



OVERVIEW

6 Steps to Success with Office 365



Office 365 is one of Microsoft's fastest growing technology solutions. The ability for organisations to consume core functionality under a single subscription has proven to be hugely attractive.

The flexibility and agility it brings, along with a reduced cost of ownership have proven to be compelling for many businesses.

Many organisations though need a pathway to help them embrace and adopt this new technology. Like every project in I.T. there are always elements that must be navigated to create a successful outcome for the business. Technical design, infrastructure compatibility, changing functionality data migration, adaption of security policies, user optimisation, project planning and cost management are all fundamental to maintaining service continuity during transformation.

To help customers along this pathway CHES ICT have evolved our 6-steps to success programme to help any organisation embrace the benefits of Office365.

Based around a proven methodology, the process can be tailored around each organisation's specific needs. Also, being a collaborative engagement, the solution is optimised to help you manage your own time and skills.

Some organisations have enough time but lack the experience required to successfully plan and migrate the business. Some organisations have the skills but not enough time due to other pressing activities. Our approach is that we take the best of both to define a pathway that works specifically for you.



Overall the process consists of:



Readiness Audit

To successfully migrate to Office365 your current environment needs to meet certain technical criteria. We also need to understand criteria such as capacities and bandwidth to define any inhibiting features. This stage produces a readiness report detailing precisely the current environment.



Solution Design

To commence a migration, we need to have a defined target operating environment to aim for. The design stage creates that technical design. The destination on our journey needs to have technical definition. The output of this activity is the creation of a technically validated solution design



Project Planning

Every project needs a plan. The value we aim to add is around our knowledge and experience of cloud and hybrid migration activities. The key deliverable of this stage is an agreed project plan, with roles & responsibilities, timeline, risks and assumptions and gateway test & acceptance criteria.



Technical Preparation and Solution Migration

From the successful completion of the project plan there will be a series of work-streams in order to prepare the business for change. As per the agreed plan, the appropriate resource to achieve the individual outcome will undertake the necessary tasks. As a collaborative process, we can establish whether you or our engineers will undertake each task. The successful outcome of this stage is that we are ready to perform the physical migration. To simplify the process CHES ICT offer three levels of migration service to meet the needs of your business. Simple migrations qualify for our Essential low-cost migration. More complex migrations would fall under our Advanced migration services, where we undertake more elements of the service. Some organisations may need more extensive services and would qualify for our Premium bespoke migration services.



Office 365 Support

As a CHES ICT Cloud Customer, you have access to our Service Desk housed within our National Service Operations Centre. Any issues relating to incidents relating to your tenant can be raised through the Service Desk.

Our approach is to offer templated support packages that are easy to understand. The SLA's are clear and simple and the roles and responsibilities are well defined. This means that incidents are resolved faster and user services are restored more effectively.



Optimisation

Key to achieving your return on investment is driving user adoption. Our Digital Skills Subscription service helps users learn and retain the skills they need to optimise adoption of the service. In addition, there are solutions for data protection and archiving to provide sustainability and survivability for the business

The 6-Step process is designed to uncover the hidden issues that may inhibit your ability to successfully migrate and optimise the business outcome. Leveraging highly qualified and expert resources within a proven methodology is your recipe for success. The progress can be as in-depth or as lightweight as your business requires. In addition to the core services, CHES ICT also offers significant value around licence optimisation and Cloud Solutions through our pre-sales and account management engagement.

For more information about the individual Steps to Success, please see the appropriate data sheets or talk to your account manager for more details.