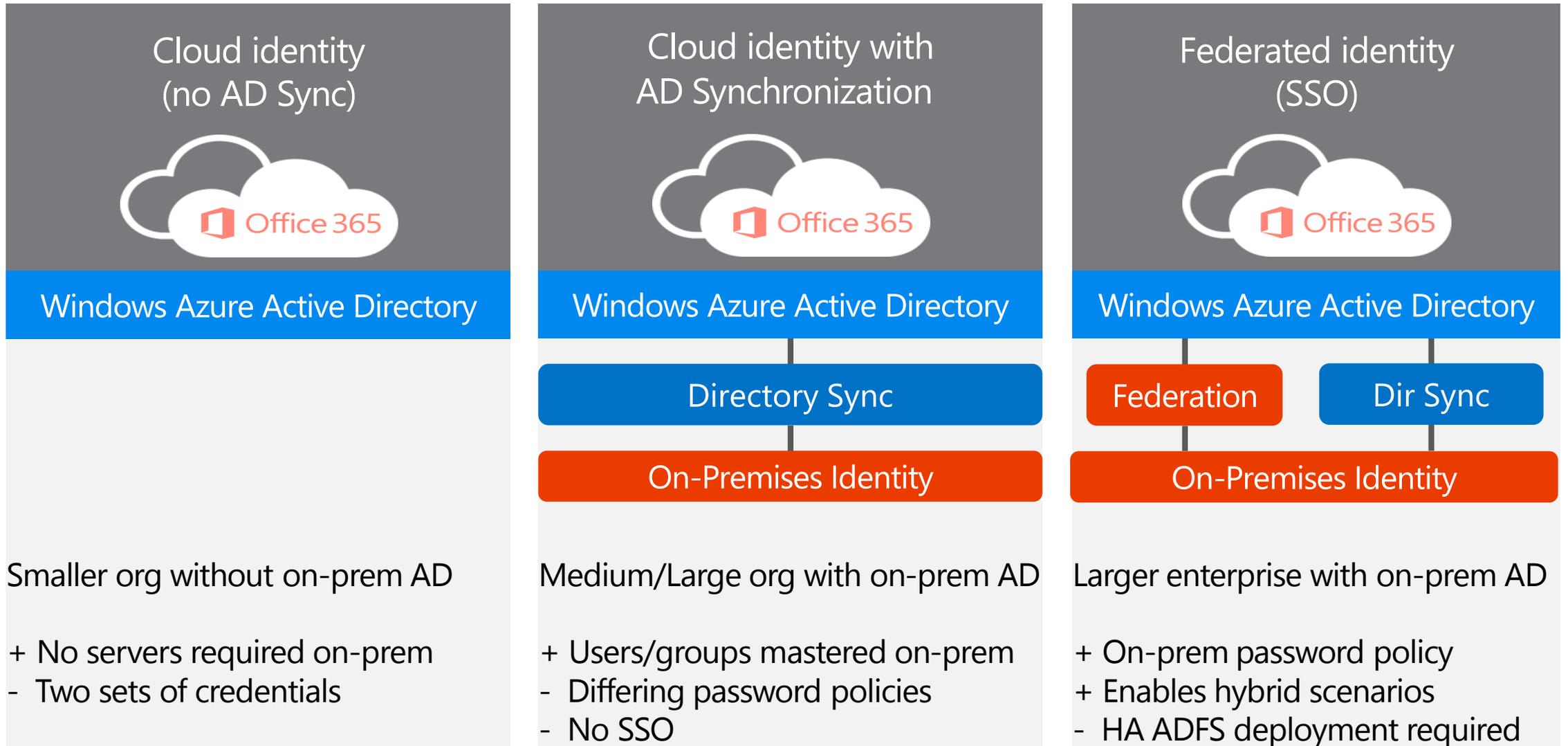
Access control and monitoring, anti-malware, patch and configuration management

Dual-factor authentication, intrusion detection, vulnerability scanning

Edge routers, intrusion detection, vulnerability scanning

Physical controls, video surveillance, access control

# Identity integration scenarios



# Federation options

## ADFS

Works with AD



### Suitable for medium, large enterprises including educational organizations

Recommended option for Active Directory (AD) based customers

Single sign-on

Secure token based authentication

Support for web and rich clients

Microsoft supported

Works for Office 365 Hybrid Scenarios

Requires on-premises servers, licenses & support

## Third-party STS

Works with AD & Non-AD



### Suitable for medium, large enterprises including educational organizations

Recommended where customers may use existing non-ADFS Identity systems with AD or Non-AD

Single sign-on

Secure token based authentication

Support for web and rich clients

Third-party supported

Requires on-premises servers, licenses & support

Verified through 'works with Office 365' program

Works for Office 365 Hybrid Scenarios

## Shibboleth

Works with AD & Non-AD



### Suitable for educational organizations

Recommended where customers may use existing non-ADFS Identity systems

Single sign-on

Secure token based authentication

Support for web clients and outlook only

Microsoft supported for integration only, no shibboleth deployment support

Requires on-premises servers & support

Works with AD and other directories on-premises

# Automatic and seamless upgrades

Users always upgraded to newest platforms

Automatic backend cloud pool upgrades transparent to end user

Front end upgrades automatic or controlled

Pilot upgrade groups up to 100 users

Delay/fast track upgrades

