

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

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

### 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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