



## **Service Catalogue**

Your secure data centric guardians

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## **Office 365**

### **1 Introduction**

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL\_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

### **2 Objectives and Benefits**

The Amicus ITS Office365 Administration service is made up of separate components which can be bought individually, or as a combined offer. In addition to this Managed Service offer, Amicus ITS provide consulting work to help develop a migration strategy. We can offer assessments to help clients understand the gap between their current environment and your 'to be' strategy - and we can offer design and deployment services to implement their new Office365 solution.

Amicus ITS Office365 Administration offering is part of an extended enterprise Cloud approach and is designed around the recognised enterprise standard for personal productivity and collaboration. Typically customers seeking the Amicus ITS Office 365 Administration Service offering will already have implemented MS Office 365 Enterprise E3 (or alternative products and plans) from Amicus ITS or licenced through another supplier via eg. an Enterprise Licensing Agreement. Either way, the business will have a fully operational Office 365 solution in everyday use that requires a fully comprehensive support service.

Amicus ITS and Microsoft have developed a strategic partnership over the past twenty years and we have worked closely with them to develop a cloud based service solution for the Office 365 ecosystem. Our experience in providing IT support for our many different clients today gives us the necessary foundation to provide cost-effective, efficient, risk-mitigated support models and best practice advice.

Amicus ITS delivers support for Office 365, in the cloud or a hybrid deployment for your productivity and enterprise services. Amicus ITS can also continue to support current versions of Microsoft Office or other productivity tools that are currently in the estate, if required.

Amicus ITS will leverage existing knowledge and experience of supporting traditional Office Deployments and Office 365 to define the optimal service support model.

### **3 Vendor Accreditations**

Our Microsoft Triple Gold Certified Partnership status represents a high level of competence, experience and expertise. This endorses Amicus ITS as a true expert within the industry and assures our customers that we have the competencies in order to deliver the benefits of Microsoft's Cloud Platform to our customers.

## Office 365 / Contd...

### 4 Service Scope and Departments Which Provide the Services

Amicus ITS Office 365 Administration is a comprehensive service and comprises the following activities:

OFFICE 365 ADMINISTRATION	Included	Delivered By
Service Desk (24x365 if required)	✓	SD
Incident and Problem management	✓	SD
User assistance on issues and functionalities	✓	SD
Coordination with Microsoft on incidents including escalation to the MS product group	✓	SD/NOC/L3
Management of Office 365 on mobile devices	✓	SD/NOC/L3
Health monitoring and action on alerts	✓	NOC
Perform capacity management of the tenant	✓	NOC
Alignment of local/remote service, management of implications of changes for local infrastructure i.e. ADFS	✓	NOC/L3/L4
Security to match your needs	✓	NOC/L3/L4
Roadmap of future releases and functionality	✓	L3/L4
Assists with investment exploitation in Office 365	✓	L3/L4
Office 365 licence management	✓	CM
Configuration changes as per change management process	✓	CM
User provisioning processes and administration delegation	✓	CM/L3
Service levels to support your business	✓	SDM
Adherence to your own ITIL and Project Management governance.	✓	All

### 5 How We Provide This Service

This is generally a bolt on service to a Managed Service bundle and the customer has the flexibility to choose a managed service that meets their budget and needs. The O365 management service from Amicus ITS is supported by the following:

- Service Desk for 1st and 2nd line user support
- 24x365 Network Operations Centre and UK Escalations Team providing Administration
- Change Management providing licence management and change and configuration management process
- UK Escalations and TDA team providing roadmap, investment exploitation and strategy.

## Office 365 / Contd...

### 6 Service Reporting

Service reporting is covered under the core Managed Service wrapped around this service.

### 7 Service Pricing

Microsoft are building an intelligent cloud platform so that business has the technology it needs to be more agile, responsive and competitive. The Microsoft Cloud Platform is open and flexible and relentlessly innovating to help organisations to digitally transform.

Amicus ITS provides the Office 365 administration services that are aligned with the services to which the customer has subscribed.

- eg. Microsoft Office 365 Enterprise E3 Plan includes services such as Exchange, OneDrive, SharePoint, Skype for Business - and therefore the Amicus ITS Administration service extends to all services included in the E3 plan.

*The service price will be dependent on the customer's requirements of Microsoft's array of O365 products and solutions to tailor it exactly to their needs, coupled with the Amicus ITS Managed Service.*