

MANAGED OFFICE 365

Office 365 is a powerful business productivity and collaboration suite that delivers easy, anywhere access to critical tools like Exchange, SharePoint, Skype for Business and Office 2016 applications in the cloud. However, managing Office 365 can be complex. Implementing, customizing, deploying and troubleshooting Office 365 often requires dedicated IT resources with advanced knowledge and experience. Office 365 is constantly changing and keeping up with the changes alone can be a drain on IT.

SERVICE DETAILS

Nimoveri Managed Services for Office 365 allows you to get the most out of your Office 365 investment with ongoing, on-demand access to daily support and proactive advisory services for the entire Office 365 suite. Nimoveri helps take the Office 365 management burden off central IT by providing advice and technical support to your IT team as well as carrying out many of the day to day maintenance tasks.

We work closely with you to understand your business requirements for Office 365, and our team of Office 365 specialists assists with almost every aspect of Office 365 administration – from migration to deployment, from training for new features to upgrades. Our expertise in deploying and migrating Office 365 has been built up over the years with genuine hands on experience; from simple small deployments to larger stage deployments that require setup of complex hybrid infrastructures to support the transition.

Nimoveri can deliver across all the various flavours of Office 365 deployments from the simplest essentials deployment to a more complex enterprise deployment.

Key to getting the most out of your Office 365 investment is understanding the associated productivity tools available with the suite. Everyone knows how to use the base Office tools such as Excel and PowerPoint but Nimoveri can help you get the most out of the advanced productivity tools such as OneDrive, Yammer, Skype for Business and Microsoft Team.

Definition of Services

Office 365 is a broad offering with multiple productivity tools. The table below outlines some of those tools and which key parts of the offering are owned by the customer and which are owned by Nimoveri.

Licensing and Services	
Adding, subtracting or changing Nimoveri supplied user licences	Nimoveri
Changes and additions to licences purchased through other Office 365 partner	Customer
Migration	
Project preparation and outline planning	Joint Ownership
Verification of domains to be used	Nimoveri
Creation of users, lists, groups, contacts, etc. either through Active Directory or the Office 365 portal	Joint Ownership
DNS Record Changes	Customer
Post migration support to ensure successful execution of migration	Nimoveri
Sharepoint Online	
Project scoping and outcome definition	Customer
Site build out	Customer or Nimoveri Partner
High level training plan to include hands on demonstration of general navigation and use	Nimoveri
Troubleshooting, 1st line support and liaison with Microsoft for more complex issues.	Nimoveri
OneDrive for Business	
Training for IT Staff and end users to ensure effective use of OneDrive	Nimoveri
Troubleshooting, 1st line support and liaison with Microsoft for more complex issues.	Nimoveri
Migration planning	Joint Ownership
Migration Execution	Customer or Nimoveri
Office 2016	
Download and installation of Office applications on client devices	Nimoveri (access to devices needs to be provided otherwise customer owned)
Troubleshooting, 1st line support and liaison with Microsoft for more complex issues.	Nimoveri
Skype for Business	
Best practice use of Skype within the workplace	Nimoveri
Staff training	Nimoveri
Troubleshooting, 1st line support and liaison with Microsoft for more complex issues.	Nimoveri
Implementation support for additional components	Nimoveri
VOIP System integration support	Nimoveri
VOIP System integration	Customer – supported by Nimoveri if required.
Active Directory	

Active Directory syncing and changes	Nimoveri
Addition of new users including setup and changing of user groups	Nimoveri
Configure Active Directory with Office 365 environment	Nimoveri
Troubleshooting, 1st line support and liaison with Microsoft for more complex issues.	Nimoveri
Guidance in federating Active Directory with Azure	Nimoveri
Active Directory best practice setup	Nimoveri

CONCLUSION

In today's business environment Microsoft Office 365 is an essential tool for driving productivity gains within your workforce. Allowing your people to work anytime, anywhere and on any device is a key feature of Office 365 and something more and more of your workers are demanding. As with any IT productivity tool Office 365 needs to be managed and our technical team at Nimoveri will remove from you the overhead and headache of managing your Office 365 deployment. Whether a simple Business Essentials deployment or a more complex Enterprise deployment, our team will help you and guide you through the migration and implementation process allowing you to focus on revenue generating opportunities within your business.

SUPPORT

The service includes setup, maintenance and any normal admin changes as required. Biars standard support is included 08:00-18:00hrs (UK Time) Mon-Fri. Extended support options are available.

NEXT STEPS

To request more information or to discuss any queries please contact sales@nimoveri.co.uk or call 03333 051821