



Skype for Business

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Analyst at a construction company with 51-200 employees

Balbino

WHAT IS OUR PRIMARY USE CASE?

The use of Skype Business has several purposes within our organization, each determined by the specific situation. Its use of instant messages and chats has helped a lot in short conversations, avoiding much of the need to use email for a certain action. Audio calls help a lot in terms of reducing costs for long discussions, and takes advantage of the maximum gratuity between users of the same program.

Video conferencing to hold virtual meetings helps to prevent employee displacement, where everyone can now enjoy the comfort of their own offices.

HOW HAS IT HELPED MY ORGANIZATION?

Communication is the main way to reduce delays and work better. By facilitating access to a more effective means of communication, we have better clarification between departments and employees when it comes to finding solutions to their problems.

WHAT IS MOST VALUABLE?

The use of video conferencing is an excellent tool to avoid the expenses associated with displacements of professionals who need to be in a meeting with other members. With this function, all guests can be in their own offices, homes, or elsewhere. At the time of the call, everyone will be in a virtual room.

WHAT NEEDS IMPROVEMENT?

The use of multiple users making calls from both audio conferencing and video conferencing requires a good connection to the internet. If one of the users has a poor internet connection, this failure will compromise the meeting, causing delays and distortions in the communications.



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FOR HOW LONG HAVE I USED THE SOLUTION?

Between one and three years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The product has good stability, but it depends on the speed of internet bandwidth. A good connection is required for smooth operation.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It has excellent scalability since it integrates with all sectors of the company. All of our needs are met.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is very good. The procedures and services performed by them are very clear and objective.

IF YOU PREVIOUSLY USED A DIFFERENT SOLUTION, WHICH ONE DID YOU USE AND WHY DID YOU SWITCH?

We did not use another solution prior to this one.

HOW WAS THE INITIAL SETUP?

The implementation was very easy, as the program installer itself is very intuitive.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We have an internal IT team that performs all of the implementation procedures.

WHAT WAS OUR ROI?

In less than six months we were able to achieve the ROI with clearance.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

To realize value from the purchase of Skype Business, you need to take advantage of all the important functions of the program. These features include audio conferencing and video conferencing calls. Otherwise, the cost becomes high.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We had already known about the quality of this tool before joining the service, so we did not evaluate other options.

WHAT OTHER ADVICE DO I HAVE?

Skype Business is the best program that performs this type of service, and it is a benchmark in the market. For communication needs among users who are in the habit of doing work on the road, it is necessary to have a good connection to the internet for the satisfactory functioning of mobile devices such as phones and tablets.

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