

MICROSOFT OFFICE 365 OVERVIEW

Ensuring Office 365 Delivers Value with Better Productivity and Team Collaboration

INDUSTRY

All

REGION

Global

BUSINESS IMPACT

SmarTek21's Office 365 Solutions Practice offers proven experience and services to assess, migrate, roll out, optimize and support the right combination of products and features to deliver on their client's business goals.

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Office 365 has the potential to change the way mid or large-sized companies work, but its complexity and potential for pitfalls often hinder employees instead of enabling them.

Microsoft Office 365 is one of the most effective suites of products for enabling employees to work smarter and more efficiently. It brings a comprehensive set of products together to address the needs of all employees, across all devices. But, its breadth of capabilities and options can be overwhelming and may negatively impact user adoption if it's not properly configured and rolled out.

Many companies find themselves unable to address this challenge. They struggle with extracting the value of Office 365 and using it to rapidly deliver against mission-critical initiatives. Perhaps more importantly—they are having a difficult time launching Office 365 the right way the first time, providing their employees with ongoing support and evolving Office 365 to meet their businesses changing needs.

SmarTek21's Office 365 Solutions Practice offers proven experience and services that can help. We offer two delivery methods: project-based or full turnkey managed services of your Office 365. The solution provides outcome-based deliverables by combining project-driven professional services and ongoing managed services. This helps companies assess, migrate, roll out, optimize and support the right combination of products and features to deliver on their business goals.

SmarTek21's Office 365 Solutions Practice is also an employee-centered solution. It ensures Office 365 addresses each employee's specific needs whether that's to drive productivity, improve team collaboration or something else. This helps SmarTek21 determine which products and features to deploy and create a realistic roadmap for incorporating legacy deployments—while also creating a migration plan for flawless execution and achieving a seamless transition for users. Not to mention, the solution includes a plan for phased deployment with continued optimization, allowing clients to get started sooner, realize value quickly and establish a path for sustained innovation.

Why SmarTek21 Office 365 Solutions Practice

Business Outcome Focused

We focus on ensuring a positive ROI for every IT dollar spent and making a measurable impact on each of our customer's businesses.

Technical Competencies

We have industry leading technologists with high customer referenceability and the experience to tackle a wide range of projects and applications.

Dependable Operations

We bring repeatable best practices and "productized" managed services to ensure success and 24x7 support.

Office 365 Approach and Methodology

We use a five-step methodology to identify the path to continued success.

Assess

We analyze and document the company's needs to be successful and establish the best combination of products and features to use. This includes mixing and matching licenses to only pay for what is needed.

Migrate

We create an implementation plan that includes migrations from existing on-premise versions of Office 365 to a single version, improving consistency and ease of support.

Roll Out

We plan the complete Office 365 employee roll out to help ensure a successful deployment with rapid user adoption.

Optimize

We will periodically reassess each client's needs and offer additional features and licensing options as needed.

Support

Our team of experts are available 24x7 through our tier two desktop and application call center.

What Outcome-Based Deliverables Mean

By combining project-driven professional services and ongoing managed services, our clients benefit from having a team who can provide the necessary skill set and bring the experience needed to ensure success.

We have delivered on this promise since 2006 and have clients across the globe, including:

SAMSUNG



T-Mobile



amazon.com



Office 365 Results that Deliver Business Value

Improved Agility

Delivered results in less than 45 days with a proven process to shorten the time-to-ramp up and a methodology to ensure measurable success.

Drove User Adoption and Utilization

Increased Office 365's user adoption for leading mobile operator from 10,000 to over 40,000 employees with managed services, and provided a 99.99% service level agreement (SLA) for support which delivered the confidence employees expected.

Reduced Technical Debt

Consolidated all on-premise instances of Microsoft Office products to the cloud version. This effort eliminated 500+ servers and brought all employees to the same version of Office instead of the three versions that existed throughout all the devices in use.

Achieved Rapid Innovation

Increased "time-to-value" delivery capabilities from an average of 180 days to less than 50 days using Dev/Ops practices for feature enhancements.

Improved User Satisfaction

100% of tickets were resolved and closed on the first interaction for all employees who called in with an issue. The professionalism and expertise of the support team were highlighted by key executives after they interacted directly with tier two support technicians. Improved the user experience for all Microsoft products, such as Exchange/Outlook, SharePoint and Skype. This included reducing the page load time for the SharePoint-based intranet from 45 to 10 seconds and implementing a mobile-friendly version.

A Team You Can Put To Work

Expert Team

We have 300 experienced professionals available across the globe for project-based and ongoing engagements. Our team has the practical knowledge and proven results to help your internal team augment its current capabilities and even provide a new set of skills. SmarTek21 can enable your business with ongoing innovation and support, including:

IT Infrastructure Enablement

- Cloud-based and hybrid Office 365 deployments
- Legacy Microsoft Exchange application support and migration
- Systems and data integration across servers and devices
- Web and mobile-friendly implementations

Enterprise Team Productivity & Collaboration Enablement

- Microsoft Office 365
- Exchange
- Outlook
- SharePoint
- Teams
- Skype

Business & Operational Enablement

- Hotline: 24x7 tier two support desk
- Lifecycle Management: Agile Development, DevOps and CI/CD practices
- Application performance monitoring
- Analytics and business intelligence (BI) dashboards

ENGAGE WITH US TODAY

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Call us today to discuss how SmarTek21 can ensure your Office 365 delivers business value.

For more information and to setup a demo, visit SmarTek21.com | COPYRIGHT ©2019 SMARTEK21

ABOUT SMARTEK21

Since 2006, our customers have trusted us to deliver on their aggressive digital transformation projects and rescue them from technology challenges that stall their business. We provide outcome-based deliverables by combining project-driven professional services and ongoing managed services that help identify, deploy, optimize, and support the right technology and applications to deliver on our enterprise customer's specific business goals.

Our customers benefit from proven success accelerating digital evolution and transformation by focusing on their business outcomes, delivering technical competencies, and backing it with dependable operations reachable 24x7. We partner for the long run by offering a collaborative solution that helps ensure business goes smoothly today, tomorrow and for years to come.



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