

# Seven things you need to know when making the case for Office 365



A transformative experience

## Microsoft Office 365 Opinion White Paper

As the workforce continues to become more mobile and the office literally located anywhere, the reliance on a multitude of devices is brought into sharp focus. The cloud is the right architecture to reduce complexity and deliver services to employees anywhere, anytime on any device. How the cloud is harnessed to make this a success is open to debate.

Microsoft Office 365 promises a lot – new tools, collaboration and reduced infrastructure complexity to name but a few. There is no escaping that the world runs on Microsoft software which makes Office 365 relevant to just about every organisation. With changing work habits, a rapidly evolving device landscape and IT organisations under pressure to cut costs and move away from activities that don't add value, the merits of Office 365 need to be considered.

One thing is for sure, Office 365 levels the playing field and enables businesses of all sizes to enjoy the benefits of enterprise-class infrastructure and software applications without the financial hurdles.

As a leading Microsoft partner, this paper offers our opinions on the Office 365 opportunity and sets out to arm you with the seven must-know things you really need to successfully make the case for Office 365 adoption.

### 1. Commercially Compelling

Office 365 does away with large upfront capital expenditures in favour of predictability and metered per-user billing. This means you're effectively renting the software as a service, which can be funded through operating expenses (Opex) rather than capital expenses (Capex). This will put a smile on the face of your CFO as it will reduce pressure on cashflow and make IT budgeting considerably easier.

For smaller businesses or those looking to migrate from legacy email platforms in particular, the pay-as-you-go model means you can make the implementation quickly as the service can be activated almost immediately. Also, as a cloud solution, Office 365 eliminates the need for on-premise hardware. The result is no servers, storage and a host of third party software and hardware you'd typically pay extra for, surrounding back-up, security, archiving and DR.

### What is Office 365?

Office 365 is a subscription-based online software suite which offers access to various services and tools built around the trusted Microsoft Office platform. They are delivered from a Microsoft data centre, whilst users still have Office on their desktop. Used together it offers compelling opportunities to enhance efficiency and reduce cost through better communication and collaboration.

Office 365 is composed of:

- Office suite
- Exchange - Email
- SharePoint – File Sharing
- Lync – Instant Messaging
- Office Web Apps
- Conferencing
- File Sharing

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The cost and effort which can be invested to architect and implement a comparable on-premise solution should not be underestimated. What's more, if this role is fulfilled by an in-house team it's easy to consider the cost of their time 'sunk' as the resources are already accounted for. Be mindful that in reality they could probably be deployed to better value on other projects.

Unlike an on-premise solution Office 365 includes the option to change your mind. At any point you can always cancel your subscription, something practically out of the question when you've invested heavily to 'build your own'. You'll end up only ever paying for what you've actually used.

Attractive TCO savings are also helping to sweeten the deal for those considering the switch. Savings of up to 30% versus outright purchase when compared over a two year lifecycle are persuasive.

Likewise, greatly reduced pricing for Education, Charities and Government will be a big incentive for public sector institutions to make the move.

Perhaps most important however is the question of ROI. In a recent Forrester study the analyst concluded that a typical mid-sized organisation of 250 users would see an ROI of 321% and a payback period of as little as two months, thanks to improvements in productivity, peace of mind and TCO compared to a similar on-premise solution.

## 2. Licensing is dead, long live subscription!

Well almost. An enormous incentive to sign up for Office 365 is it's per user subscription. This breaks from the on-premise traditions of per device licensing which is becoming prohibitively costly in light of trends in BYOD.

Going Office 365 you'll do away with a host of other licenses and peripheral costs beyond simply the client software itself. Imagine a world without CALs (Client Access Licenses), server licenses and Software Assurance and the knowledge you're not locked in to these costs for three years or more.

Don't forget Microsoft's new mission to become a devices and services company too. This is the beginning of a new trend and will very much be at the heart of how we will consume the productivity services required to conduct business moving forward.



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### 3. Pump up Productivity

Savvy businesses realise the potential productivity gains through the availability and use of the latest Office collaboration tools. The features in Office Pro Plus solutions greatly improve the productivity of knowledge workers through time gained expediting tasks. Likewise, mobile workers enjoy further incremental productivity gains from the ability to more easily access IT services and content from the road, whilst enabling them to spend less time travelling and more time working.

This is made possible through a host of innovative new tools, all of which are delivered through familiar Office applications. These include:

- Instant Messaging (Lync)
- Real-time presence (Lync)
- Video Conferencing (Lync)
- Desktop Sharing (Lync)
- Enterprise Social (Yammer and SharePoint)
- Document sharing (SharePoint)
- Group Calendar and Address Books (Exchange)
- Office Pro Plus
- Rich Client or Web App

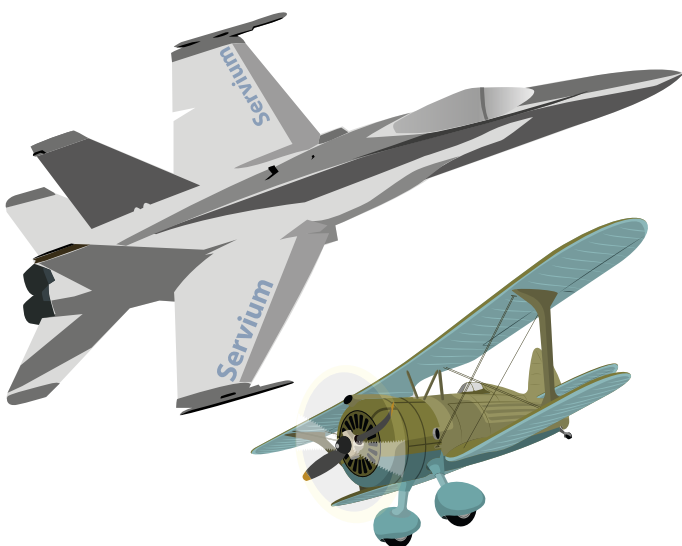
Being based on well-known applications, minimal training is required for employees to become confident using the tools at their disposal, especially when compared to alternative cloud-based solutions like Google Apps, which require significantly more training for staff to become accustomed with their operation.

With access to such rich features at their disposal, staff will also be less likely to embark on rogue use of consumer services for requirements such as document storage and sharing or team collaboration.

Office 365 subscriptions that include the Office rich client also permit up to five devices to access the entire Office suite per user. It is increasingly common for users to want access to IT resources across multiple devices including PC, MAC, iPad, Smartphones and Tablets as well as foreign operating systems such as iOS and Android. Office 365 enables seamless platform shifting and even allows Office to be run remotely from a server or virtual desktop, not to mention the entire suite accessed via any web browser.

### 4. Up all night (and all day for that matter)

Office 365 offers a contracted uptime of 99.9%. You would be hard pressed to match impressive uptime guarantees like this with an on-premise solution especially for critical environments like Exchange. And in the event Microsoft doesn't meet this standard you'll be financially credited for the inconvenience.



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Furthermore, as a consumer of services you won't be worrying about whether you've got the data centre real estate, power, heating and cooling in place, the data storage to meet your demands, the compute resources you require or the right security measures safeguarding your services. De-coupled from the physical infrastructure you'll have less complexity to contend with and peace of mind that the tools your workers need are ready and always available.

### 5. To comply or not to comply that is the question...

Many of us are now subject to a host of regulations surrounding data retention and retrieval and must demonstrate compliance. Data bound up in disparate servers or buried inside email systems can be difficult to retrieve for these purposes.

Office 365 offers flexible SharePoint document stores which, using OneDrive for Business, can be synced to enable offline working on local devices. It also means other team members can access and work on the same data as well as ensuring it's completely protected in the event of a disaster or easily retrieved as needed.

Similarly, the archiving present in Exchange as part of Office 365 removes the need for PST files to be stored on local devices or backed up to central machines. Powerful search functionality in Exchange means data within these archives can quickly be accessed and retrieved for compliancy purposes.

### 6. Just Add Users

Becoming a consumer of services from a specialist provider you'll be leveraging the IT IQ of one of the biggest IT companies on the planet, who possess a breadth and depth of skill few, if any organisations could match.

By outsourcing the key elements of your infrastructure, the IT administration effort for these solutions is by and large eliminated. Conversely, on-premise solutions require IT skills to be retained in not just Microsoft technologies like SharePoint, Exchange, Active Directory and SQL but related technologies like host hardware and DNS routing, all of which need to be maintained to ensure the entire solution operates effectively. Instead of managing infrastructure, your precious talent could be put to work elsewhere on projects of more value to your organisation.

With Office Pro Plus you can even opt to have the entire suite of products delivered over the internet. Even continuing with client-side installation of the software means minimal involvement thanks to a new internet based installer. Streamed from Office 365 servers Office practically installs itself and once installed needs no further input from the user. It's so easy new employees could feasibly install the suite themselves, with no help from tech support. For IT managers this could be a boon – no more installing Office onto hundreds of machines every three years or pushing out service packs and updates. Instead, install once and let 365 handle the rest.

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Updates are automatic which means everything from patching on the one hand to new features on the other will happen with minimal fuss and no action from you. Roadmaps are clear and for significant updates you'll get advanced notice so there's no surprises.

create and configure hybrid environments that seamlessly blend the best of both worlds. Essentially, you'll keep a mix of on-premise and Office 365 users and enjoy unified functionality and access to data, whilst gaining the breathing space to gradually move existing on-premise solutions onto Office 365.

## 7. A third way

To provide the smoothest migration to Office 365 it may be advantageous to create a hybrid environment, principally around Exchange but the same can also be achieved with SharePoint. Using wizard-driven tools administrators can



## The plans

		Business			Enterprise					Standalone Plans						
		Business	Business Essentials	Business Premium	ProPlus	E1	E3	E4	E5	Exchange Online P1	Exchange Online P2	Skype for Business Online P1	Skype for Business Online P2	Sharepoint Online P1	Sharepoint Online P2	
Target	Seat Cap	300 (for each plan)			Unlimited											
	24/7 Phone Support from Microsoft	Critical Issues			All Issues											
Office	Word, PowerPoint, Excel, Outlook, OneNote, Publisher	•		•	•		•	•	•							
	iPad, Windows RT & Smartphone Apps	•		•	•		•	•	•							
	Office Online	•	•	•	•	•	•	•	•							
	Access				•		•	•	•							
Standard Services	1TB Cloud Storage (OneDrive for Business)	•	•	•	•	•	•	•	•					•	•	
	Email, Calendar (Exchange)		•	•	•	•	•	•	•	•	•					
	Online Meetings, IM (Skype for Business)		•	•	•	•	•	•	•		•	•				
	Team Sites, Internal Portals (SharePoint)		•	•	•	•	•	•	•					•	•	
	Enterprise Social (Yammer)		•	•	•	•	•	•	•							
Advanced Services	Active Directory Integration	•	•	•	•	•	•	•	•	•	•			•	•	
	Supports Hybrid Deployment				•	•	•	•	•	•	•	•	•	•	•	
	Office Shared Computer Activation Support (RDS)				•		•	•	•							
	Upcoming Services - Video Content Management					•	•	•	•				•			
	Compliance - Archiving, eDiscovery, Mailbox Hold						•	•	•		•					
	Information Protection - Message Encryption, RMS, DLP						•	•	•		•					
	Enterprise Voice							•	•							
	Skype for Business Online Cloud PBX								•							
	Office 365 Customer Lockbox								•							
	Office 365 Delve Analytics (not incl. in Gov open licensing)								•							
	Office 365 Adv. eDiscovery (not incl. in Gov open licensing)								•							
	Power BI Pro (not incl. in Gov open licensing)								•							
	Advanced Threat Protection (not incl. in Gov open licensing)								•							



# Summary

It's a fact that Office 365 won't be to everyone's taste or indeed fit every business. However, there's no ignoring that this is the direction that Microsoft and lots of other software companies are heading. We believe that there is a strong case for Office 365 adoption for a great many organisations. In a straight-up price fight simply comparing software ownership Office 365 won't always win, as over a comparable three year asset cycle you'll be paying more. Consider the wider ownership story like man hours deployed managing these IT services, costs tied up in hardware and complementary software, the cost of money to finance asset purchase, service levels surrounding IT and we believe it stacks up much more favourably.

Amongst all of this you could be forgiven for asking why you need a partner. Put simply, we will help to manage your migration to Office 365, your on-going subscription and interaction with other cloud products, freeing you to concentrate on running your business.

## What next?

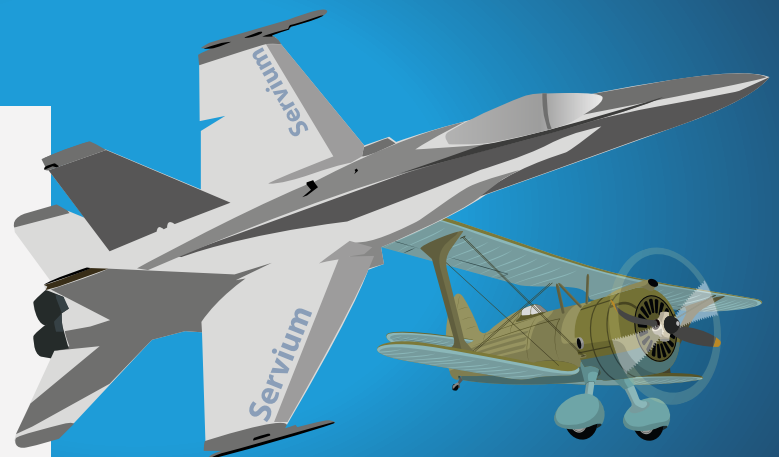
We hope that this paper has inspired you to consider further the value of Office 365 or, if you're looking to make the case for migration, has gone some way to supporting you in this endeavour.

If you would like to explore any of the considerations in this paper further, please get in touch as we would welcome the opportunity to help you understand the suitability of Office 365 for your organisation.

Finally, we offer a variety of Jumpstart training and Proof-of-Concept services depending on the size of your organisation which will help you better understand Office 365. In some cases the cost of this exercise will be refunded if deployment moves forward.

## What will I learn?

- See a full demonstration of Office 365
- Discover business suitability
- Evaluate deployment scenarios
- Set-up and trial for pilot users
- Receive best practice recommendations
- Design of your new environment incorporating Office 365
- Obtain a deployment plan
- Migration of services
- Environment handover



# About Servium

Servium provides IT infrastructure services for medium to large enterprises in both the private and public sector. We pride ourselves on delivering innovative solutions inspired by overcoming the day-to-day and strategic IT challenges of our customers. This is achieved by blending the best emerging technologies with professional customer service to answer these challenges and deliver economies previously not possible.



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