

MICROSOFT 365 SERVICES

____THINK.____ TRANSFORM.

Microsoft 365 is a state of the art productivity solution that enables digital workspaces to empower employees to access their trusted enterprise applications across devices, anytime and anywhere. Microsoft estimates that one in four Microsoft enterprise customers use Office 365 solution with 100 million commercial users.

As a partner to Microsoft, Tata Communications Transformation Services enables Telecom service providers to PLAN, DELIVER AND OPERATE their digital workspaces.

MICROSOFT 365 SERVICES

	OPERATE				
Envision & Assess		Design & Prepare	Deploy, Ena Migrate, Ad		Run, Monitor, Support & Report (Managed Service)
Envisioning Set KPIs Pre-migration assessment for Exchange, SharePoint, Skype for Business Network Assessment, Bandwidth Calculation	 Desig Archi Plan mana Excha & Sky 	ediation gn, Prepare tecture Change agement for ange, SharePoint ype for Business	 Implemental Configuratio Integrations, Exchange, S & Skype for Users migrat (Hybrid/on-p to online) Adopt - Trai champions 	n & for harePoint Business ion premises	 Ongoing day to day services for o365 online, hybrid, on- premises deployment models 24/7 NOC, SLA uptime Troubleshooting, service updates Reports & Dashboard
Online Services (Cloud Only)		Hybrid and Migration Services		Premise-based Services	
 Enablement services for Enterprise plans - E1, E3 and E5 Standard offer including - Exchange, SharePoint, SFB, Teams, Yammer, OneDrive, Office Pro Plus & Streams Custom offer for Standard Plus Delve/Planner/Sway/ Flow/Staff Hub 		 Hybrid enablement and/or Migration services Ala carte or bundled services for Exchange, SFB, SharePoint Migration from Non-Microsoft platforms - Lotus, Zimbra, Google, Cisco, Avaya Step upgrade and migration from older platforms (exchange 2003/7) SharePoint standard services for 10 websites w/o customisation & DMS 		 New Installations with HA & DR Upgrade/Migration from old platform to new (e.g. from exchange 2010 & above) Step upgrades and migration from very old platforms (e.g. 2003/7) New Installations and migration from non-Microsoft platforms (e.g. Lotus, Zimbra, Avaya, Cisco) SharePoint standard services for 10 websites w/o customisation & DMS 	

TATA COMMUNICATIONS

TRANSFORMATION SERVICES



PRICING MODELS



Fixed price model

- Project cost based
- Fixed, agreed scope and deliverables
- Change request applicable for out of scope



Managed Services Model

- Per month per user based pricing
- Agreed SLAs
- Suitable for customer having more than 2K users



Dedicated Team model

- Dedicated project team
- Suitable for long term projects & evolving requirements
- Fully under client control

WHY TCTS?

	OUR EXPERIENCE AND EXPERTISE	 Strong presence in global telecom space backed by Tata communications Operational flexibility, scalability & transparency Unmatched telecom capabilities Benefits from established relationships
	FLEXIBLE ENGAGEMENT MODEL	 Dynamic pricing techniques to realise sustained profit Quickest realisation of outsourcing objectives Focus on customer satisfaction irrespective of constraints & challenges
	OPERATIONAL CAPABILITY	 Integrated and scalable operational model Cross skilled and experienced resources pool with multi vendor / technology expertise Demonstrated experience in OpEX reduction - optimising people, processes and technology
	ROBUST GOVERNANCE FRAMEWORK	 Robust governance framework focused towards accountability and customer satisfaction Governance for ongoing process transformation
	TRANSFORMATION	 Enhance business performance by delivering transformational benefits Reuse of best practices, learnings and IT solutions eTom and ITL based operations framework

About Tata Communications Transformation Services (TCTS)

Tata Communications Transformation Services Limited (TCTS), a 100% subsidiary of Tata Communications Ltd, provides leading business transformation, managed network operations, network outsourcing and consultancy services to telecom companies around the world. TCTS delivers operational efficiency, cost transformation and revenue acceleration solutions for all the stages of the carrier process lifecycle, including but not limited to network engineering and design, implementation and operations.

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