NEOS
whatever IT takes

Microsoft 365
Business Support

PRODUCT BROCHURE

Neos IT Services
www.neosIT.com

MANAGED SERVICES
FOR MICROSOFT 365

neos
whatever IT takes

Today's digitisation of the workplace presents both opportunity and disruption for end users and support organisations. Employees are becoming more mobile, more instant and more connected.

In the evolution to intelligent infrastructure, we can accelerate your workplace strategy and deliver workplace solutions for different types of workers enabling flexibility and efficiency. Neos has rolled-out and migrated Microsoft 365 into businesses

of nearly all sizes. Benefit from our experiences, successes and learn about the pitfalls.
We help you launch Microsoft 365 into your business and make your digital workplace agenda a success. We can help you develop short-term and long-term

workplace strategies based on Microsoft 365 and other collaboration tools, automation, mobility and analytics solutions.

Find more information at

www.neosIT.com

ABOUT

Microsoft 365 is a cloud-based subscription service that brings together the best tools for the way people work today. By combining best-in-class apps like Excel and Outlook with powerful cloud services like OneDrive and Microsoft Teams, Microsoft 365 lets anyone create and share anything anywhere on any device.

WORK BETTER TOGETHER

Microsoft 365 provides flexible and familiar tools for collaboration across teams, devices, and platforms.

WORK FROM ANYWHERE

Whether you're working online or off, from your computer, tablet, or phone, Microsoft 365 has you covered.

WORK WITH CONFIDENCE

You have control over your data security and compliance with privacy, transparency, and refined user controls built right in.

Office 365

ENTERPRISE-GRADE BUSINESS SUPPORT PROVIDED BY NEOS

We take the complexity out of deploying, managing and operating Microsoft 365 across all sizes of organisations. With us, you harness the power of Microsoft 365 with less of a burden on central IT. All operations services are available 24x7 and our domain engineers ensure availability against your individual SLA.

	BUSINESS BASIC	BUSINESS STANDARD	BUSINESS PREMIUM
Email hosting with 50 GB mailbox and custom email domain address	✓		✓
Desktop versions of Office 2016 applications suite		✓	✓
Web versions of Word, Excel and PowerPoint	✓	✓	✓
One license covers 5 phones, 5 tablets, and 5 PCs or Macs per user		✓	✓
File storage and sharing with 1 TB of OneDrive storage	✓	✓	✓
Company-wide intranet and team sites with SharePoint	✓		✓
Online meetings and video conferencing for up to 250 people	✓		✓
Advanced Collaboration Features (please ask for more details)	✓		✓
Maximum number of users	300	300	300
Neos Premium Business Support (Office Hours in Thailand)	included	included	included
Migration to Microsoft 365 (from Exchange or other E-Mail System), per Mailbox	$ 20,00	$ 20,00	$ 20,00 ◁ One-time
Microsoft 365 Service includes Neos Premium Business Support, per Mailbox	$ 9,00	$ 15,00	$ 22,50 ◁ Monthly

HOW NEOS CAN HELP

ACCESS TO OUR MICROSOFT365 EXPERTS

With our Microsoft Certified Professionals, we're ready to help you get the most out of your investment.

NEOS PREMIUM BUSINESS SUPPORT

Minimise downtime, lower costs and increase stability with access to our local Neos premium business support.

MICROSOFT 365 FOR ANY BUSINESS

Neos offers Microsoft 365 plans that fit all business sizes and needs, including security and encryption and migration services.

MIGRATION ASSISTANCE

We're ready to handle any migration project, no matter how big or small. Let us help you to plan and execute your migration.

GETTING READY TO DEPLOY MICROSOFT 365 IN FIVE STEPS

When you move an enterprise organisation to Microsoft 365, it's important to plan exactly what steps you want to take, when to perform them, and who will perform them. This five-step checklist will help you to plan and prepare for a migration to Microsoft 365. The phases and steps in the checklist are aligned with the guidance provided by the official Microsoft Onboarding Center. Feel free to adapt this checklist to your individual needs.

1 DETERMINE YOUR DEPLOYMENT GOALS

With your internal and external stakeholders:

- Agree on scope and timeline
- Agree on project tracking mechanism
- Develop success criteria and a communication / training plan

2 INVENTORY & KEY DEPLOYMENT DECISIONS

Inventory your current environment:

- Collect the number of user accounts (login names, email addresses)
- Collect the number and size of mailboxes (including shared mailboxes and conference rooms)
- Collect client versions and configurations (browsers, operating systems, office applications, mobile versions, and so on)
- Collect details on your network settings (DNS hosts, proxy and/or firewall configuration, internet connectivity)
- Collect information on file storage locations (file shares, intranet file storage)
- Collect details about any intranet sites that you plan to migrate
- Collect online meeting and Instant Messaging systems that you plan to migrate
- Collect the details about any applications that are integrated with existing systems (mail enabled applications, workflow, CRM, and so on)

Make key deployment decisions:

- How will you create and/or synchronise accounts?
- How will user accounts be authenticated?
- Will you migrate any data and how will that migration occur (email and files)?
- Will there be any short or long term integration with on-premises systems?
- What devices will users be able to connect from (remotely, from mobile devices, or just from your network)?

3 FIX POTENTIAL DEPLOYMENT BLOCKERS

With tools and guidance from Neos and Microsoft:

- Clean up active directory accounts (guidance and tool)
- Get your data ready for a migration (email and files)
- Get your network ready (guidance and tools)
- Update client software versions (guidance)
- If you have Active Directory Rights Management Services: Prepare your environment (guidance)

4 SET-UP MICROSOFT 365 SERVICES TO WORK FOR YOUR ORGANIZATION

Configure your Microsoft 365 subscription:

- Verify the domains you want to use with your subscription
- Configure application settings (email, instant messaging, online meetings, web collaboration, file storage, Yammer)
- Optionally prepare for directory synchronization
- Optionally prepare for single sign-on

Prepare your organisation:

- Prepare service desk for upcoming migration
- Test the deployment and optional migration process
- Tell your users about the upcoming changes and how it will affect them

5 ROLL OUT TO USERS

Setup accounts, mailboxes and validate functionality:

- Add your users and assign the appropriate licenses
- Optionally migrate data (email, and files, and so on)
- Migrate DNS settings to point to Microsoft 365
- Tell your users when they can start using Microsoft 365
- Reconfigure client systems to connect to Microsoft 365 (Office, Outlook, Outlook for Mac, Mobile Devices)

Want someone to walk you through the process or answer questions?

Passion for technology is at the core of our work.
Every day we bite the bullets for our customers in Cloud, Big Data, IoT and Cyber Security. Living agile methodologies makes us fast, focused and delivery oriented. Together with our customers, we build the digital future.

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