



Microsoft Office 365 Services by Wanstor

An Overview



wanstor

Introduction

Microsoft Office 365 is a proven, subscription based cloud solution that allows you and your team to connect to your data from anywhere using familiar web enabled apps or tools. Microsoft Office 365 is Microsoft's office suite hosted in the cloud. It includes all the usual Microsoft Office package features:

- 🔥 Office suite: Word, Excel, PowerPoint and more
- 🔥 Email and calendaring: Connect with customers and fellow workers using Outlook and Exchange
- 🔥 File storage: Manage your files from anywhere with up to 1TB per user
- 🔥 Data protection controls: Help secure business data on personal and company owned devices
- 🔥 Safest windows operating system ever: Get upgraded to Windows 10 and all associated security patches
- 🔥 Cyber threat protection: Help protect PCs and end user devices from malware, viruses and spyware by having Microsoft patches automatically deployed to devices which are using Office 365
- 🔥 Administration and deployment: Manage new PC's and devices faster and more easily by having all tools accessible in the Microsoft cloud
- 🔥 Dependability and support: Microsoft guarantees 99.9% uptime and 24x7 online and phone support



Why should your organisation move to Microsoft Office 365?

Office 365 is a powerful tool that can help your business reach its goals of improving communication and collaboration. It's overarching aim is to enable employees to be more productive.

- + Office 365 can deliver a payback in as little as 6 months from initial investment for most mid sized organisations.
- + On average, Microsoft claim that organisations using Office 365 experience a cost savings of 27%. Large enterprises experience even better results with an average of 29% cost savings. Compared to similar on premise solutions.
- + Office 365 offers built-in security and compliance capabilities, which means IT teams do not have to spend extra time and money finding trustworthy third-party apps to ensure they have an enterprise-grade solution that is secure and compliant.
- + Office 365 protects user privacy by only using data for the services each user needs. It also offers controls to help restrict the accidental leakage of sensitive information, such as credit card numbers, by providing real-time alerts to users attempting to share such content. Additionally, they enable the admins in your organisation to set policies to automatically encrypt such content.
- + Microsoft Office 365 was also the first to receive written confirmation from the European Union's data protection authorities that Microsoft's enterprise cloud contracts meet the high standards of EU privacy law.

Microsoft Office 365: Giving you the tools your users need to build a leaner, faster, more focused organisation

CONNECTED & PRODUCTIVE

A more connected and engaged workforce at all levels of the business
O365 App lets users view & edit documents on the go
Securely view, co-author & share files anywhere with your teams
Email & calendaring lets users access content, conversations, tasks, & schedules on any device
Built-in mobile data protection keeps security threats away

MAKE INFORMATION WORK FOR YOU

Organise, manage and monetise data by unlocking insight and identifying new opportunities
Build and access interactive reports, charts, and data visualizations
Access, monitor and analyse live data with the latest spreadsheet tools
Intelligent Office applications that learn what you need access to
Discover relevant people and important content when you need it most

SAFE & SECURE

Ongoing protection wherever your information is located - not simply within the confines of the network
Best in class protection against cyber threats
Protection of business data from accidental leaks
Control who has access to your information
Use privacy controls to meet compliance standards

CLEVER COLLABORATION

Work and collaborate in more natural ways with modern software and devices to enhance productivity and unleash creativity
Share & edit documents using OneDrive for Business
Host online meetings & get work done in real time
Access a hub for teams: live chat, meetings, & shared files
Stay connected with fully integrated email

Core Applications Included as standard to improve user productivity



Microsoft Word



Microsoft Excel



Microsoft Powerpoint



Microsoft Sharepoint



Microsoft Outlook



Microsoft OneNote



Microsoft Teams



Microsoft OneDrive



Microsoft Yammer

How Wanstor can help with key Office 365 migration activities

Assessment

- +Gather information about current environment
- +Provide technical guidance
- +Discuss remediation & migration plan

Remediation

- +Understand source environment & identity remediation
- +Assist customer with export of user information
- +Start batch edits and provide automation scripts
- +For hybrid migrations: Advise customer on long-term source
- +Exchange server strategy

Enablement

- +Perform O365 onboarding and configuration
- +Identity integration

Migration

- +Provide email client & mobile device setup instructions
- +Assist with creation of customer employee communications
- +Validate mailboxes are ready for migration
- +Define migration schedule
- +Prepare for data migration pilot and follow up batches
- +Perform data migration batches starting with pilot group
- +Manage & monitor the migration of user batches
- +Provide remediation support for any encountered issues

Post-Migration

- +Verify completion of migration
- +Assist with DNS redirection
- +For hybrid migrations: Assist with decommissioning

How Wanstor can help with key Office 365 migration activities

BASIC SUPPORT FOR OFFICE 365

Licensing + Support

- + Choice of 13 Office 365® licensing plans
- + 24x7x365 live, UK-based support via phone, chat and email
- + No limit on the number of tickets per month, and never any per incident charges
- + Free email migration, deployment assistance and daily troubleshooting for the entire suite
- + Prioritised Microsoft support escalations
- + Add-on security and compliance solutions like email encryption, email archiving and Microsoft® Azure™ Rights Management

Office 365 Support Options at Wanstor

MANAGED SERVICES FOR OFFICE 365

Support and Advisory Services

Basic Support for Office 365, plus:

- + Proactive guidance and advisory services to include:
 - + + Technical account manager and technical account reviews
 - + + Training for new features
 - + + Technical road map assistance
- + Ideal for large and complex Office 365 deployments
- + Available for Office 365 plans purchased from Wanstor, directly from Microsoft or from a third-party Provider



Why Wanstor for O365 Migrations?

Expertise	Access to over 100 specialists with Microsoft certifications and the knowledge and support to ease ongoing management.
Day to day Management	Simplified Office 365 control panel and 24x7x365 front line support with escalated priority calls as required.
Migration	Office 365 migration experts help organise your transition and migrate your email data.
Configuration	Answers to questions about setup and preconfigured encryption service available.
Optimisation	Optional services for consultative help with ongoing strategy and optimisation.
Security	Easily apply security settings such as email encryption from the Wanstor Control Panel.
Support	Unlimited, 24x7x365 support.
Billing	Pay as you go, flexible billing.

Wanstor support for Microsoft Office 365

Wanstor can provide phone, chat and email support 24 hours a day, 7 days a week, 365 days a year. For support ticket requests we guarantee 4 hour response times for critical business needs and 8 hour response times for any non-essential assistance required.

Our Office 365 experts take ownership of your problem from first contact and work with you to solve the issue as if we were a member of your own staff. If we need to engage Microsoft to address your problem, we escalate the issue on your behalf to an exclusive line available only to Microsoft partners.

Wanstor Managed Services for Office 365 provides 24x7x365 Support and ADDS migration and migration planning, customized one on one coaching, quarterly reviews, training on new features and help with deploying and encouraging adoption of every feature available to you in the Office 365 suite.

At Wanstor we understand every business, charity and not for profit organisations Office 365 configuration and specific deployment needs are unique, and sometimes a basic support solution just won't work. Every time you reach out to Microsoft support, you are working with a new team that has very limited information about your specific usage and configuration.

Your organisation deserves support that will solve your individual issues, which often requires more knowledge of your business and IT environment.

Wanstor Support for Office 365 experts get to know your IT team and infrastructure. They then provide a solution tailored to your organisations situation with knowledgeable experts every time you call.



Benefits of Wanstor's Microsoft Office 365 services

Reduce risks through holistic transformational planning to ensure business continuity

Faster return-on-investment through cost-saving implementation processes and integration with line-of business systems

Achieve greater agility with a successful engagement that positions your business to take advantage of the transformative potential of Office 365

Increase user acceptance through training and change management that minimizes disruption and maximizes employee experience

Improve overall end user adoption by measuring and providing insight into Office 365 adoption and cross-team collaboration patterns in the workplace

Free IT staff to focus on new, strategic initiatives by having our team of experts manage the services of the greater ecosystem

At Wanstor, we know that deploying, using and managing Microsoft Office 365 requires skilled planning and execution.

We offer a range of professional services to help you design, deploy and manage your Microsoft Office 365 solution.

For more information about the services we offer around Microsoft Office 365 call us on [0333 123 0360](tel:03331230360), email us at info@wanstor.com or visit us at www.wanstor.com



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