Data#3's Rapid in Office 365 - Communicate

3 Steps to Office 365

Fast track your Microsoft Office 365 implementation

Are you looking for simplified delivery of your productivity solutions? Do you want to consume these services without having to worry about infrastructure and software upgrades?

Microsoft Office 365 allows you to consume the full suite of productivity tools, including Exchange, SharePoint, Lync, Yammer and the Microsoft Office suite (Word, Excel, PowerPoint, Publisher and Access). With a full range of options available that scale from small business to large enterprises, Office 365 also enables you to take your work offline.

This is the first offer in a complete suite of services that will allow you to maximise the benefits of Office 365. Other Office 365 offerings will include Step 2 - Collaborate (SharePoint) and Step 3 - Connect (Yammer). The Data#3 Rapid in Office 365 - Step 1 (Communicate) offers a phased approach that provides a simplified transition for your email services to the cloud - and activate Lync. It is largely transparent to your business consumers and allows you to consume these services on your terms.

Interested in Office 365?

Data#3 appreciates that your analysis and assessment of how to utilise cloud can be daunting. Consuming cloud services requires both technical integration and a rigorous change management process to ensure you get the maximum benefits offered by Office 365. To better support our customers we have defined a solution that will have you realising the benefits of Microsoft Office 365 quickly - Data#3's Rapid in Office 365 - Step 1 (Communicate).

Data#3's Rapid in Office 365 is an approach to implementing Microsoft Office 365 for small, medium and large organisations. Our offering provides a lifecycle approach to integration, migration and a 24/7 Service Desk to support the Office 365 service. The Rapid in Office 365 addresses the most common needs in simplifying the user experience to consume these services and leveraging the Microsoft cloud-delivered services backed by their financial SLA.

Leverage Data#3's Experience

The Data#3 team are recognised by Microsoft as one of their leading global partners. This was acknowledged at the Microsoft Worldwide Partner Awards, where Data#3 was the winner in 2013 of the Devices and Deployment Global Partner of the Year. Data#3 was also a finalist in the 2012 Innovative Customer Advocacy category and the 2011 Global Systems Management Partner of the Year category. The team has also received recognition with multiple Microsoft Australia Partner Awards, including the prestigious Enterprise Partner of the Year in 2013.

The Process:

The Data#3 Rapid in Office 365 is a three step process to maximise your investment. Step 1 begins with mail and consists of three parts:

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- **Part 1 – Identity**

  The first step is the most critical in simplifying the user experience. There are two options to establish identity; Directory Synchronisation (DirSync) or Single Sign-On (SSO). DirSync is the basic offering, which challenges the user for their credentials (same as in-house passwords) when they access the Office 365 service each time. The SSO option offers transparency to the end user; they can seamlessly access services without being challenged.

  At the same time the Data#3 team will enable the Lync service so that your team can enjoy the benefits of its instant messaging and presence that the hosted service provides.

- **Part 2 – Migration**

  The second step is the migration of user data from on-premise systems (typically your on-premise Exchange servers) to the Office 365 Exchange service. This is migrated on a per-user basis, in either a bulk schedule or over time, dependent on how you want to move.

- **Part 3 – Service Desk**

  To provide a consistent experience, Data#3 offers access to our 24/7 Service Desk, located within our premises in North Sydney to take your Office 365 calls and communicate the monthly changes in the Office 365 releases by Microsoft to minimise confusion and enhance the satisfaction of your team.

By utilising Data#3's customer solution lifecycle - (pdo)[2], (refer to www.data3.com.au for more information) we use a process which supports the successful delivery of the solution.

Inclusions:

The following is included in a Data#3 Rapid in Office 365 implementation:

- Identity

  - Establishment of DirSync or Single Sign-On, and activation of Lync

- Migration

  - Migration of user mailbox data to Exchange within the Office 365 instance

- Service Desk

  - Management of the Office 365 tenancy, including moves, adds and changes

  - Logging of Office 365 calls

  - Escalation and management of Office 365 calls to Microsoft through to closure

  - End-user satisfaction surveys

  - Specialised Project Service - Office 365 trained staff

  - Proactive communications to provide advanced notice on upcoming service changes (typically released monthly or quarterly from Microsoft)

Benefits:

Data#3's Rapid in Office 365 will offer you with the following benefits:

- Provide a seamless experience to access cloud services, so that users are unaware they are consuming their services in a new way

- Never having to upgrade software again – it's done by Microsoft!

- Access to the latest software and new services you may not yet be using, specifically technologies such as Yammer and SharePoint for Enterprise Social

- Access to our 24/7 Service Desk to support your staff

with Office 365. We can also support further services or functions, please contact your Data#3 Account Representative for more information.

Deliverables:

- Identity establishment with Office 365

- User mailbox data migration

- Establishment of Service Desk

Investment:

Please contact your Data#3 Account Representative for current pricing details.

FAQ

To help you better understand Data#3's Rapid in Office 365, we have compiled a list of frequently asked questions.

Q. Why do I need Data#3's Service Desk?

A. Microsoft delivers Office 365 as a cloud service and does not provide end-user support. Data#3 offers a complete solution that will encompass end-user support for the Office 365. The Data#3 Service Desk will work with you to develop a communications strategy to ensure you stay informed of new release information and to support your Organisational Change Management strategy. Service Desk support is necessary due to the frequent updates and changes that occur within Office 365 and will minimise the impact to your end-users.

Q. Why choose a Rapid in Office 365 from Data#3?

A. Data#3 is Microsoft's leading strategic partner in Australia and is uniquely placed to provide expertise in how to license and deploy your Microsoft software, including Office 365. We also possess expertise and skills nationally in both on-premise and cloud software solutions so we can assist you in your cloud journey.

Q. What benefits will I get and when?

A. At the point a user is migrated, they can enjoy the benefits of Office 365 immediately. Dependent upon the Office 365 subscription you select, users can install their Office software immediately using click-to-run (streaming the software on demand) without IT intervention.

Q. I want to customise my tenancy, what do I do?

A. Data#3 is uniquely placed to help you as we offer Hybrid Cloud services through our Essential Cloud offering. If you want to customise beyond the limits of Office 365, Data#3 can provide our own single or multi-tenant hosted solutions to our customers to enable you to support multiple domains, heavily customise or even run a custom archiving solution if you desire.

Q. What about migrating Lync, Yammer and SharePoint to Office 365?

A. The Data#3 Rapid in Office 365 is a 3 step process – this document covers Step 1 (Communicate). If you are interested in maximising the benefits of Office 365, Data#3 recommends that you consider our other two offerings: Data#3's Rapid in Office 365 – Step 2 (Collaborate) – a customised SharePoint solution offering and the Data#3's Rapid in Office 365 – Step 3 (Connect)

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enabling you to enjoy the benefits of Yammer. Please contact your Data#3 Account Representative for more information on these services.

Q. What hardware will be required?

A. For Office 365, none! If you elect to use your Microsoft identity to log-in, there will be no hardware required at all and our team will work with you to establish your Azure subscription with Microsoft. If you wish to use on-premise infrastructure for Identity, this will be sized upon project engagement.

Q. Does Rapid in Office 365 include Licensing?

A. The Rapid in Office 365 does not include the licensing for Microsoft Office 365. As every organisation is unique and has differing needs we need to determine your individual requirements first. This is done in consultation prior to and throughout the Rapid in Office 365.

The Next Steps

To request more information or to find out how Data#3 can assist with your software as a service requirements, contact us today!

Interested in how Data#3 can help?
www.data3.com.au | 1300 23 28 23

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