Intelligent Collaboration
Microsoft 365
Evergreen Lifecycle

Absorbing changes and delivering business value

Microsoft 365 Evergreen Lifecycle will help you understand the myriad Microsoft 365 feature changes- allowing you to successfully absorb changes and deliver business value with perpetual adoption of appropriate features both by users and within line of business processes.

Microsoft 365 Evergreen Lifecycle benefits

- We help accelerate readiness and adoption of Microsoft Microsoft 365 new features and product releases

- Reduce risk of user confusion or unexpected impact from new features and loss of productivity

- Work in partnership with Microsoft in managing high volume of changes and providing recommendations related to new features and readiness activities

Microsoft 365 Challenges- addressed given ~40 feature changes per month:

Enterprise IT Challenges

- Microsoft 365 lifecycle and feature releases often overlooked by businesses due to pace of change being too fast

- 60+ changes per month overwhelm IT and put them in a state of paralysis by analysis

- Lack of exploitation of features means lack of exploitation of Microsoft 365 subscription investment.

Enterprise IT Challenges

- Ability to support users so they understand new features.

- Technology change typically requires effective readiness planning and end user communication.

- Early adoption may provide incentives and support from Microsoft or service providers

User Challenges

- Users missing out on new ways of working and providing business efficiencies

- Experienced users moving between organizations may miss previously used features

- Users may be 'aware' of feature pipeline but have confusion because features not available to them

- Understand how to best utilize new and unlocked features

| www.atos.net/en/lp/intelligent-collaboration

Atos delivers Intelligent Collaboration –
Microsoft 365 Evergreen Lifecycle Service:
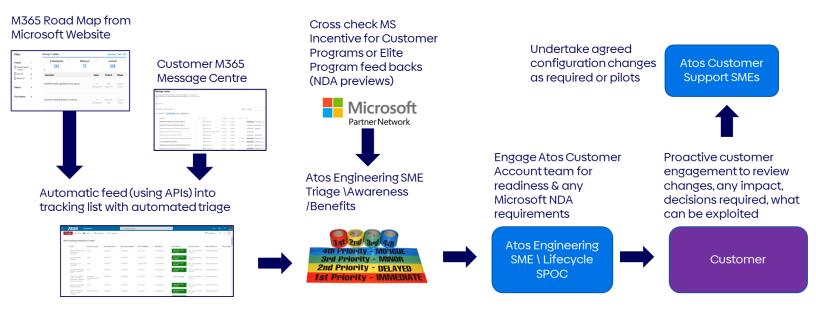# Absorbing changes and delivering business value

Atos Microsoft 365 Evergreen Lifecycle service– What Is It ?

End-to-end automated process to identify, review and plan for Microsoft 365 new features. The process is patented to pull through the Microsoft roadmap with impact on customer tenant and into the Atos backend services for Microsoft 365 Collaboration support.

helps customer to understand Microsoft 365 changes , minimize risk to business and users plus identify potential for piloting new features to deliver business value.

Delivered as a series of workshops with on-shore or off-shore experts with automated reporting.

Combined O365 Collab, Windows 10, Mobility + Security into single source

M365 Road Map from Microsoft Website

Customer M365 Message Centre

Cross check MS Incentive for Customer Programs or Elite Program feed backs (NDA previews)

Microsoft Partner Network

Undertake agreed configuration changes as required or pilots

Atos Customer Support SMEs

Automatic feed (using APIs) into tracking list with automated triage

Atos Engineering SME Triage \Awareness /Benefits

4th Priority - MORGUE
3rd Priority - MINOR
2nd Priority - DELAYED
1st Priority - IMMEDIATE

Engage Atos Customer Account team for readiness & any Microsoft NDA requirements

Proactive customer engagement to review changes, any impact, decisions required, what can be exploited

Atos Engineering SME \ Lifecycle SPOC

Customer

Key Scope and Deliverables:

- Proactive evergreen management of a customer M365 Tenant road map
- Presentations by an M365 subject matter expert
- License Review of Tenant with feedback of potential optimizations
- Gold level option for deep dive sessions or pilot spin up and support
- Core components: Teams, Exchange Online, OneDrive for Business, SharePoint Online, Yammer, Viva Suite, Windows 11, Mobile Apps, Apps for Enterprise
  Azure Active Directory - EntraID
  Microsoft 365 Security (Defender) ….. Informed Atos on how we built this service.
  Purview /Priva (Information Protection/Privacy)
- Optional Accessibility & Power Platform review and cross check of M365 road map features