

Federating with Accenture via Skype for Business, Lync and Office Communicator

Seamless communication,
stronger collaboration

A large, blue, stylized chevron graphic pointing to the right, partially overlapping the text "High performance, Delivered."

High performance. Delivered.



A "Federation" connection between your company and Accenture delivers tangible business benefits.

Federation means that employees in your company can communicate with Accenture employees easily and securely over a common communications platform such as Microsoft Skype for Business, Microsoft Lync and Microsoft Office Communicator.

With shared instant messaging and other tools, collaboration becomes seamless. Presence indicators simplify contacts and scheduling. Video-conferencing is a one-click process, and desktop sharing of programs, PowerPoint and documents makes audio and video calls more productive.

The process of establishing Federation is simple and secure, which explains why over 500 client companies are already federated with Accenture.

Choices for Communication: Skype for Business, Lync and Office Communicator

Federation allows employees from two companies to communicate with each other over Skype for Business, Lync or Office Communicator (OC), just as they use these tools to communicate with people inside their own company.

Federation strengthens relationships, communication becomes seamless, collaboration becomes stronger, and teams become more productive. Communications compatibility is assured, and information security risks associated with non-secure instant messaging (IM) solutions are eliminated.

Federation is a one-to-one connection between two companies only. Accenture is currently federated with over 500 clients. But the fact that your company federates with Accenture does not automatically connect your company with other companies that are federated with Accenture.

This brochure explains how easy it is to federate your company with Accenture.

What are the business benefits of Federation with Accenture?

There are several tangible business advantages in federating your company's employees with Accenture professionals:

Collaboration: Users from your organization can add Accenture colleagues to contact lists, send

them instant messages, as well as have audio, video and desktop sharing sessions instantly through Skype for Business/Lync/OC. Accenture professionals can do the same with contacts inside your company. Federation allows you to see titles/positions and available/busy information. Users can choose the best way to communicate for the task at hand—voice, video, and more—and can easily escalate person-to-person sessions to multi-person conferences.

(Note: Communications features must be the same for your company and for Accenture. If only one company has a particular feature—for example, desktop sharing—that feature is not included in the federation.)

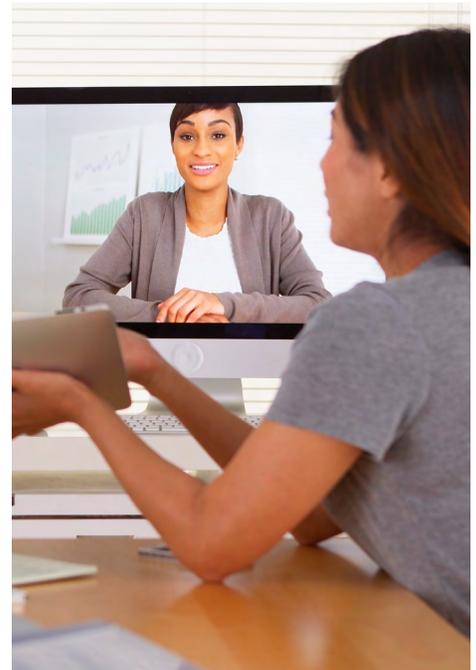
Cost savings: Federated communications use the Internet, not the public phone network, helping to reduce money spent on phone bills and third-party conferencing services.

What are the requirements?

Establishing Skype for Business/Lync/OC Federation is a very simple process, requiring nothing more than a person in the client company who can provide the necessary server configuration information to Accenture. Once a request is submitted with the necessary information, Federation can usually be set up within a matter of days or even hours.

Note that not all federated partners will be able to accept audio/video conferences, since a proper firewall configuration needs to be in place. Accenture is willing to work with any external team to get it working, but not all federated partners have a matching infrastructure. Additionally, some functionalities may be unavailable for early versions of Office Communicator.

Accenture technology employees are available to assist with technical issues and questions involving the Federation process.



Security

Skype for Business/Lync/OC messages between Accenture employees and federated companies are encrypted and secure, unlike public instant messaging services.

Security for Federation will be based on security features enabled for the Accenture user. For instance, there are some Skype for Business/Lync/OC features that are turned off on the Accenture side, so these will also be disabled when communicating between Accenture and a client. For example, see "File Transfer" in Features & Security table at left below.

Companies considering Federation should be aware that Skype for Business and Lync may allow for saving and subsequent retrieval of IM conversations.

Bandwidth

Even though the Federation process is free of cost, you should be aware of the bandwidth recommendations defined in the table below.



Skype for Business/Lync/OC Feature	Federated Communication with Client
Instant Messaging	YES
Presence Indicator	YES
IP Audio	YES
Dial in Conferencing via Phone	YES
Videoconferencing	YES
Desktop/Application Sharing	YES
Control shared desktop and application of Accenture user	NO
Annotate	YES
White Boarding	YES
Polls	YES
PowerPoint Presentation	YES
Hand Outs for the meeting participants	NO
File Transfer between 2 users	NO
Recording	NO

Modality Type or Feature	Microsoft Recommended Bandwidth (in kbps)
IM and Presence Indicator	1.3 kbps each
Skype for Business call (two users) Peer to Peer	1.3 kbps for signaling + 57 kbps (audio) pay load - average based on % activity
Skype for Business video call - Peer to Peer	1.3 kbps for signaling + 480 kbps (video) pay load
Skype for Business conference call (more than two users)	1.3 kbps for signaling+ Audio 68.6 kbps pay load + video 480 kbps pay load
Desktop sharing/ application sharing	434 kbps (average)
Skype for Business - address book query	160 kbps per query
Conference Audio + desktop sharing	70(Aud)+434(Sha)
PSTN calls	87 kbps (average based on activity)

How to Start Federating Today

For more information about how your company can become federated with Accenture, contact your Accenture representative today.

About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 373,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

