

Cloud: on our terms

Janet Networkshop 2014
Lightening Talks

Tomo
Network / Telecoms / Security
London Business School



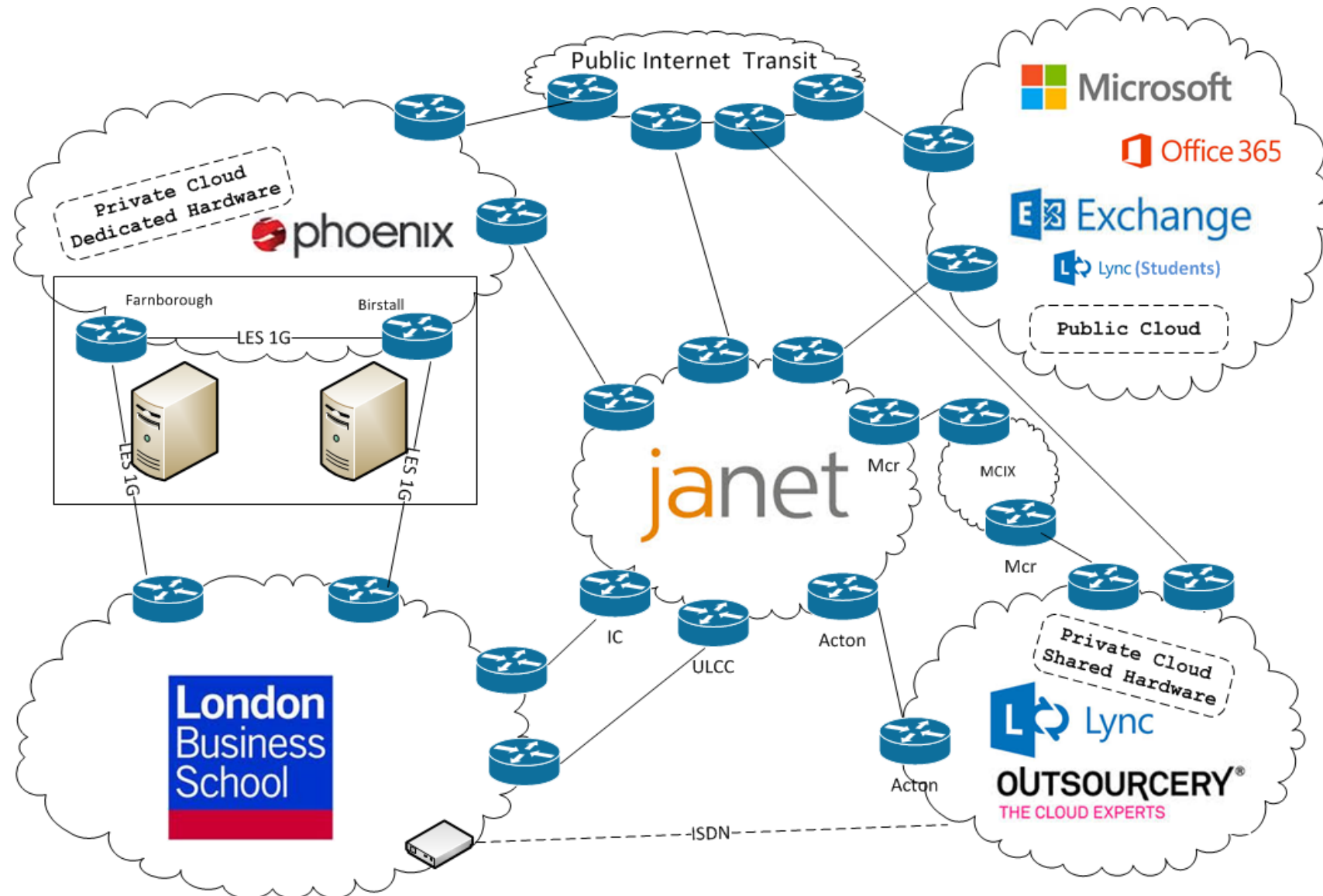
Compute Solution

- Two DCs
 - Farnborough (Production)
 - Birstall (DR / UAT / SIT / Dev)
- Platform as a Service
 - Managed WAN & network, Storage, Compute Hardware, Hypervisors
 - Supplier deploys VMs and monitors production environment
 - We manage the applications but suppliers provide 24/7 monitoring and 1st line break fix escalation
 - In event of DR, Production can replace UAT/SIT/Dev environments.

Collaboration Solution

- Email in Office 365
 - Staff/Faculty/PhDs: Exch Online Plan
 - Students Plan A2 Email only
- Dedicated Lync
 - Hosted by Outsourcery
 - Lync highly available single instance
 - Consumed over JANET network with cross-connect in Powergate Acton
 - Resilient PSTN gateways in multiple Outsourcery DCs
 - Campus Survivable Branch Appliance for analogue lines, DR and resilience with ISDN 30.

How it all connects together



Lync in the Cloud

Cloud value chain



Cloud: on our terms

tomo@london.edu

020 7000 7777

uk.linkedin.com/in/tomomeuk

@tomomeuk

Introduction

- About the School
- The existing Infrastructure
- Problems we needed to solve

Requirements

- Overview of Procurement
- Market Response

The Solution

- The technology solution - Data Centres, Cloud, Lync and how it all fits together
- Contractual arrangements
- Where we are now

The Journey

- Transforming the way we work





About the School

London Experience
World Impact



MBAs (B2C)

- Postgraduate only with Business and Finance focus
- Generally top 5 school in rankings such as FT, Economist, BusinessWeek
- Approx 1000 MBAs per annum



Corporate Education (B2B)

- Open and Bespoke professional education programmes
- 50% of our annual turnover

Research

- Global Leader in Business Research, 5* RAE in UK.

Europe

- Regent's Park, London

Middle East

- Dubai International Finance Centre

Americas

- Columbia University New York

Asia

- Hong Kong University

Worldwide

- 36000 Alumni in 130 countries

Existing Compute Infrastructure

Campus Data Centre

- Environmental Challenges (water leaks, cooling, planning)
- Required significant investment
 - Environmental
 - Compute infrastructure EOL in 2014
- Single Point of failure for compute platform
 - No space on campus for 2nd facility



Existing Compute Infrastructure

Campus Data Centre

- Environmental Challenges (water leaks, cooling, planning)
- Required significant investment
 - Environmental
 - Compute infrastructure EOL in 2014
- Single Point of failure for compute platform
 - No space on campus for 2nd facility



Existing Compute Infrastructure

Campus Data Centre

- Environmental Challenges (water leaks, cooling, planning)
- Required significant investment
 - Environmental
 - Compute infrastructure EOL in 2014
- Single Point of failure for compute platform
 - No space on campus for 2nd facility



Existing Compute Infrastructure

Campus Data Centre

- Environmental Challenges (water leaks, cooling, planning)
- Required significant investment
 - Environmental
 - Compute infrastructure EOL in 2014
- Single Point of Failure
 - No space



Existing Compute Infrastructure

Campus Data Centre



ing, planning)



Voice Estate

- 2 x Nortel Meridian PBX switches
1 x Avaya Index
serving approx 1300 extensions across 5 buildings
- Predominately analogue TDM,
limited VOIP deployment.
- All PBXs fully depreciated assets
- Inability to upgrade capacity without
significant investment
- Moves and Changes resource intensive
- Basic telephony, no contact centre, no clearing.
Not considered a business critical function.



Existing Voice Infrastructure

Voice Estate

- 2 x Nortel Meridian PBX switches
1 x Avaya Index
serving approx 1300 extns across 5 buildings
- Predominately analogue TDM,
limited VOIP deployment.
- All PBXs fully depreciated assets
- Inability to upgrade capacity without
significant investment
- Moves and Changes resource intensive
- Basic telephony, no contact centre, no clearing.
Voice not a business critical function.



Too much Infrastructure Convergence

Friday. 4pm.

Too much Infrastructure Convergence



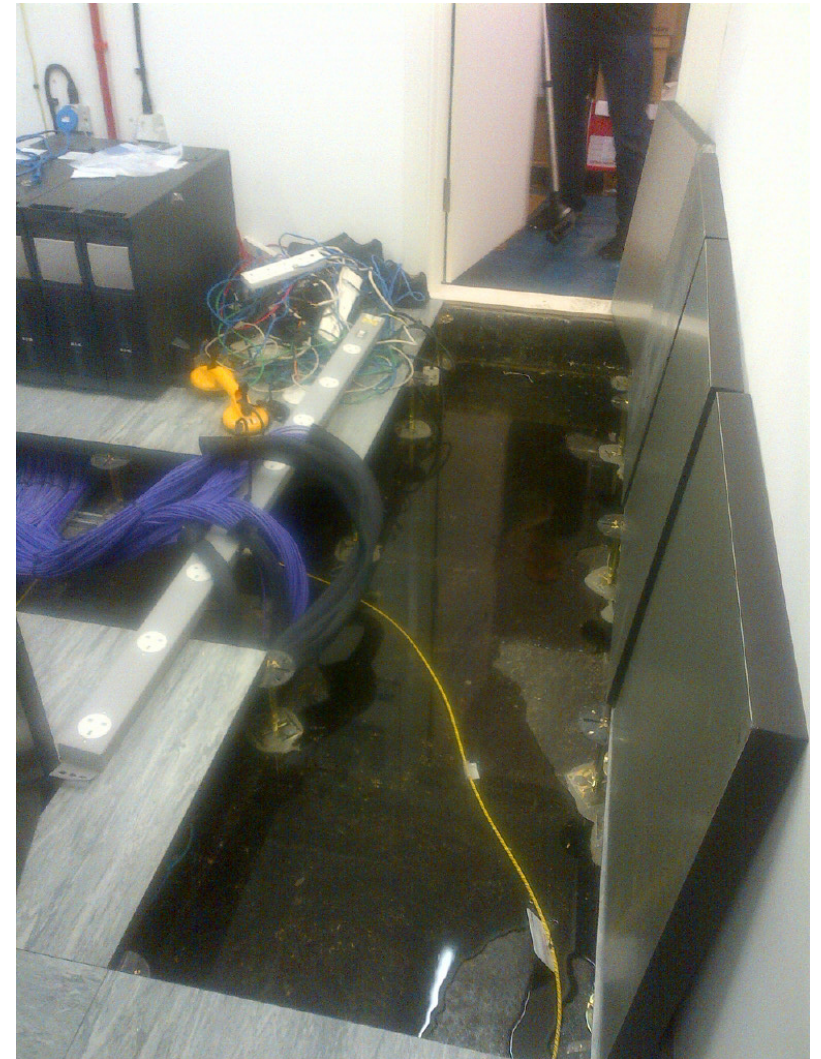
Too much Infrastructure Convergence



Too much Infrastructure Convergence



Too much Infrastructure Convergence



Compute Platform

- Exit existing campus data to release space and move to one or more offsite data centres.
- Adding little value to the management of the data centre environment, network, hardware, storage, hypervisor, etc.

Compute Platform

- Exit existing campus data to release space and move to one or more offsite data centres.
- Adding little value to the management of the data centre environment, network, hardware, storage, hypervisor, etc.

Voice Platform

- Jump from a predominately analogue/TDM estate to an IP based Unified Communication platform to “as a service”

Compute Platform

- Exit existing campus data to release space and move to one or more offsite data centres.
- Adding little value to the management of the data centre environment, network, hardware, storage, hypervisor, etc.

Voice Platform

- Jump from a predominately analogue/TDM estate to an IP based Unified Communication platform to “as a service”

Capacity to grow

- Lease agreed for Old Marylebone Town Hall to double our available teaching space, and other space coming online



Compute Platform

- Exit existing campus or more offsite data c
- Adding little value to environment, network

Voice Platform

- Jump from a predom based Unified Comm

Capacity to grow

- Lease agreed for O available teaching space,



Samy Ofer Centre



<http://www.ft.com/cms/s/2/cdae22a6-21dc-11e3-9b55-00144feab7de.html#axzz2rdFyp4Bm>

ft.com > management > businesseducation >

Ham&High

Advanced search

Home News Ham & High life What's on Premier League

Whittington Hospital News Wood & Vale news Court & Crime Weather

Business school deal saves iconic Marylebone Town Hall

Ben Bloom, Reporter
Thursday, February 16, 2012
2:00 PM

Share 0 Tweet 2

+1 Recommend this on Google

The future of the iconic Marylebone Town Hall has been secured, with one of the world's leading business schools set to move in and a new Marylebone Library built nearby.

Westminster Council this week announced it has entered "exclusive negotiations" with the Regent's Park-based London Business School (LBS) to take over the Grade II-listed town hall in Marylebone Road.

Residents last year raised fears for the future of the library, which is located within the town hall, when the council announced plans to lease out the site.

But the council has now confirmed the library will move to a new home – with premises at nearby Luxborough Street and Moxon Street being considered.

The LBS deal would see the school take on a 35-year lease with the town hall undergoing a £20million refurbishment.

Famous marriages at Marylebone Town Hall

- * Designed by architect Sir Edwin Cooper, Marylebone Town Hall opened in 1920, and was given listed status in 1981.
- * It is one of the most iconic wedding venues in London and has seen a number of famous faces hold their nuptials there.
- * St John's Wood resident Sir Paul McCartney held his first marriage to late wife Linda at the town hall in 1969 before marrying his third wife Nancy Shevell there last year.
- * Ringo Starr and actress Barbara Bach married there in 1981.

Sir Paul McCartney and Nancy Shevell leave Marylebone Town Hall after their marriage last year

School News

£25m to London Business

London Business School has received the largest single donation to a UK business school, with a gift of £25m from Israeli billionaire **Idan Ofer**. Mr Ofer, who moved to London earlier this year, graduated with an MBA from the school in the 1980s.

The money will be used to refurbish LBS's proposed new campus buildings in Old London, which the school acquired in 2012. The buildings are the refurbishment will begin in November. The two Sammy Ofer Centre, after the donor's late father.

LBS dean Sir Andrew Likierman describes the gift as in "a completely different league" from any previous donation to the school. "This is a game-changing event," he says.

The gift follows swiftly on the heels of a £10m donation to LBS from South African billionaire Nathan Kirsh, made just a month ago, and earmarked to bolster the school's endowment. At the time, this was the largest donation to the school.

Samy Ofer Centre



<http://www.ft.com/cms/s/2/cdae22a6-21dc-11e3-9b55-00144feab7de.html#axzz2rdFyp4Bm>
http://www.hamhigh.co.uk/news/business_school_deal_saves_iconic_marylebone_town_hall_1_1211085

Samy Ofer Centre



Ham&High

Marital Convergence

Busir saves Maryle Hall

Ben Bloor
Thursday, Feb 2:00 PM

Share 0

+1 Recommend

The future of the iconic Marylebone Town Hall has been secured by a deal between the school and the council.

Westminster Council entered "exclusive negotiations" with London Business School (LBS) to take over the Grade II-listed town hall in Marylebone Road.

Residents last year raised fears for the future of the library, which is located within the town hall, when the council announced plans to lease out the site.

But the council has now confirmed the library will move to a new home – with premises at nearby Luxborough Street and Moxon Street being considered.

The LBS deal would see the school take on a 35-year lease with the town hall undergoing a £20million refurbishment.

Famous marriages at Marylebone Town Hall

- * Designed by architect Sir Edwin Cooper, Marylebone Town Hall opened in 1920, and was given listed status in 1981.
- * It is one of the most iconic wedding venues in London and has seen a number of famous faces hold their nuptials there.
- * St John's Wood resident Sir Paul McCartney held his first marriage to late wife Linda at the town hall in 1969 before marrying his third wife Nancy Shevell there last year.
- * Ringo Starr and actress Barbara Bach married there in 1981.

£25m to London Business School News

London Business School has received the largest single donation to a UK business school, with a gift of £25m from Israeli billionaire Idan Ofer. Mr Ofer, who moved to London earlier this year, graduated with an MBA from the school in the 1980s.

The money will be used to refurbish LBS's proposed new campus buildings in Old London, which the school acquired in 2012. The buildings are the refurbishment will begin in November. The two Sammy Ofer Centre, after the donor's late father.

LBS dean Sir Andrew Likierman describes the gift as in "a completely different league" from any previous donation to the school. "This is a game-changing event," he says.

The gift follows swiftly on the heels of a £10m donation to LBS from South African billionaire Nathan Kirsh, made just a month ago, and earmarked to bolster the school's endowment. At the time, this was the largest donation to the school.

<http://www.ft.com/cms/s/2/cdae22a6-21dc-11e3-9b55-00144feab7de.html#axzz2rdFyp4Bm>

http://www.hamhigh.co.uk/news/business_school_deal_saves_iconic_marylebone_town_hall_1_1211085

Procurement

Lots of Lots



Procurement – Compute and Collaboration Services

Procurement outline:

- Lot 0: Prequalification
- Lot 1: Colocation
- Lot 2: Platform as a Service (PaaS)
- Lot 3A: Hosted Email
- Lot 3B: Hosted Telephony / Unified Comms
- Lot 3C: Storage as a Service
- Lot 3D: MS-SQL as a Service
- Lot 3E: Other supporting services

Procurement – Compute and Collaboration Services

Procurement outline:

- Lot 0: Prequalification
- Lot 1: Colocation
- Lot 2: Platform as a Service (PaaS)
- Lot 3A: Hosted Email
- Lot 3B: Hosted Telephony / Unified Comms
- Lot 3C: Storage as a Service
- Lot 3D: MS-SQL as a Service
- Lot 3E: Other supporting services



Procurement – Compute and Collaboration Services

Procurement outline:

- Lot 0: Prequalification
- Lot 1: Colocation
- Lot 2: Platform as a Service (PaaS)
- Lot 3A: Hosted Email
- Lot 3B: Hosted Telephony / Unified Comms
- Lot 3C: Storage as a Service
- Lot 3D: MS-SQL as a Service
- Lot 3E: Other supporting services



Procurement – Compute and Collaboration Services

Procurement outline:

- Lot 0: Prequalification
- Lot 1: Colocation
- Lot 2: Platform as a Service (PaaS)
- Lot 3A: Hosted Email
- Lot 3B: Hosted Telephony / Unified Comms
- Lot 3C: Storage as a Service
- Lot 3D: MS-SQL as a Service
- Lot 3E: Other supporting services



Procurement – Compute and Collaboration Services

Procurement responses:

- Lot 0: Prequalification
- **Lot 1: Colocation**
- **Lot 2: Platform as a Service (PaaS)**
- ~~Lot 3A: Hosted Email~~
- ~~Lot 3B: Hosted Telephony / Unified Comms~~
- **Lot 3C: Storage as a Service**
- **Lot 3D: MS-SQL as a Service**
- **Lot 3E: Other supporting services**



Procurement – Compute and Collaboration Services

Procurement outline:

- Lot 0: Prequalification
- Lot 1: Colocation
- Lot 2: Platform as a Service (PaaS)
- ~~Lot 3A: Hosted Email~~
- ~~Lot 3B: Hosted Telephony / Unified Comms~~
- Lot 3C: Storage as a Service
- Lot 3D: MS-SQL as a Service
- Lot 3E: Other supporting services

Best and Final Offers:



Procurement – Compute and Collaboration Services

Procurement outline:

- Lot 0: Prequalification
- Lot 1: Colocation
- Lot 2: Platform as a Service (PaaS)
- ~~Lot 3A: Hosted Email~~
- ~~Lot 3B: Hosted Telephony / Unified Comms~~
- Lot 3C: Storage as a Service
- Lot 3D: MS-SQL as a Service
- Lot 3E: Other supporting services

Selected Partner:



What happened to the Email and Telephony lots?

Market Response

Lot 3A: Hosted Email

- Microsoft live@edu had morphed into Office365 for Education during the procurement exercise
- Office 365 for Education was a commercial threat and it wasn't worth the suppliers time in responding to Lot 3A for an Education customer.
- Google Apps for Education was also an option, but a poor fit strategically for us.

Lot 3B: Hosted Telephony / Unified Comms

- Microsoft Lync was suggested as the solution we should deploy. Growing maturity of the product suggested it was right for PBX replacement.
- Other solutions (Avaya, Mitel) were offered but commercially did not stack up against Lync Education licencing.

Procurement v2 – Collaboration Services

Procurement outline:

- Lot 0: Prequalification
- Lot 4: Hosted Email
- Lot 5: Hosted Telephony / Unified Comms

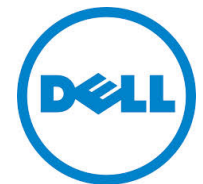
NTT DATA inTechnology
MANAGED SERVICES

vodafone™

FUJITSU

Salfordsoftware
Identity as a service

phoenix



OXFORD
COMPUTER GROUP

BT Engage IT

Level(3)SM
COMMUNICATIONS

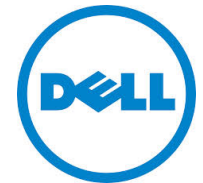
OUTSOURCERY®
THE CLOUD EXPERTS

Telefonica O₂

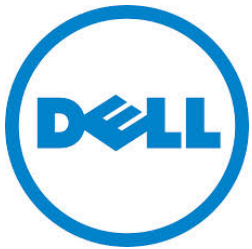
Procurement v2 – Collaboration Services

Procurement responses:

- Lot 0: Prequalification
- **Lot 4: Hosted Microsoft Office 365 Email**
- **Lot 5: Hosted Microsoft Lync**



Collaboration Services - Possible Solutions



Office 365

- Professional Services to help us get there, and ongoing support if we needed it

Lync

- A dedicated Lync Appliance “in a box”, we would need to host in data centre but all remotely managed



Office 365

- No response

Lync

- Dedicated Lync solution hosted in the Cloud (white label service from SIPCOM)

Collaboration Services - Possible Solutions



Office 365

- Professional Services to help us get there, and ongoing support if we needed it.

Lync

- A dedicated Lync Solution hosted by Outsourcery for Staff/Faculty, and opportunity to ingrate with Office 365 for students.



Office 365

- Professional Services to help us get there and ongoing support if we needed it.

Lync

- Dedicated Lync solution hosted by Atia Communications but managed by Salford Software.

Collaboration Services - Preferred Supplier

OUTSOURCERY®
THE CLOUD EXPERTS



Unique offering

- Microsoft pure play cloud provider
- Prepared to work with and integrate with Office 365 even though it's "eating their lunch"
- Shield us from Microsoft Office 365 support (e.g. voicemail issues)
 - avoid finger pointing
- Can scale for more users if O365 hybrid service doesn't work
- Upfront about potential issues

Office 365

- Professional Services to help us get there, and ongoing support if we needed it.

Lync

- A dedicated Lync Solution hosted by Outsourcery for Staff/Faculty, and opportunity to ingrate with Office 365 for students.

During procurement:

- Be as specific as you can about your requirements, but don't be specific about how to achieve the requirements.
- Think very carefully whether a question can help you make a decision and merit being scored.
 - We had some suppliers walk away due to the number of questions we had asked.
 - Pre-sales budgets are not bottomless.
- If you have a negotiated procedure available to you it might be a better fit for complex IT services requirements.

After procurement:

- Ensure everything you want is written down and documented, remove all ambiguity
- Engage good lawyers
- Don't assume you need to use their T&Cs
- Get someone removed from project to review documents before you sign.
 - Double check everything
- Think carefully about schedule of payments

Solution Overview

Convergence emerges



Compute Solution

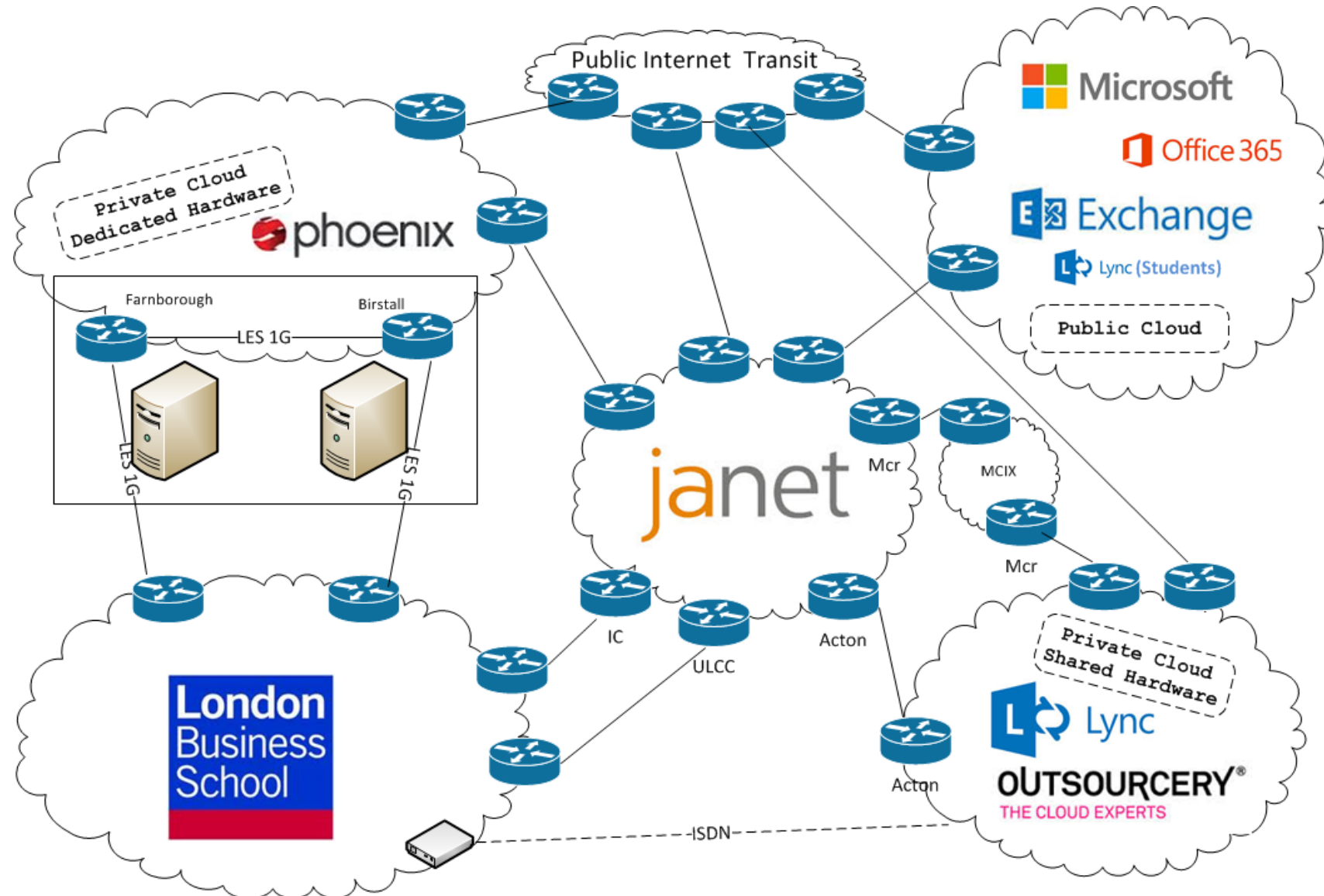
- Two DCs
 - Farnborough (Production)
 - Birstall (DR / UAT / SIT / Dev)
- Platform as a Service
 - Managed WAN & network, Storage, Compute Hardware, Hypervisors
 - Supplier deploys VMs and monitors production environment
 - We manage the applications but suppliers provide 24/7 monitoring and 1st line break fix escalation
 - In event of DR, Production can replace UAT/SIT/Dev environments.

Collaboration Solution

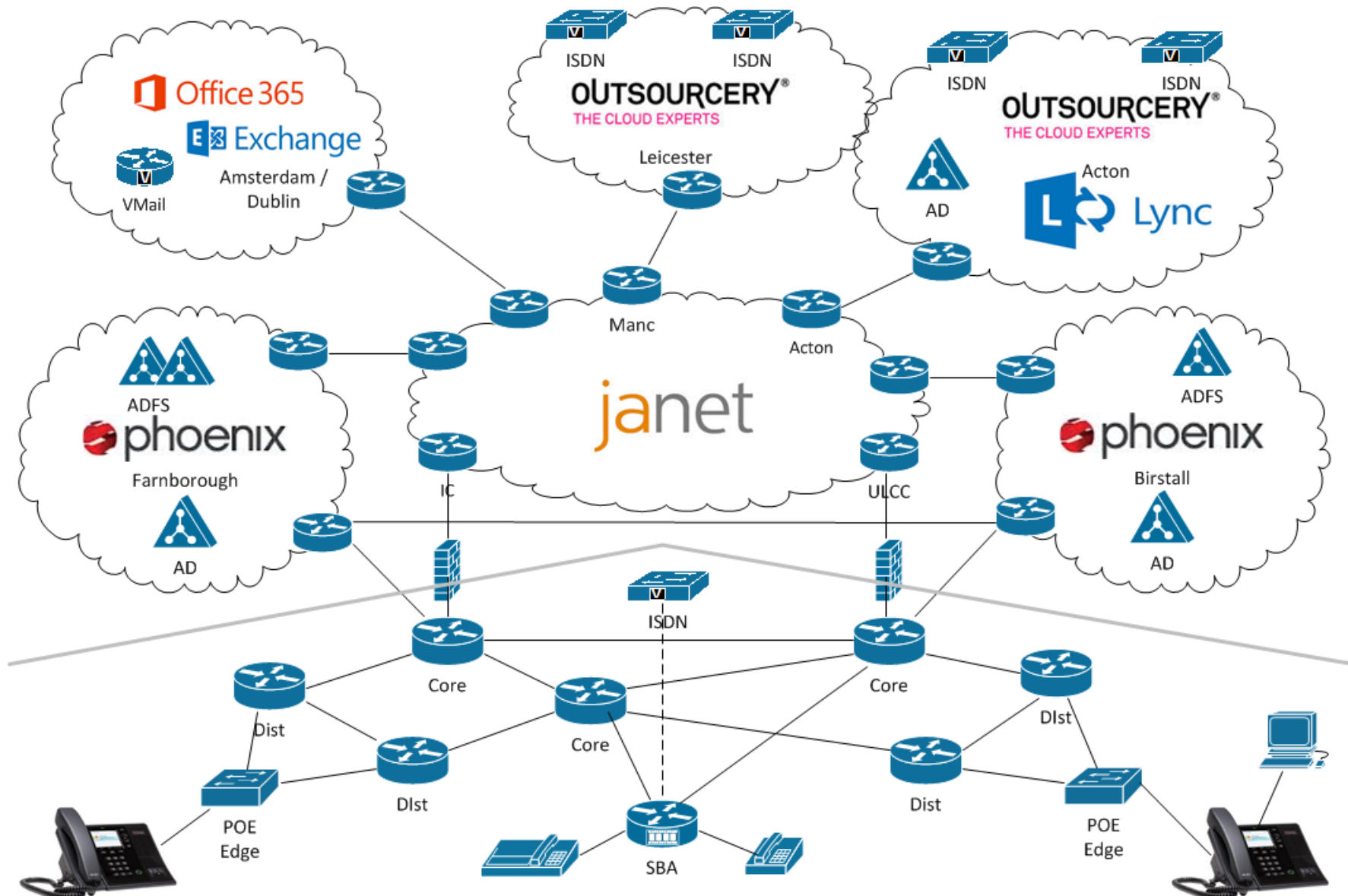
- Email in Office 365
 - Staff/Faculty/PhDs: Exch Online Plan
 - Students Plan A2 Email only
- Dedicated Lync
 - Hosted by Outsourcery
 - Lync highly available single instance
 - Consumed over JANET network with cross-connect in Powergate Acton
 - Resilient PSTN gateways in multiple Outsourcery DCs
 - Campus Survivable Branch Appliance for analogue lines, DR and resilience with ISDN 30.

Customer Group	Exchange	Lync
Staff and Faculty	Office 365 Exchange Online <i>Plan A2 Staff (Free) + Exch Online Plan 2 (Voicemail)</i>	Outsourcery Hosted Lync <i>Campus Licence (Staff FTE)</i>
PhD Students	Office 365 Exchange Online <i>Plan A2 Student (Free)+ Exch Online Plan 2 (Voicemail)</i>	Outsourcery Hosted Lync <i>Campus Licence (Free)</i>
Common Area Phones	None	Outsourcery Hosted Lync <i>Campus Licence (Free)</i>
Analogue Phones	None	Outsourcery Hosted Lync via SBA <i>Campus Licence (Free)</i>
Students	Office 365 <i>Plan A2 Student</i>	Office 365 Lync Online Lync Hybrid with Outsourcery <i>Plan A2 Student (Free)</i>

How it all connects together

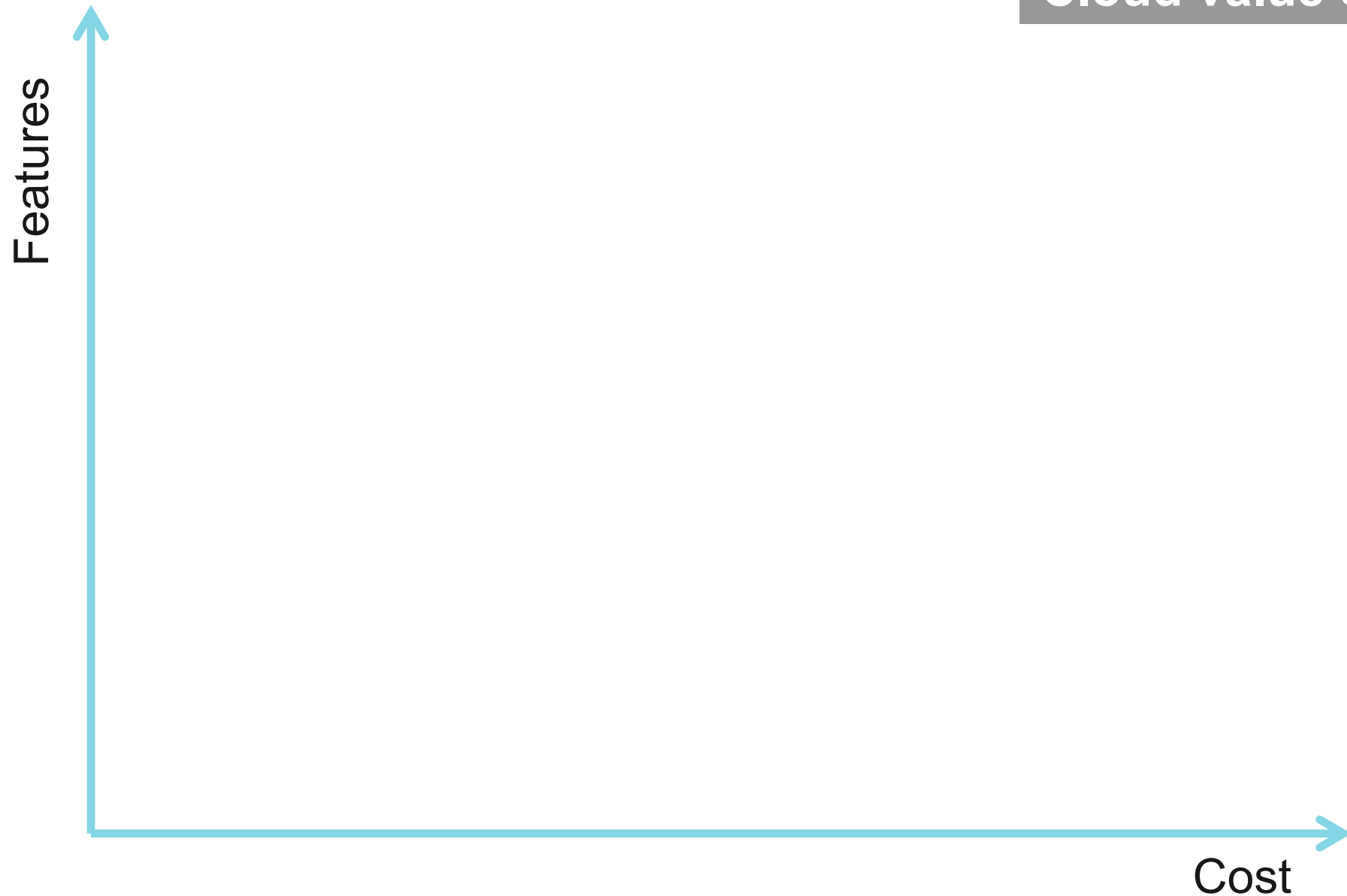


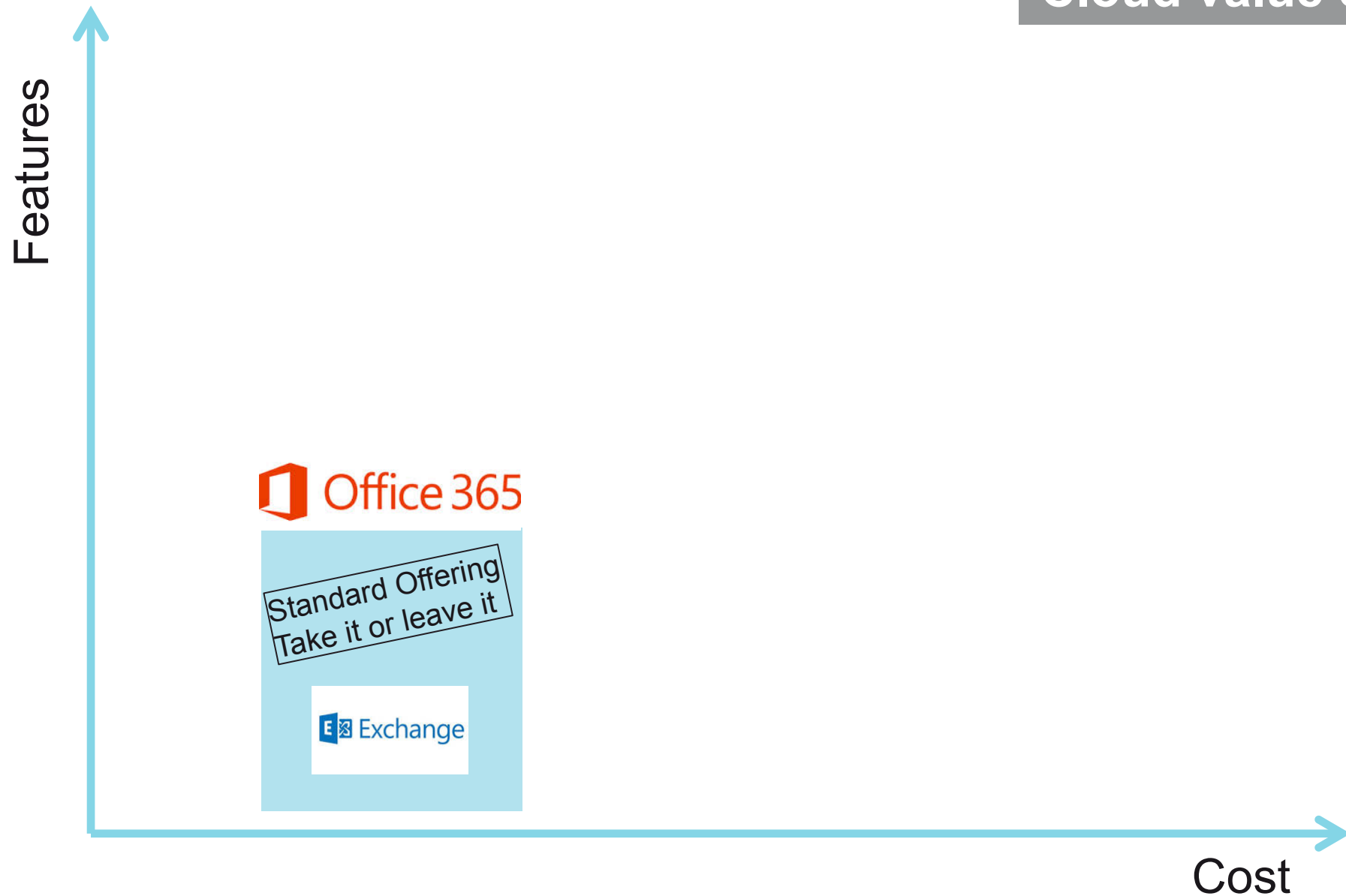
How it all connects together



Lync in the Cloud

Cloud value chain





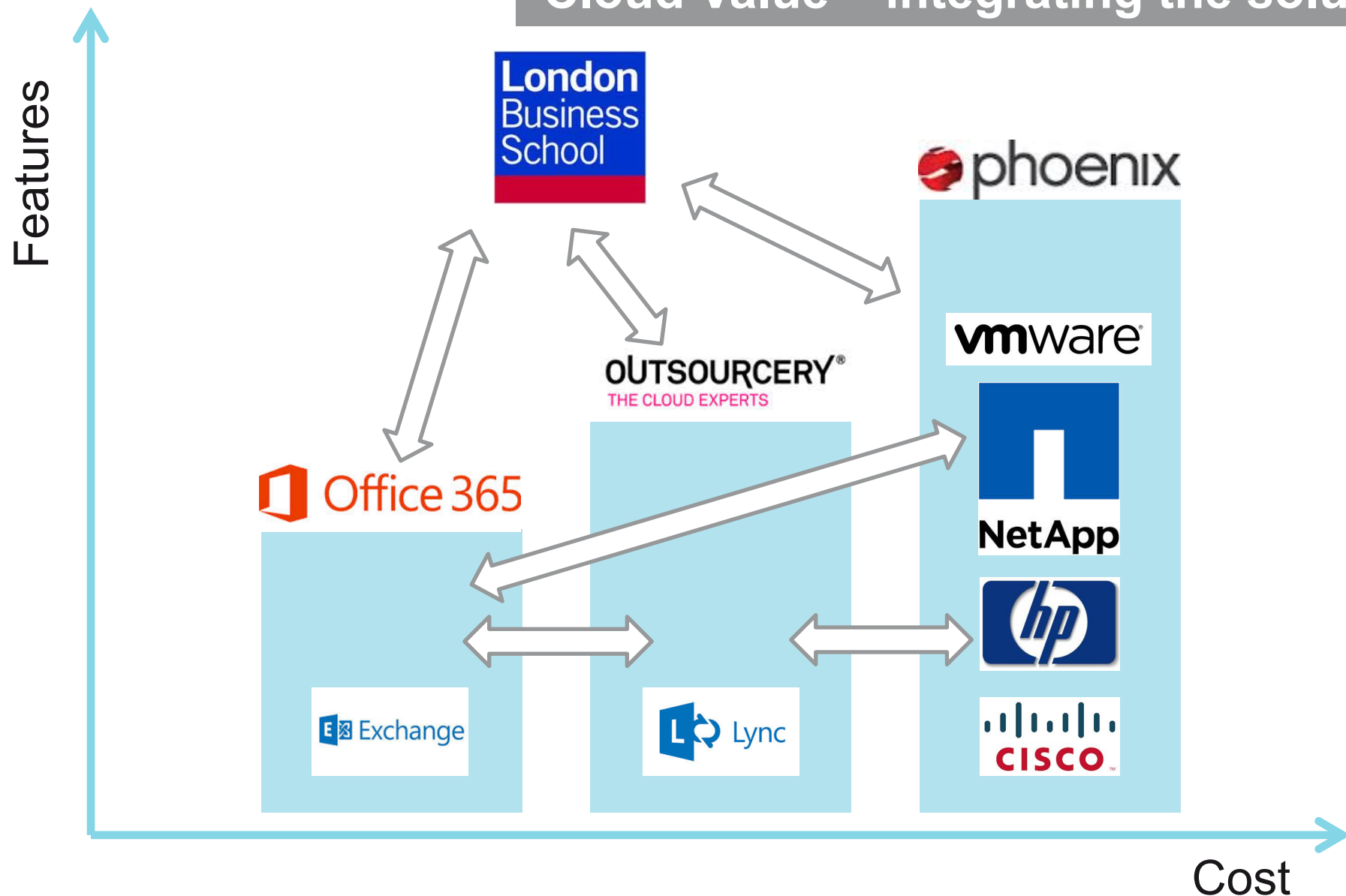


Lync in the Cloud

Cloud value chain



Cloud Value – integrating the solutions



Unified Comms Deployment strategy

Typically Unified Comms projects...

- Deploy a soft client, introduce IM and presence on UC platform
- Expand to desktop sharing, soft-client based audio and video
- Integrate with voice PBX
- Migrate call control to UC platform
- Ditch the PBX and withdraw most desktop phones

Unified Comms Deployment strategy

Typically Unified Comms projects...

- Deploy a soft client, introduce IM and presence on UC platform
- Expand to desktop sharing, soft-client based audio and video
- Integrate with voice PBX
- Migrate call control to UC platform
- Ditch the PBX and withdraw most desktop phones

Our project focus

PBX replacement first

- Enabling works to get office based users over into O365
- Deploy new desk based Lync handsets to replace analogue PBX phones
- Soft clients to follow later with full range of UC features

Unified Comms Deployment strategy

Typically Unified Comms projects...

- Deploy a soft client, introduce IM and presence on UC platform
- Expand to desktop sharing, soft-client based audio and video
- Integrate with voice PBX
- Migrate call control to UC platform
- Ditch the PBX and withdraw most desktop phones

Our project focus

PBX replacement first

- Enabling works to get office based users over into O365
- Deploy new desk based Lync handsets to replace analogue PBX phones
- Soft clients to follow later
 - UC features in bite size chunks



Unified Comms Deployment strategy

Typically Unified Comms projects...

- Deploy a soft client, introduce IM and presence on UC platform
- Expand to desktop sharing, soft-client based audio and video
- Integrate with voice PBX
- Migrate call control to UC platform
- Ditch the PBX and withdraw most desktop phones

Our project focus

PBX replacement first

- Enabling works to get office based users over into O365
- Deploy new desk based Lync handsets to replace analogue PBX phones
- Soft clients to follow later
 - UC features in bite size chunks



Unified Comms Deployment strategy

Staff, Faculty & PhDs

- Polycom CX600 phone on desk
 - Fast track PBX replacement
- Desktop PC estate undergoing TLC
 - Windows XP
 - Refresh underway
- Deploying UC has risk of creating misunderstanding
 - Risk of rejecting the technology
 - Bite size chunks
- Target potential early adopters with specific business needs to champion UC.

Unified Comms Deployment strategy

Staff, Faculty & PhDs

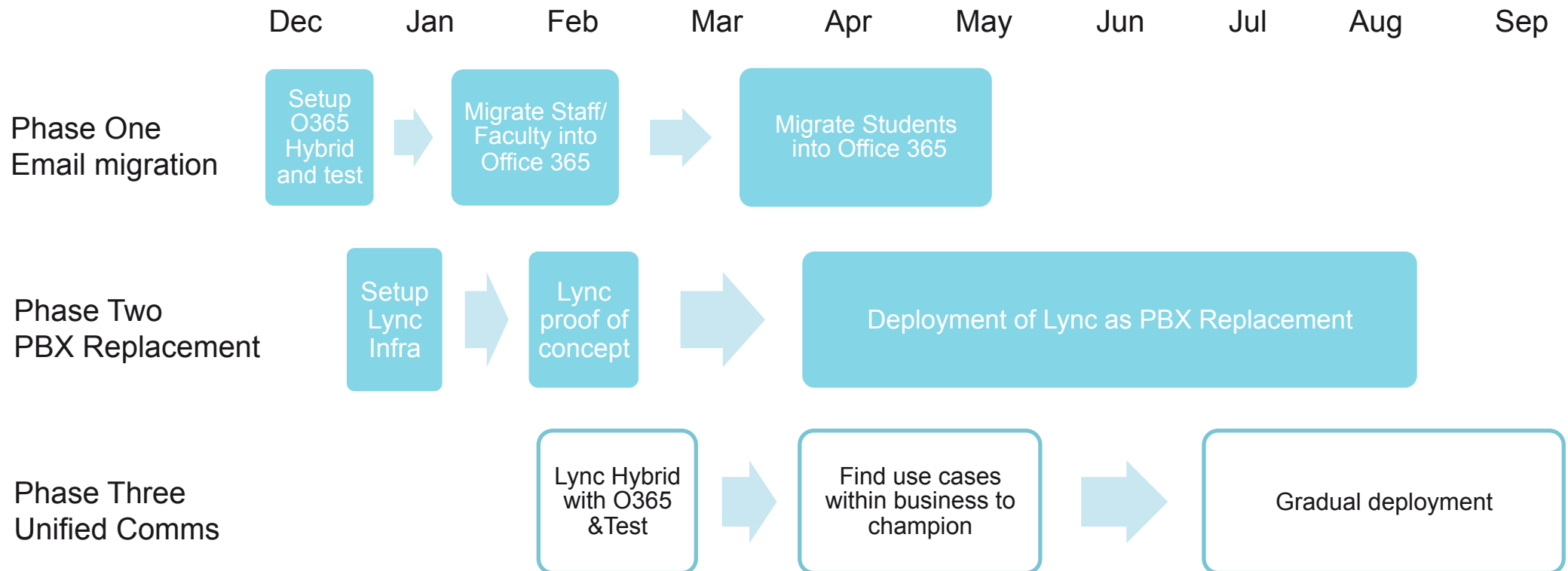
- Polycom CX600 phone on desk
 - Fast track PBX replacement
- Desktop PC estate undergoing TLC
 - Windows XP
 - Refresh underway
- Deploying UC has risk of creating misunderstanding
 - Risk of rejecting the technology
 - Bite size chunks
- Target potential early adopters with specific business needs to champion UC.

Students

- Consume Lync from their Plan A2 licence in Office 365.
- Hybrid configuration of the Outsourcery dedicated Lync instance for staff/faculty with a shared domain of london.edu
- Exact deployment date not yet agreed with business.

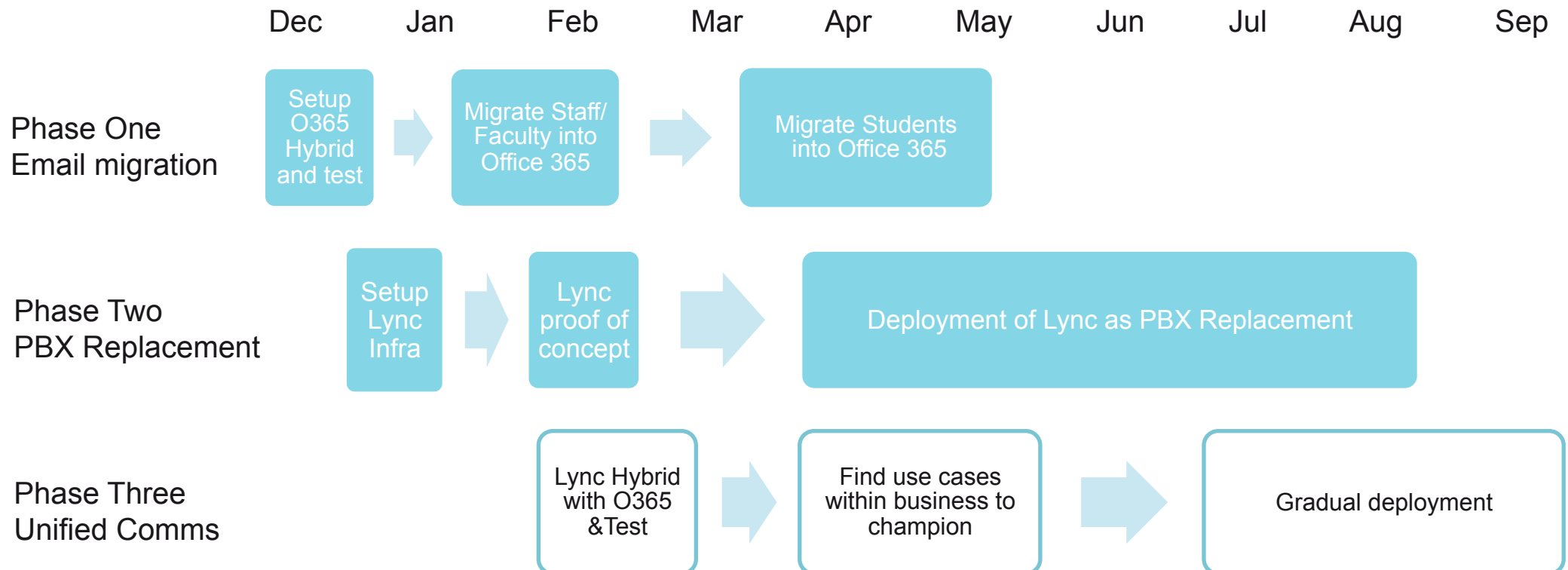
Lync in the Cloud

Deployment Schedule



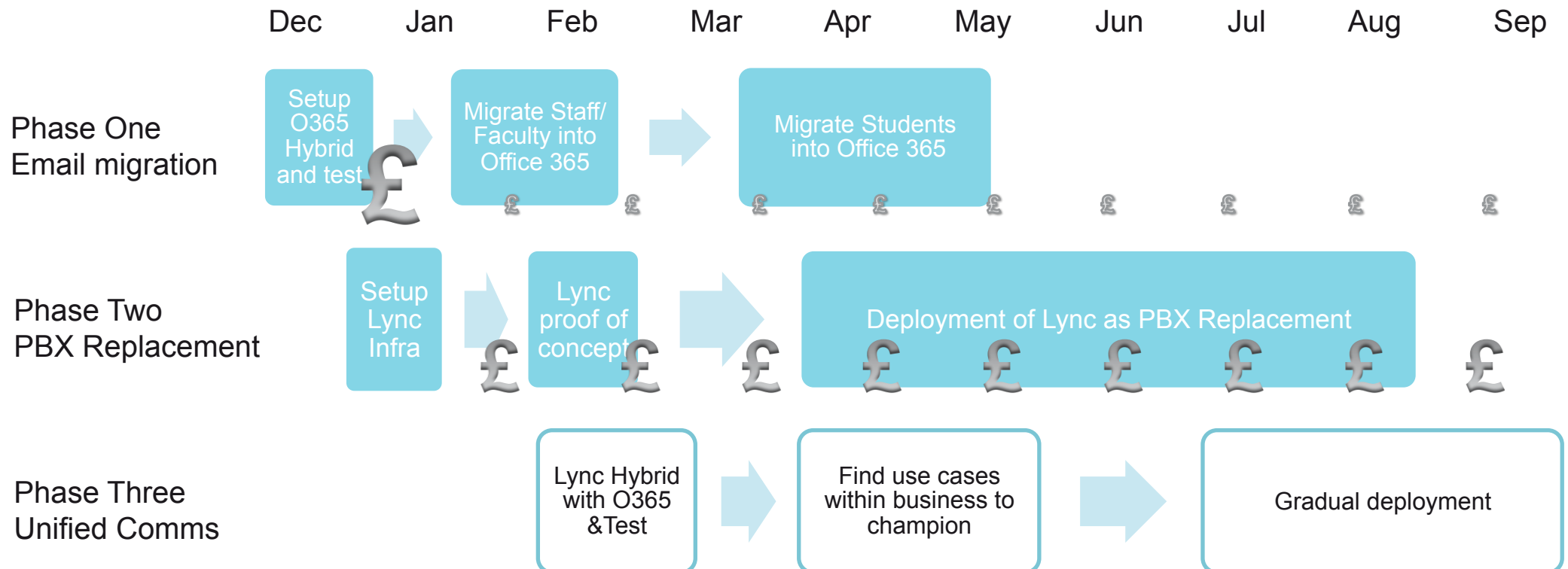
Contractual Arrangements

How to structure the contract to incentivise the supplier to deliver?

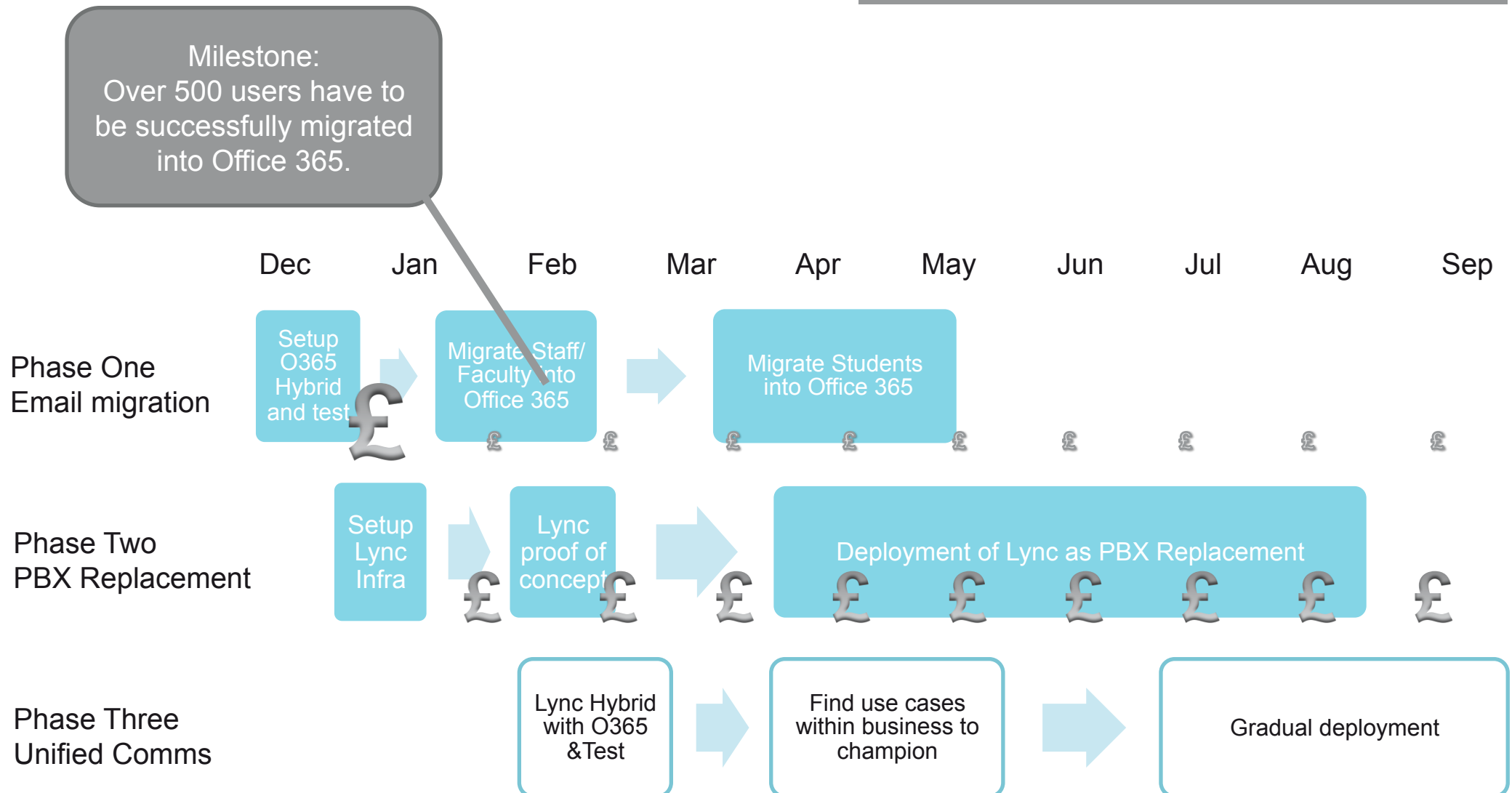


Contractual Arrangements

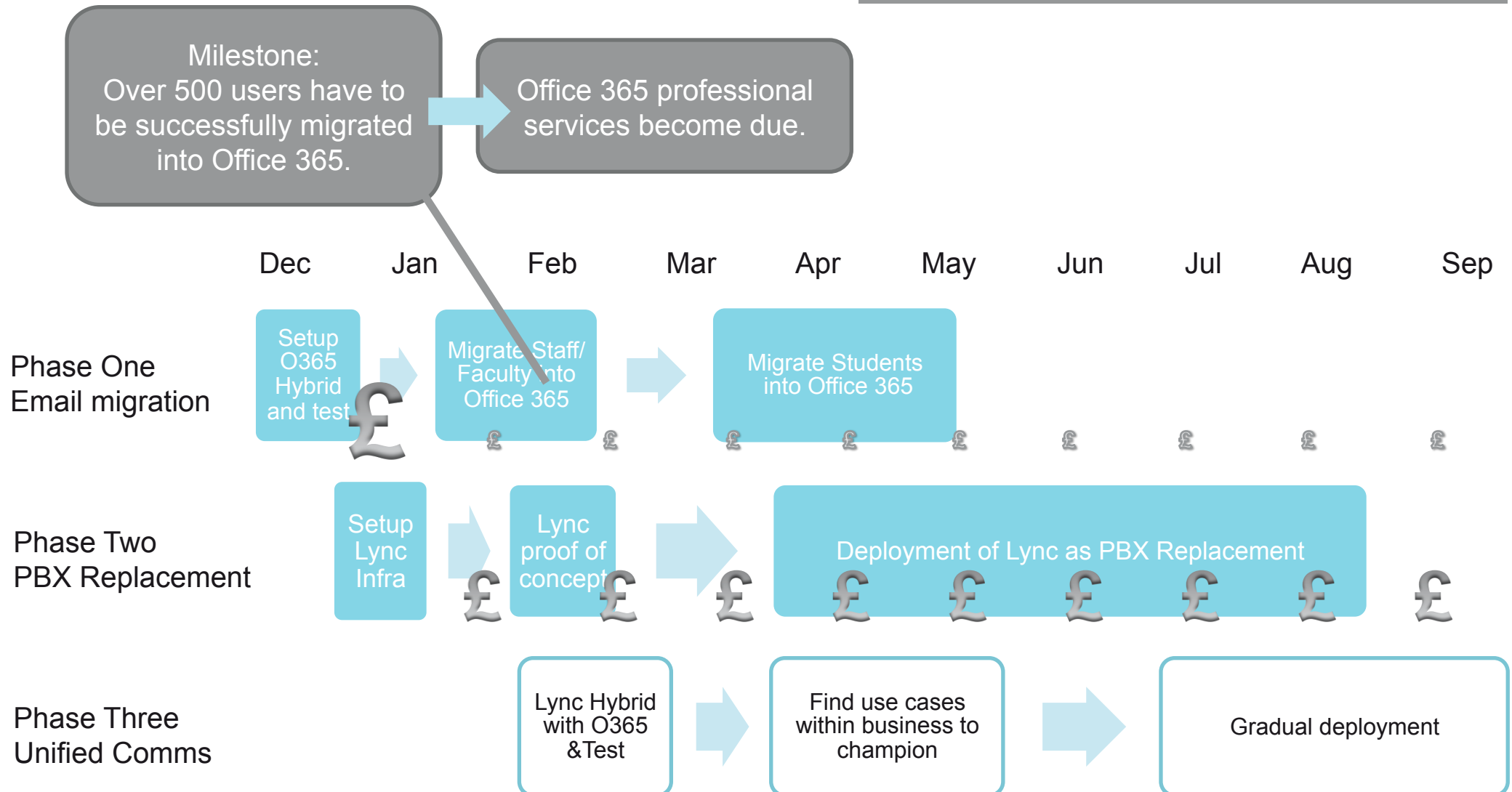
How to structure the contract to incentivise the supplier to deliver?



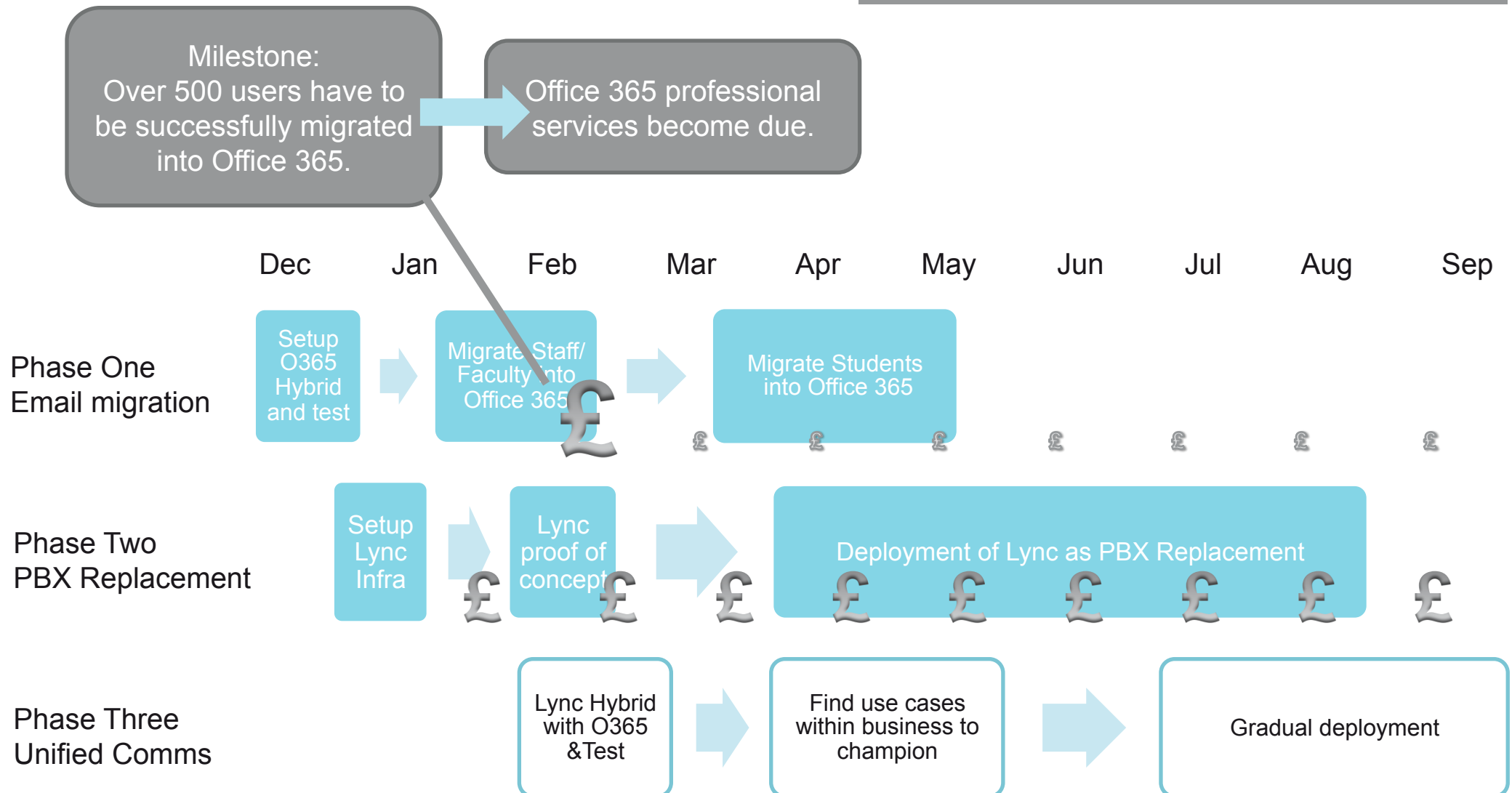
Contractual Arrangements



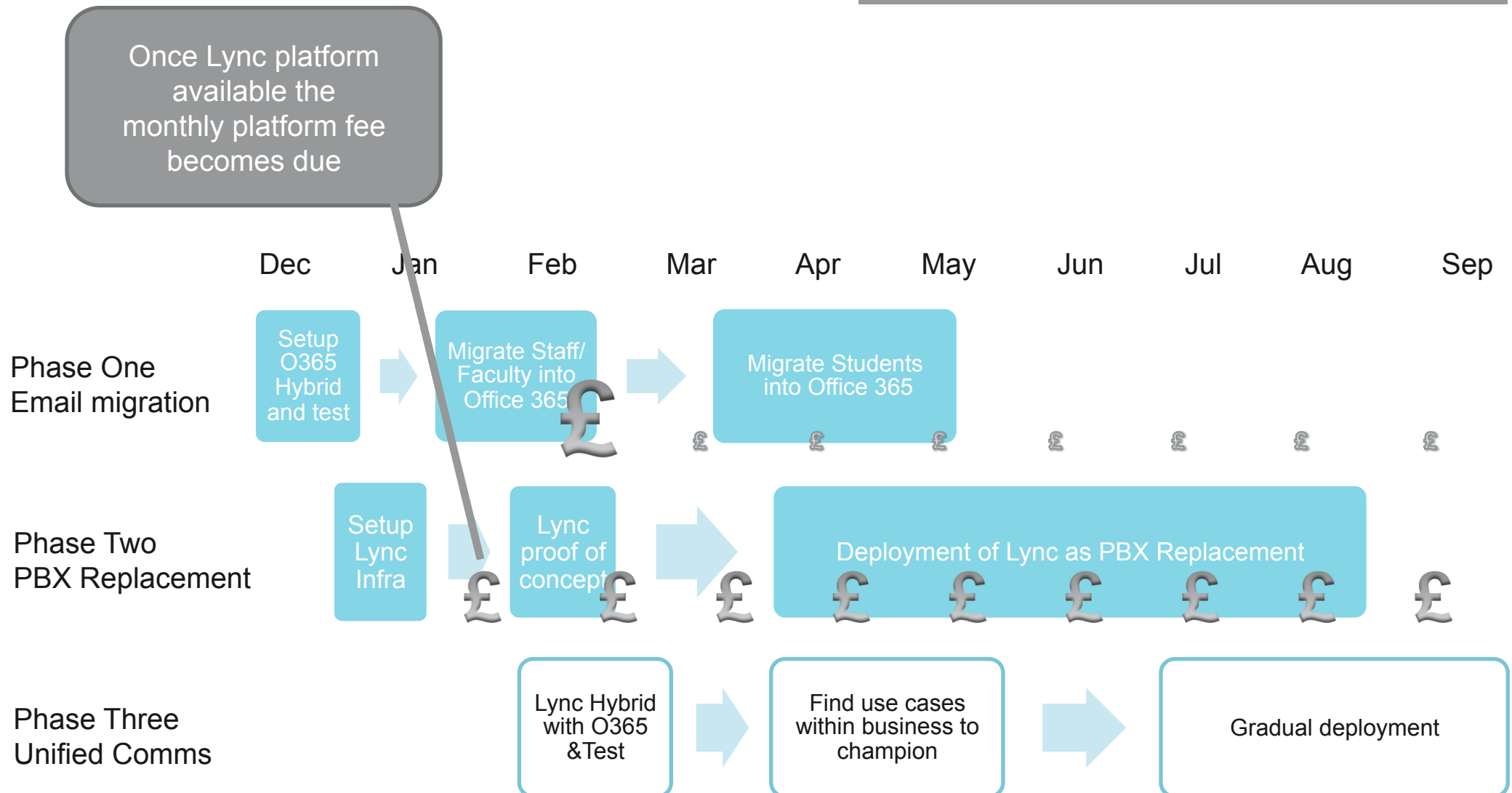
Contractual Arrangements



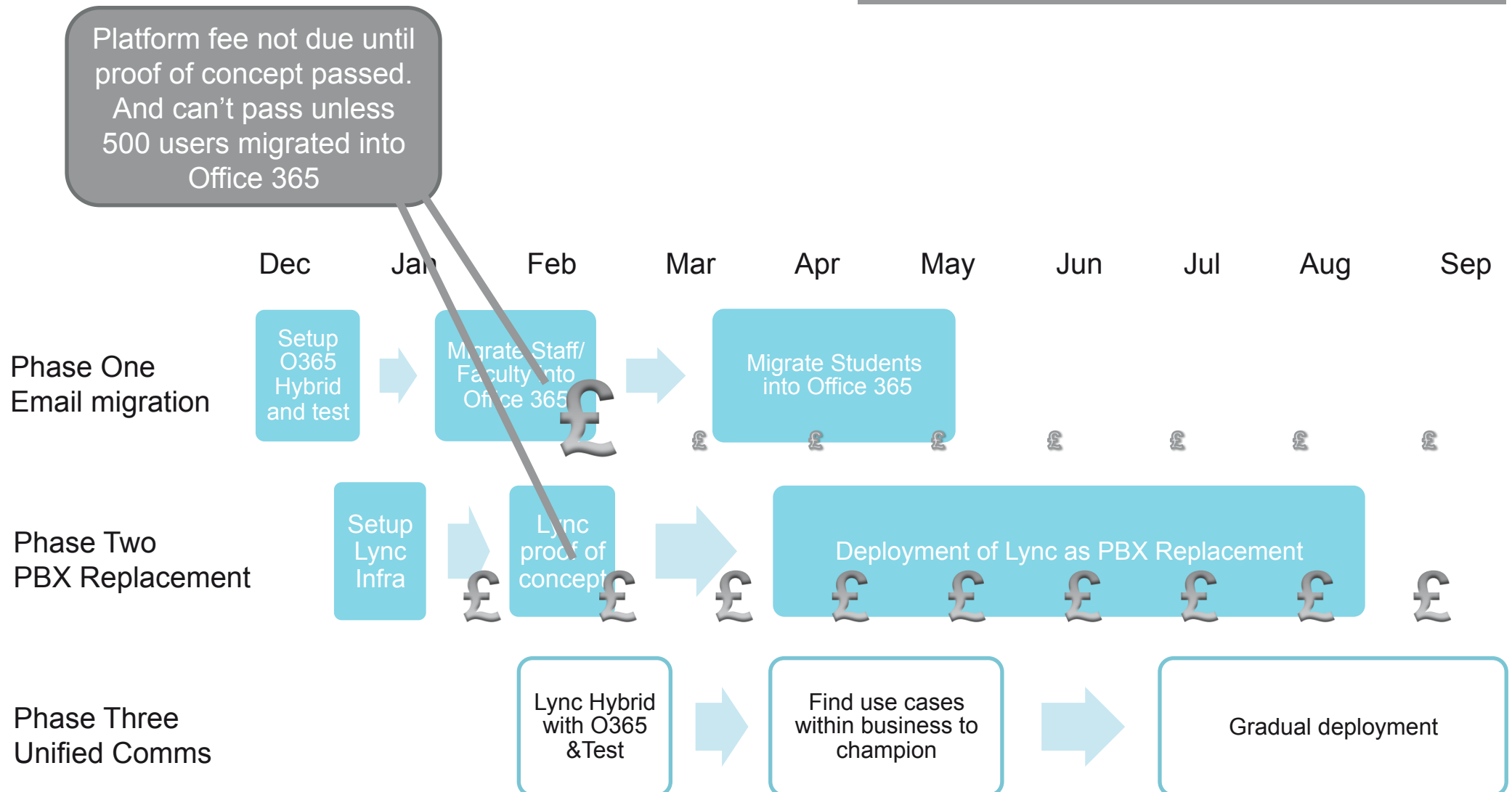
Contractual Arrangements



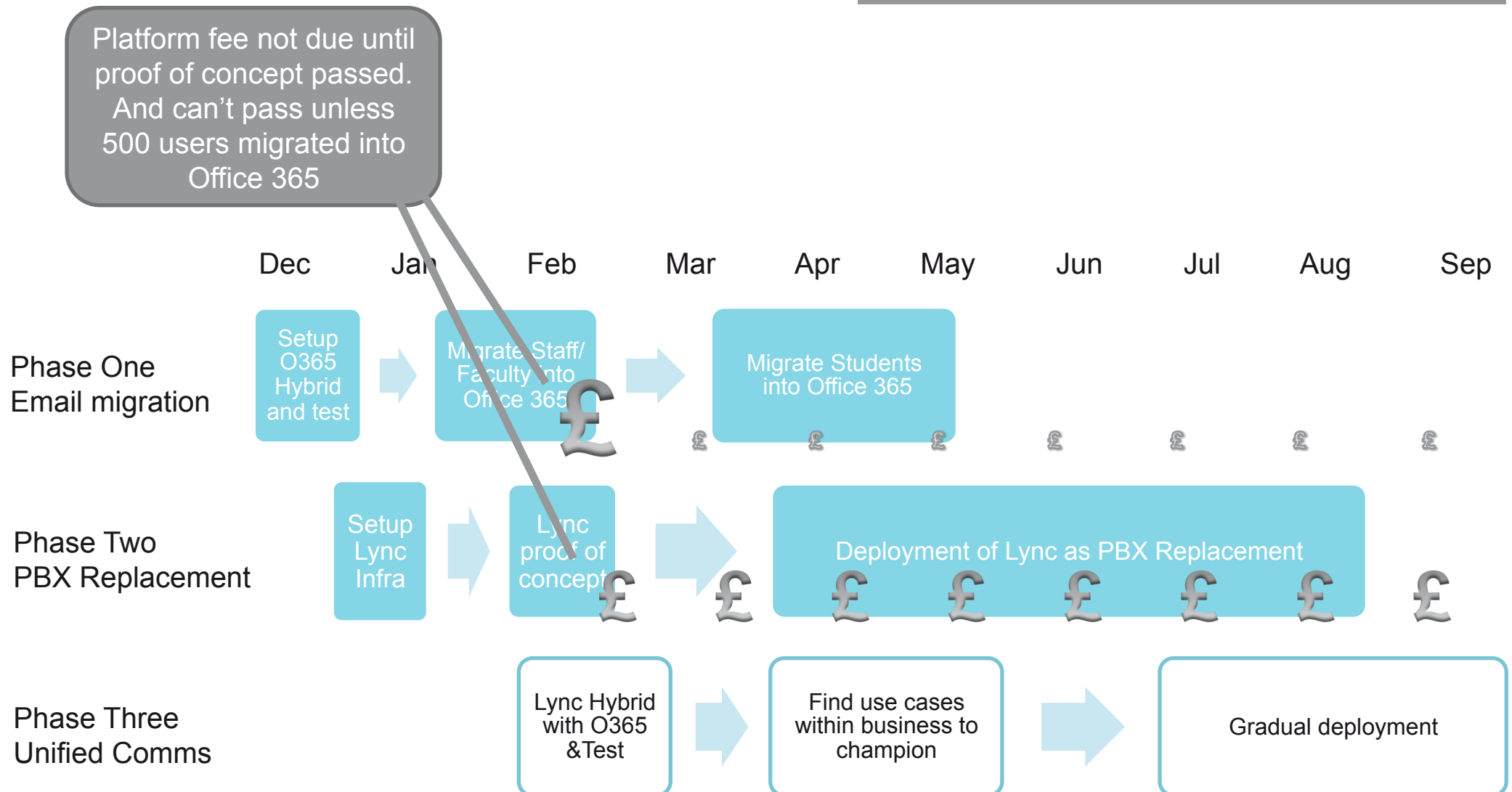
Contractual Arrangements



Contractual Arrangements

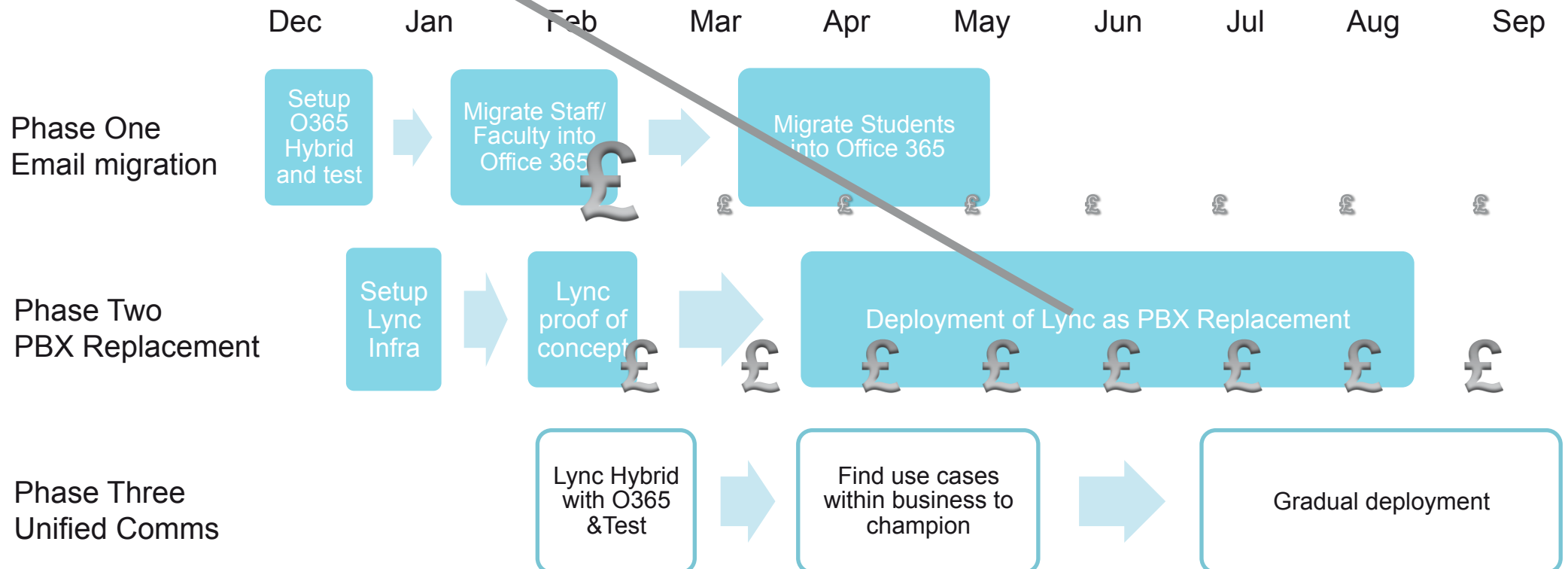


Contractual Arrangements

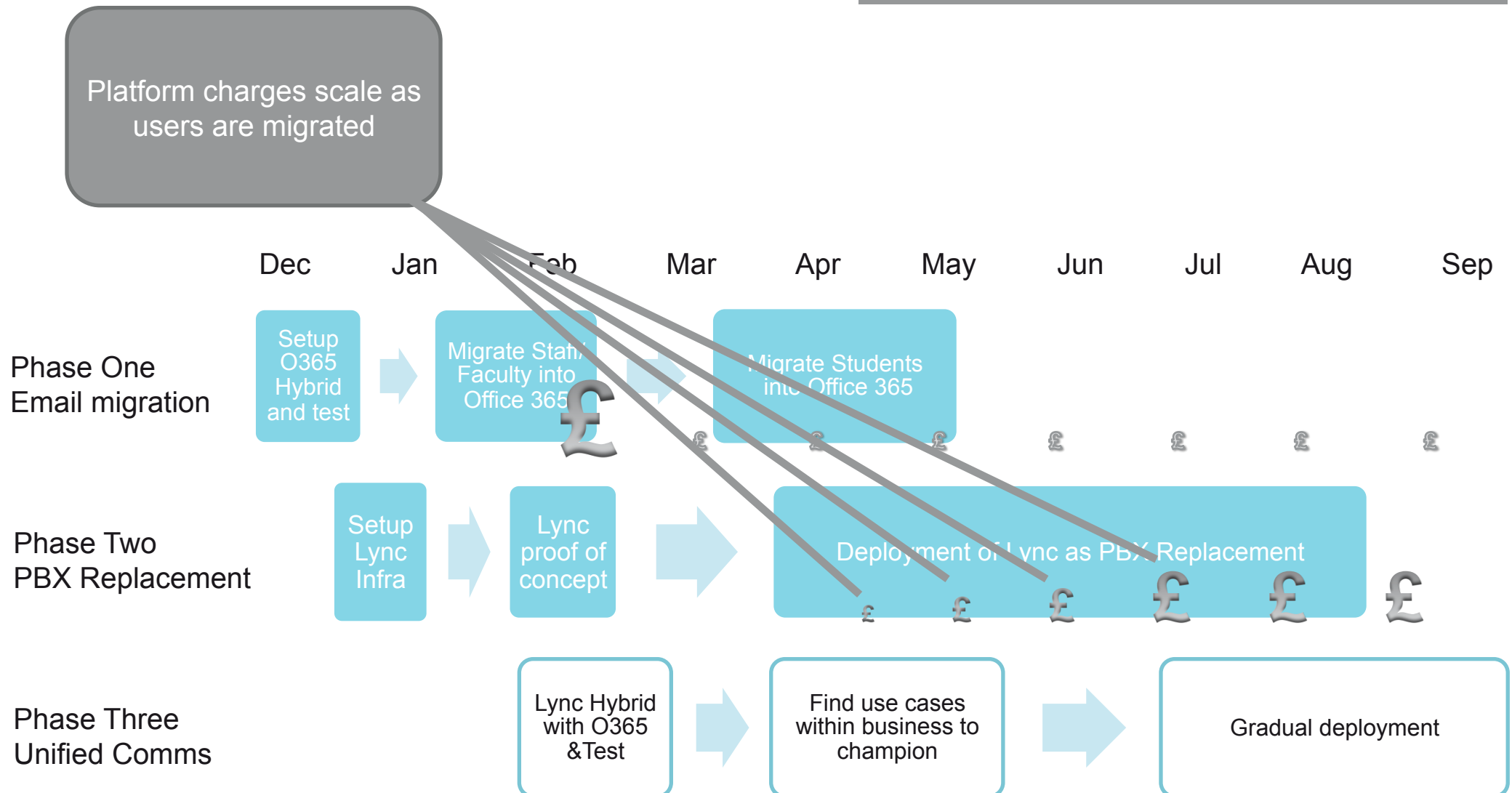


Contractual Arrangements

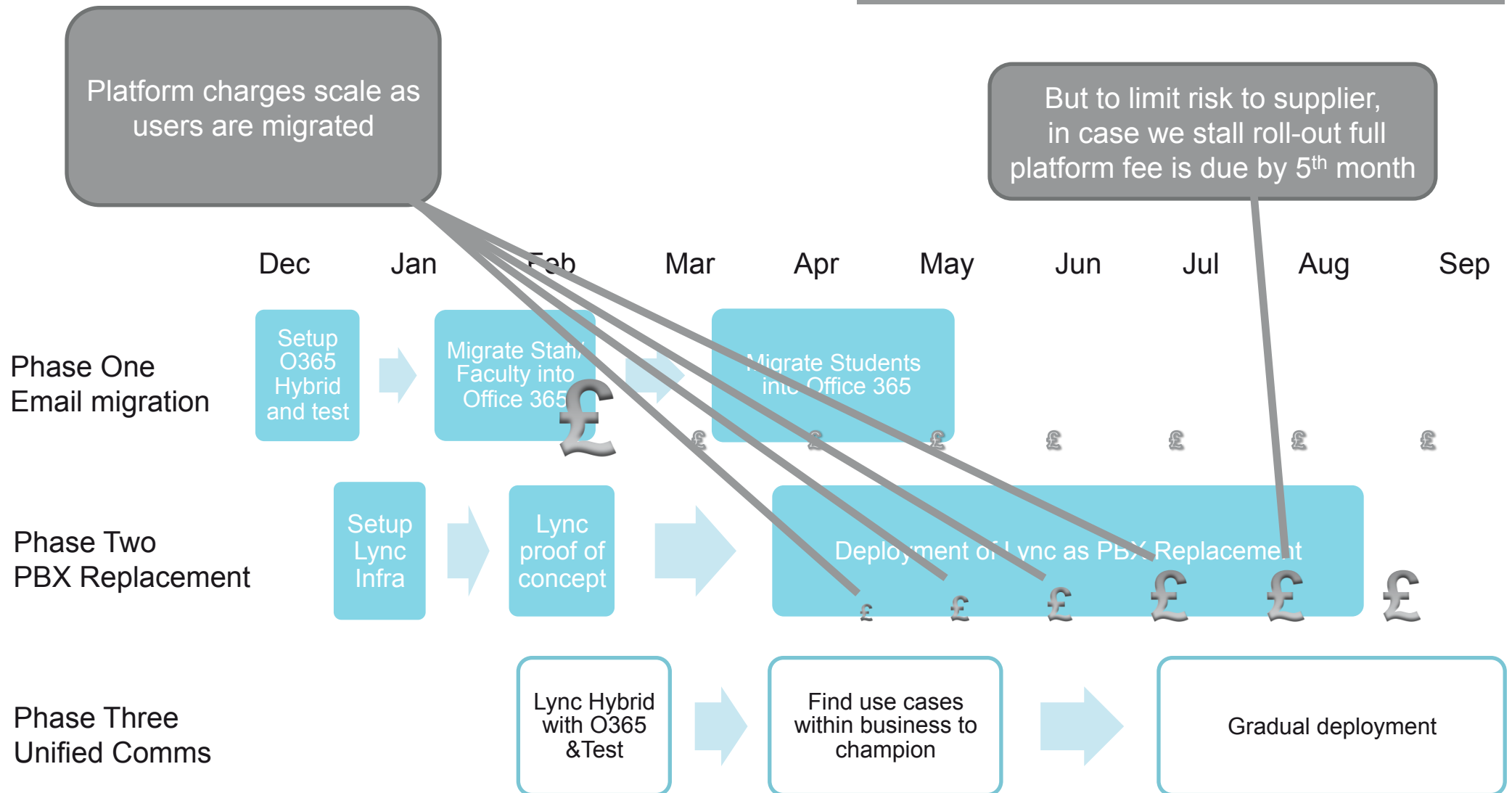
But now we have a Lync platform “as a service” we’re paying for with no users on it = no service!



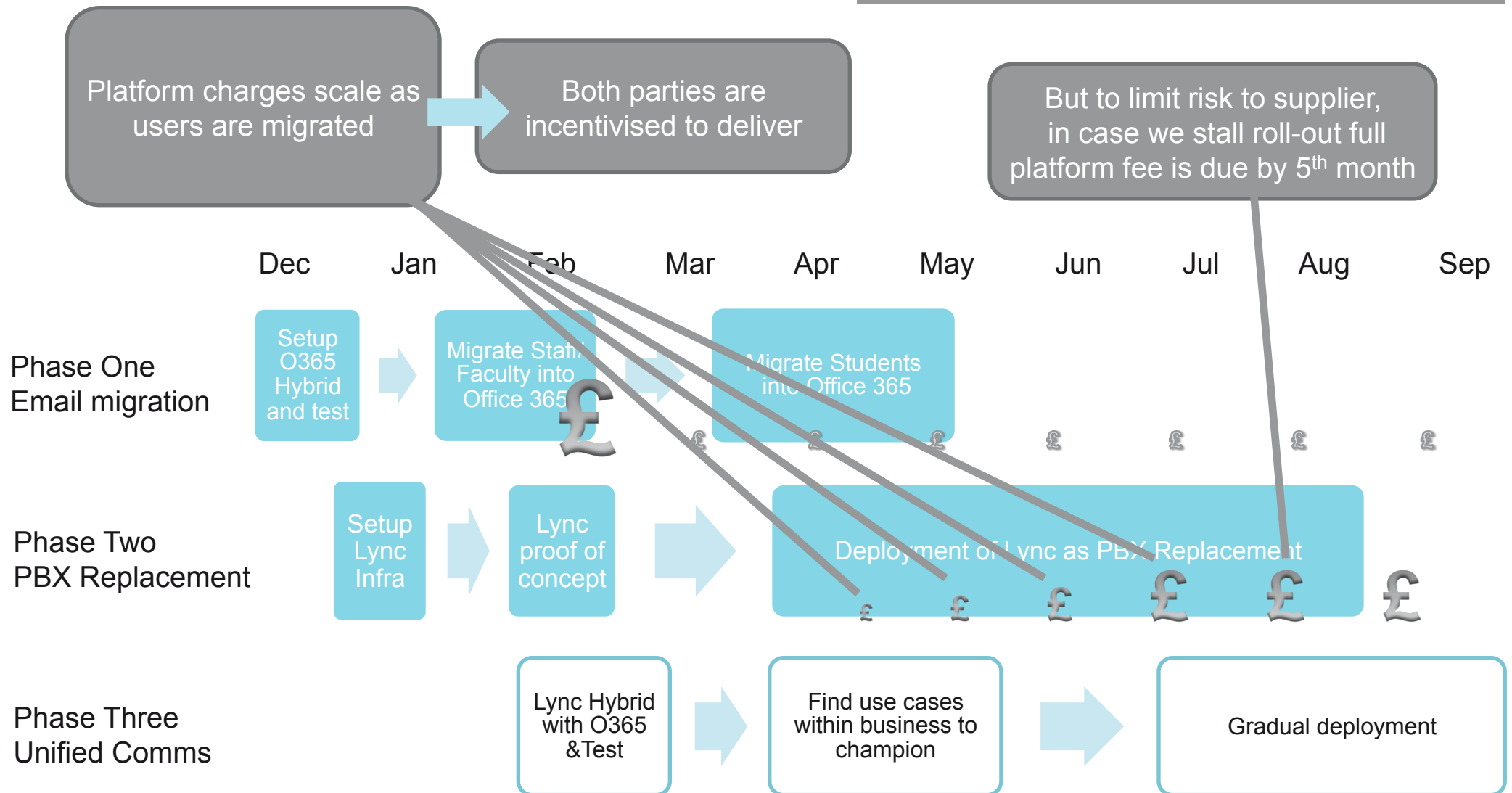
Contractual Arrangements



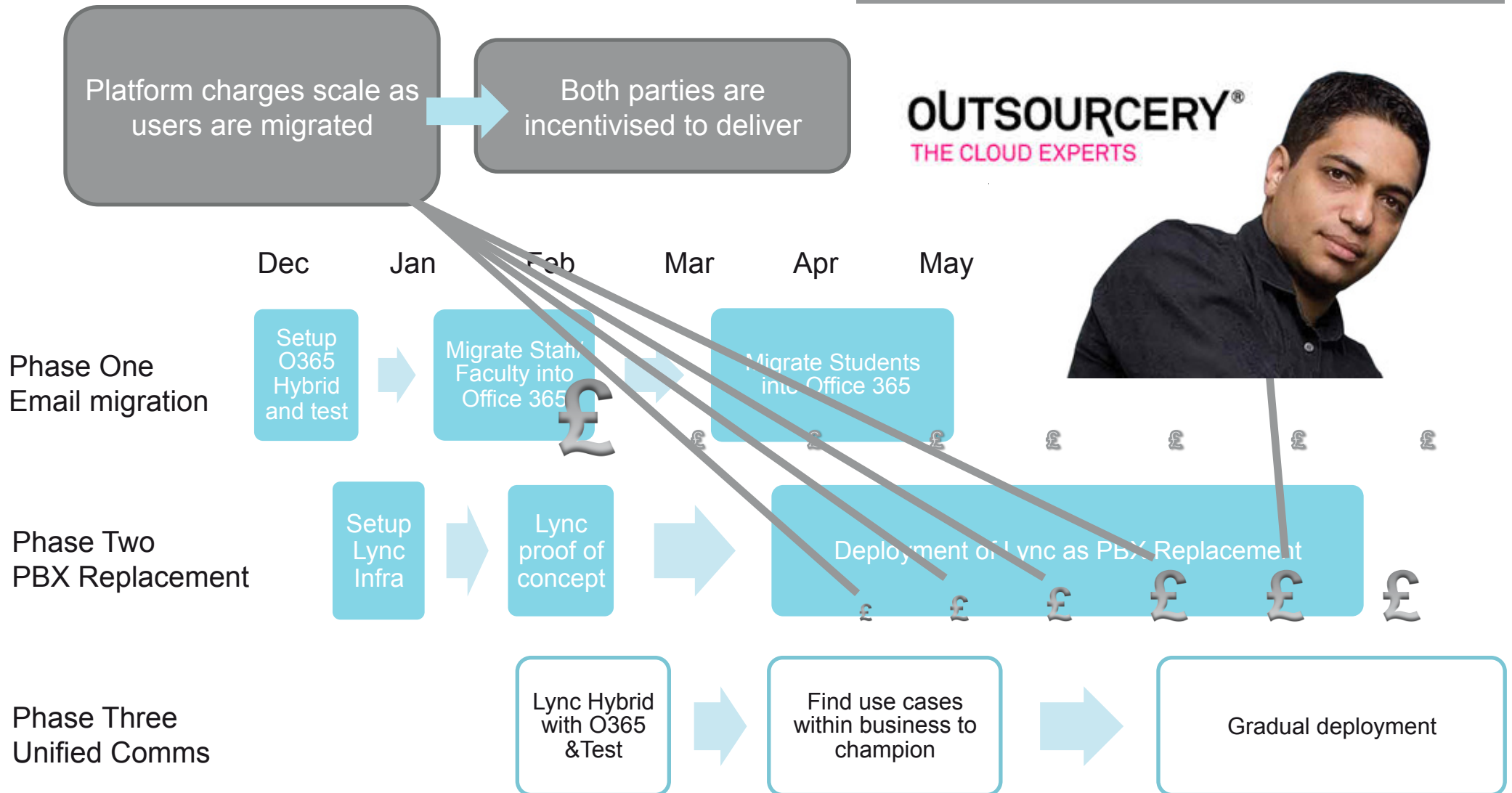
Contractual Arrangements



Contractual Arrangements



Contractual Arrangements

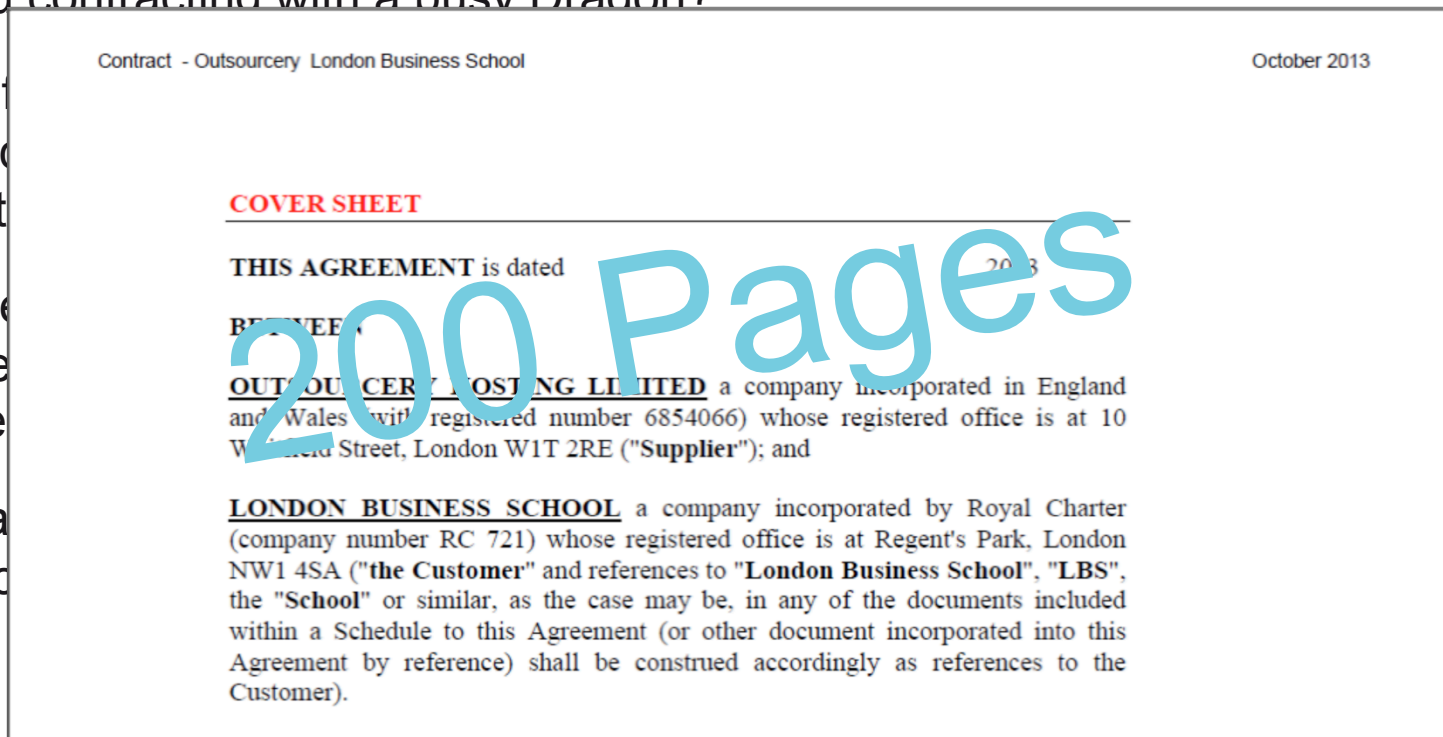


Contract learning points

- Under estimated the time required for contract negotiations
 - Avoid contracting with a busy Dragon?
- Legal team input was invaluable
 - clearly understood the IT concepts
- Document all deliverables
 - Use lots of annexes (avoid conflicts)
 - How will you test the deliverables?
- Forward pricing upfront for all possible options you might want in the future.
- Define key words.
 - Migration = ????
- Get price reviews included.
- Ensure demarcation points of responsibility are clearly defined
 - What tools will you use?
- Think about your Service Levels and KPIs.
 - Measurements
 - Service Improvement Plan verses Service Credits?
- Get legal team to write up a summary of the contract,
 - Help the Execs signing it understand
 - Signposts the document pack for IT

Contract learning points

- We under estimated the time it would take to conclude contract negotiations
 - Avoid contracting with a busy Dragon?
- The help and they we were t
- Make sure and these include te
- Get forward possible future.
- For items where the price may vary over time, get price reviews included.
- of responsibility as service levels.
- write up a help the Execs understand it
- ce for the lifetime



Changing the way we work

Converge your ways of working



Converge your ways of working

Changes that affect your staff

- These changes will affect the way our staff need to do their jobs.
- Loss of control?
 - Items where internal value add was limited?
- What will I do instead?
 - Listen comments and concerns
 - How will roles refocus?
 - Training in new skills

Working with the supplier

- Adapt or change your business processes
 - Incidents and Service requests
 - Change management
 - Problem management
- Ensure scope for each part of a project is crystal clear
 - Make sure your resources are aligned to be available to deliver results
 - Misaligned resource will soon eat into project delivery

Converge your ways of working

Enforces process

- You might react to service requests because you can, but this might lead to:
 - Lack of definition
 - Requirements and outcomes missing
- Working with a 3rd party
 - Forces documentation to hand over between service boundaries
 - True cost of implementing something can be understood

Can't "Just Do It"

- If supplier is expected to take responsibility for support 24/7 need to be part of delivery
 - Complies with their standards
 - Can they warrant it?
- For new services, or more capacity you probably have a lead time
 - Lead time longer than when you had complete control?
 - What lead times are necessary?
- Needs to be sold to wider IT Team and stakeholders in business

Converge your ways of working

Service Requests (BAU) versus Professional Services?

- What's included in your service contract?
 - Test them, give specific examples
 - Share your existing tickets and get them to analyse
- If it's not included, what does that mean?
 - Just some professional services?
 - Entire project management wrap?
 - Mini project verses Full Project Management?

Any value in forming a deeper relationship?

- To what extent does your service require a working relationship with your supplier?
 - What would be the benefits?
 - Any drawbacks?
 - How will your existing staff react?
- Different levels
 - Technical Staff
 - Service Management
 - Account Management

Lync in the Cloud

Tomo tomo@london.edu
020 7000 7777
uk.linkedin.com/in/tomomeuk
[@tomomeuk](#)