

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



PLAN & DELIVER			OPERATE
Envision & Assess	Design & Prepare	Deploy, Enable/ Migrate, Adopt	Run, Monitor, Support & Report (Managed Service)
<ul style="list-style-type: none"> Envisioning Set KPIs Pre-migration assessment for Exchange, SharePoint, Skype for Business Network Assessment, Bandwidth Calculation 	<ul style="list-style-type: none"> Remediation Design, Prepare Architecture Plan Change management for Exchange, SharePoint & Skype for Business 	<ul style="list-style-type: none"> Implementation, Configuration & Integrations, for Exchange, SharePoint & Skype for Business Users migration (Hybrid/on-premises to online) Adopt - Train the champions 	<ul style="list-style-type: none"> Ongoing day to day services for o365 online, hybrid, on-premises deployment models 24/7 NOC, SLA uptime Troubleshooting, service updates Reports & Dashboards

SERVICE LANDSCAPE



Online Services (Cloud Only)	Hybrid and Migration Services	Premise-based Services
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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

PRICING MODELS



Fixed price model

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



Managed Services Model

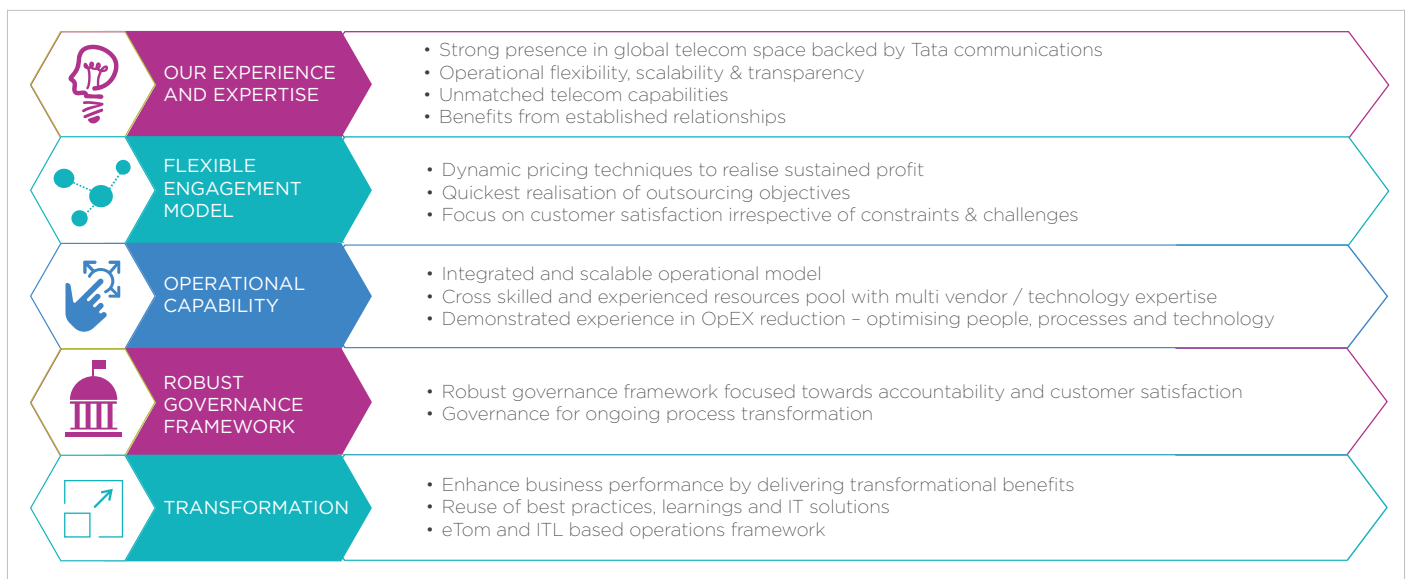
- Per month per user based pricing
- Agreed SLAs
- Suitable for customer having more than 2K users



Dedicated Team model

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

WHY TCTS?



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.

