Microsoft Lync 2013

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Agenda

- What is Lync?
- Pilot Topology
- Tested features / Testimonials
- Federation
- Cost
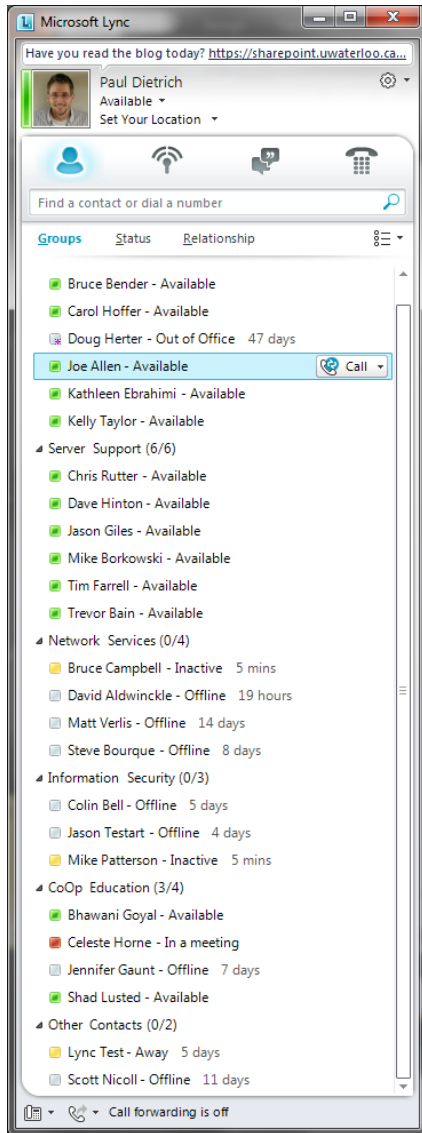- Questions?
- The Blog

What is Lync?

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What is Lync?

- Unified Communications tool(s)
  - Chat, Voice, Video
- Presence
- The "Lync" between Microsoft products such as Exchange, Office, and SharePoint
- An extension of the PBX to provide feature-rich applications on top of the well built Avaya PBX core
- Lync is NOT Skype!

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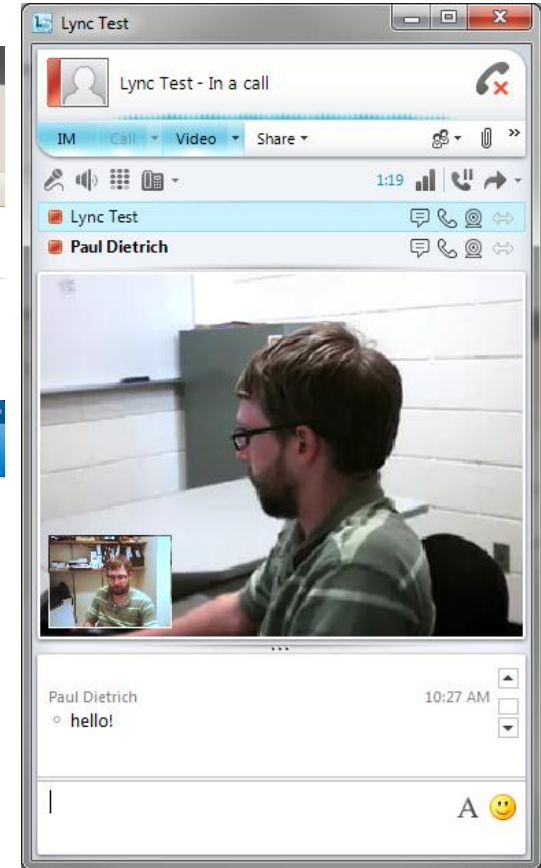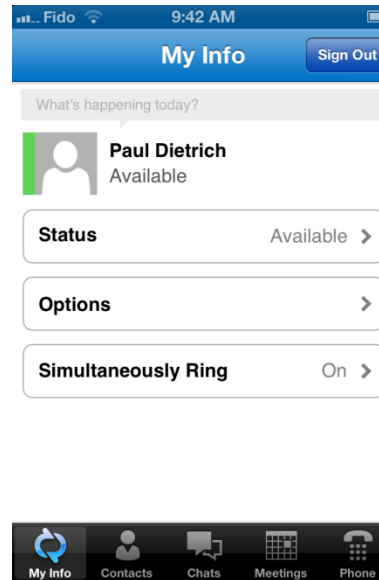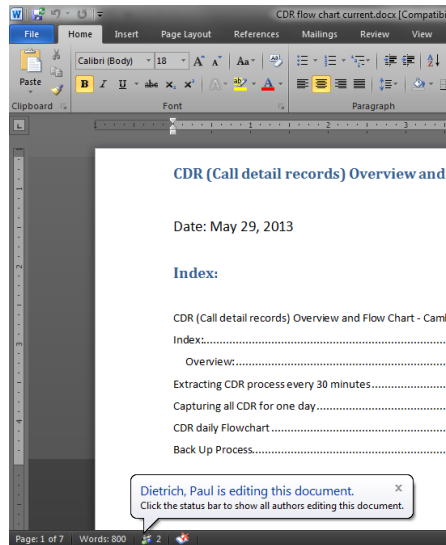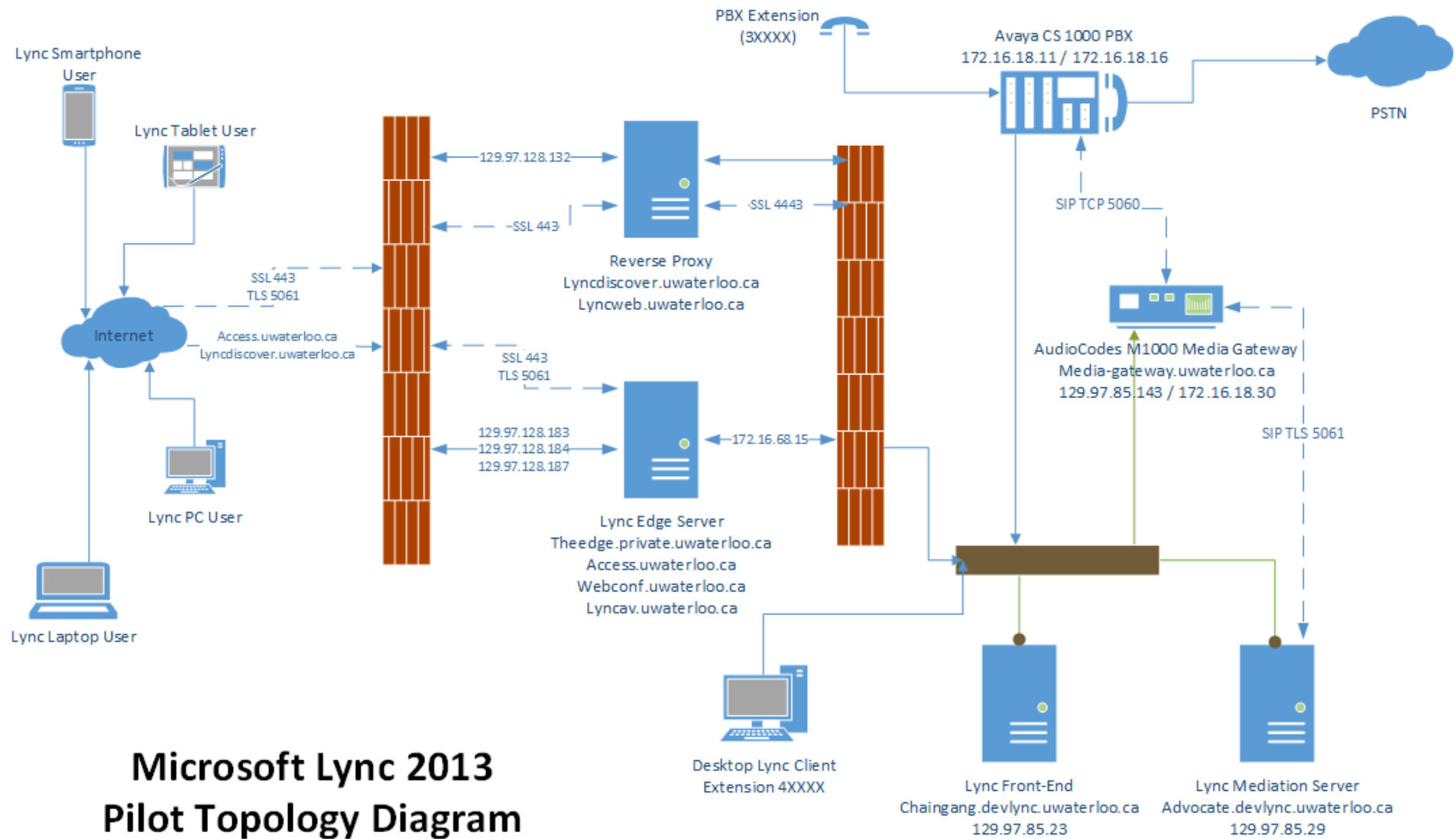**WATERLOO**

What is Lync?

Pilot Topology

* WARNING complex diagram to follow!

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Microsoft Lync 2013 Pilot Topology Diagram

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Tested Features / Testimonials

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Tested Features

- Chat, Voice, Video, Desktop Sharing, Whiteboard, Polls
- External/Internal dialing to PBX users and PSTN
  - Lync users have a 5 digit extension starting with 4
- Conference bridge system
  - Currently available via DID (519-888-4999) and web interface both internally and externally (meetme.uwaterloo.ca)

Tested Features Continued

- Mobile/External Users
  - Tested with iPhone, iPad, Android, and Windows Phone
  - Blackberry support coming soon!
  - PC/Laptop users can connect without VPN when off campus
- Federation
  - The ability to connect to other organizations also using Lync and have Federation enabled

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Un-Tested Features

(but available!)

- Response Groups
  - Think of these as queues in a call center

- Persistent Chat
  - Public chat rooms

- Monitoring/Reporting
  - Troubleshooting tools and contact reporting

- High-Availability

- E-911/ Location Services

- Exchange Unified Messaging
  - Voicemail/Fax

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Testimonials

- "Some of the staff in CECA have been using Lync for a couple of weeks now. One of the most popular features is the ability to quickly determine if someone might be available to connect with either by phone, instant message or Email. And learning that this same functionality is available through SharePoint just helps to make connecting and collaborating that much easier." *- Celeste Horne, Project Manager, CECA*

- "I have had the chance to complete extensive testing of the development Lync services on several extended periods outside of the country. During this time I found that when based in an area with a reliable internet connection, productivity was greatly increased and the ability to communicate with people, both on and off campus was quick and easy and indistinguishable to those you are communicating with. I have worked offsite on many occasions and the ability to type an extension and talk to a colleague on the same interface I am currently working with is a definite time saver, and something I would absolutely use in the future."
- Dave Hinton, System Integration Specialist, IST

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Federation!

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Federation!

- The ability to connect to remote users in other UC environments
    - Lync/OCS
    - XMPP (Gmail, AOL, etc…)
- Connect to Skype users directly from Lync! (available June 2013)
- Currently attempting to get connected with Cambrian College in Sudbury
- Has been tested successfully with Schlumberger Limited and Husky by a user in CECA
    - This was an accident! ☺

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Cost

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Cost
* rough estimate *

- "One server license is required for each running instance of Lync Server 2013 Front End Server Role—whether it is installed natively on a physical machine or in a virtual machine. All other server roles can be deployed, in as many instances, physical or virtual, as your architecture requires."
  - Lync Server 2013 $3,646
- Since we expect our users to connect on more than one device, it is ideal to purchase User based CALs
  - With our current agreement with Microsoft, most of the CAL is covered, but in order to access the "PLUS" features (Voice/PSTN connectivity), we do need to purchase the PLUS CAL which we have confirmed is $10.27 per user.
- AudioCodes Media Gateway (for connectivity to PBX)
  - $13471.84 includes the hardware, 150 active sessions, support, and the installation
  - Support per year is $954.85

Excerpts taken from: http://office.microsoft.com/en-us/lync/microsoft-lync-licensing-overview-lync-for-multiple-users-FX103789668.aspx

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Cost Scenario

- 2 Front-End servers (for high-availability)
- Server License: ~$7,292
- 5000 User CALS: $58025.50
- Media Gateway: $13471.84
- **Total Estimate: ~$78789.34**

Questions?

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The Blog!

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The Blog!

- An up-to-date record of the progress of the pilot, tested features and clients/devices, Did You Know?, and documentation!

- https://sharepoint.uwaterloo.ca/sites/TELECOM/Lync2013Pilot/default.aspx

Thanks!

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