



MessageOps

Microsoft Cloud
Strategies that
help your business
take flight

MessageOps.com
877-788-1617



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The MessageOps Difference



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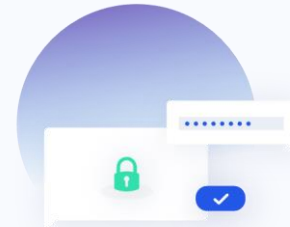
Seven Thousand five hundred
Companies use **MessageOps Software**



Over **6,000,000** seats migrated to Office 365 with
48,907 man hours dedicated to Office 365



Thousands of Azure workloads deployed, **Hundreds** of
Microsoft **Security** Solutions deployed over **500,000**
endpoints & enabled **300,000 people** onto **TEAMS**



MessageOps provides more value than any other
Microsoft Cloud provider including our **unique IP**



Acquisition ➔ **Activation** ➔ **Adoption**



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Microsoft Competencies & Key Awards

- Gold** Cloud Platform
- Gold** Cloud Productivity
- Gold** Collaboration & Content
- Gold** Datacenter
- Gold** Small and Midmarket Cloud Solutions
- Gold** Enterprise Mobility Management
- Gold** Enterprise Resource Planning
- Gold** Messaging
- Gold** Security
- Gold** Windows and Devices
- Silver** Application Development

Unique relationship with Microsoft to better support you:

We understand that while we have some of the best and brightest Microsoft Engineers in the world, we realize that the Microsoft team can be a huge benefit for fixing problems, giving advice, providing recommendations. Our service does not compete with the Microsoft support service offering, but complements it. Most of all, it provides you the power of choice as to how your Microsoft Support is delivered.

- Microsoft US SMB East Region Partner of the Year
- Microsoft Azure Partner of the Year for the Greater SE
- Microsoft Solution Integrator Partner of the Year Award
- Microsoft Greater Southeast Cloud Practice Award
- Microsoft Greater Southeast Area Cloud Practice Award
- Microsoft Cloud Partner of the Year
- Microsoft Cloud Practice Award
- Microsoft Customer Satisfaction Award



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Unique Resources

- 2 Ex- CIOs from Large Insurance company and Hospital
- Dedicated 24x7x 365 U.S. based help desk
- Dedicated Customer Success Management team
- Premier Microsoft Support- Direct Line to Level 3 and 4
- Direct CSP Partner to Microsoft
- Our Microsoft 365 resources have over 10 years of experience
- Dedicated Project Managers
- 40+ years of enterprise IT experience translated into the mid-market
- Dedicated Microsoft sales force
- Dedicated Microsoft Programs/Promotions Specialist



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Unique Processes and IP

Unique Processes

- We deliver holistic programs, not just point solutions
- It's not about technology, it's about transformation
- ITIL – consistent repeatable operational support processes
- Ticketing system that records all logs, everything is time bound and measurable
- Mature knowledge bases and runbooks

Unique IP

- 365 Productivity Insights
- Team Captain
- Inscape
- SharePoint Services
 - ROOT – Company Intranet
 - CROWN – Learning Management System with Gamification
 - VINE – Contract Management System
 - BRANCH – Employee Onboarding & Offboarding / Departmental Workflow
- Windows 10/Security Shuttle



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Customers who Trust MessageOps



a YAGEO company



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Professional Services

Professional Services

- Cloud Migration
- Microsoft Teams Education, Deployment and Management
- Azure Cloud Governance
- On premise and Azure Active Directory
- Security
 - Enterprise Mobility + Security / Intune
 - Azure Windows Virtual Desktop (WVD)
 - Microsoft Endpoint Manager / SCCM
 - Advance Threat Protection
 - Windows Hello
 - Autopilot



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Teams Services

- **Teams Simple Start™:** includes Teams setup and training for your Administrator and up to 20 users / business influencers.
- **Teams Jumpstart:** includes training for administrators with a walkthrough of the Teams admin portal, and Teams training for power users.
- **Customer Immersion Experience (CIE):** A half or full-day on-site or virtual CIE, which includes an interactive hands on-delivery/demo where customers engage with a variety of devices (tablet, PC, smartphone) to consume common work-related scenarios.
- **Discovery & Planning Session / Workshop:** Leverage an onsite Teams Workshop to assess your preparedness to deploy the workload.
- **Deployment, Adoption & Customization for Teams Corporate Rollout:** An end-to-end process that enables you to plan, coexist, prepare users and upgrade when your organization is ready.
- **Power BI Workshop:** Hands on instruction from basics to advanced techniques for designing, creating and deploying PowerBI analytics platforms. Share meaningful insights with hundreds of data visualizations, built-in AI capabilities, tight Excel integration, and prebuilt and custom data connectors.
- **Power Platform Workshop:** Learn how to use Power Apps & Power Automate to turn ideas into reality for your organization. Built custom Apps to solve business challenges that streamline business process. Learn how to integrate Custom Applications and workflows into your daily work process using applications that you already own.



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Why MessageOps for Microsoft 365

- **Experience:** MessageOps is a Managed Gold Cloud Competency Partner with extensive Office 365 experience having migrated over 6 Million mailboxes to the Office 365 Cloud. We have dedicated over 49,000 man hours to Office 365 migrations.
- **Migrations:** MessageOps has experience in migrating mailboxes from Lotus Notes, Google, Pop mail, GroupWise, First Class and many others to the Office 365 Cloud. We have migrated companies with anywhere from 25 seats to 15,000+ seats.
- **Services to fit your needs:** Azure AD design / implementation, hybrid exchange deployment, PST/ 3rd party archive migrations, and much more.
- **3 Disciplines:** 40+ years of technical know-how to provide a simple and smooth migration, delivers a dedicated and experienced Office 365 project management team, and Change Management after the migration.
- **MessageOps is with you on the entire Office 365 journey:** Offering complete support from the start of the migration process all the way through to learning about everything Office 365 has to offer. We can help you transform the way people work and adopt the tools you have invested in.



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Signature Support Service

With our Signature support services, you receive access to the highest quality support to help you succeed with all of your Microsoft products and services. MessageOps is a Gold Level partner with Microsoft (the roots of the program).



Support across all deployments including on-premises, hybrid, and cloud



Prioritized break/fix support from MessageOps and response times as fast as 15 minutes



IT health checks and training to help optimize your technology and IT staff

Signature
S U P P O R T



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6 REASONS

to Choose

Signature Support

for all your Microsoft
Support Needs

1

Best of Both Worlds

Fully backed by Microsoft, we resolve all issues quickly and have direct access to the highest tiers of Microsoft support available
(All Plans)

4

Training

2,500+ short videos for [enhanced learning](#) & lets you to unleash the true business value of your Microsoft investment

2

Real Savings

Our Signature Support services are often 30-50% less expensive than other traditional Microsoft support plans

5

New Insights

Gain [valuable insights into remote worker productivity](#), spot trends and identify training opportunities

3

Inscape Access

Our [Office 365 management & reporting platform](#) helps you be more productive, secure, and control costs
(Elite plan)

6

Stay Secure

[Semi-Annual security audit](#) of your Microsoft 365 environment
(Elite plan)

Signature

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SUPPORT

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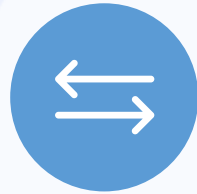
Azure GlidePath™ Services

Services to Support you no Matter Where you are in your Journey



Azure Pre-Migration Assessment

Our services will accelerate your cloud adoption initiatives by focusing on the cloud readiness of your applications, data and infrastructure



Azure Migration

Following best practices and a time-tested methodology, we can ensure a successful migration to meet all your unique requirements



Azure Governance

Our services are based 100% on Microsoft's Azure Cloud Adoption Framework (CAF) that sets the foundation for the Five Disciplines of Cloud Governance



Azure Cost Management

This service will establish visibility, accountability, optimization, and iteration processes for your whole company to adhere to.



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Why MessageOps for Azure

- **Billing:** One invoice for your Azure and Office 365
- **Support:** One number for both your Azure and Office 365 level I and II technical support
- **Portal:** One portal for your Office 365 and Azure provisioning
- **Experience:** We are not just one chapter ahead of you in the Azure manual. We have migrated 1000's of VMs to Azure.
- **Customer Support Manager:** One support and project manager that knows both sides of your cloud services for your modern desktop and modern data center
- **We are experts in Azure Cloud Performance**
- **We are experts in Azure Cloud Security**
- **We are experts in Azure cost optimization to make sure you are no overspending when you don't need to**
- **Free Azure Services:** Access to Microsoft funding to receive free Cloud assessments, free Azure training, free Azure management tools, and more.
- **Development:** Not only do we know how to manage Azure environments, but we also develop in Azure. We can work with your developer and operations teams to show you how to leverage all that Azure has to offer to assist you in your development efforts.



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Our IP

Inscape



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Our Vision

Inscape will become the premier SaaS management platform that enhances the engagement layer between the IT professional and the world's most popular SaaS applications. Inscape is a single site that will provide management, reporting, security, invoicing, as well as the on/offboarding process of employees for cloud related applications and services.



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Inscape

Inscape is the engagement layer that drives the business value of your Office 365 investment:

- Inscape License & Assign
- Inscape Manage
 - Including Onboarding & Offboarding
- Inscape Productivity Insights
- Team Captain
- Inscape Anomaly
- Inscape Adoption
- Inscape Training
- Inscape Backup (Exchange Online Backup & Restore)
- Invoice History & Financial Snapshot
- ADP Workflow Now
- Azure Spending Trends
- Azure Recommendations

Microsoft Licenses

Purchase new and manage existing Microsoft Office 365 licenses, Software, and Azure subscriptions.

Assign

Easily assign your Microsoft Office 365 licenses to your users, or create new Azure Active Directory users and assign licenses.

Account

Review your recent invoices and update your account information.

Manage

Formerly known as Inscape365, this Office 365 management and reporting tool includes actionable reports, security information, and more.

Adoption

Your own Office 365 adoption portal with helpful how-to's, quick start guides, self-service help desk knowledge base, and ongoing tips and tricks communications on how to best utilize your investment.

Azure Re

View and download reports on Azure Performance and recommendations for Azure subscriptions.

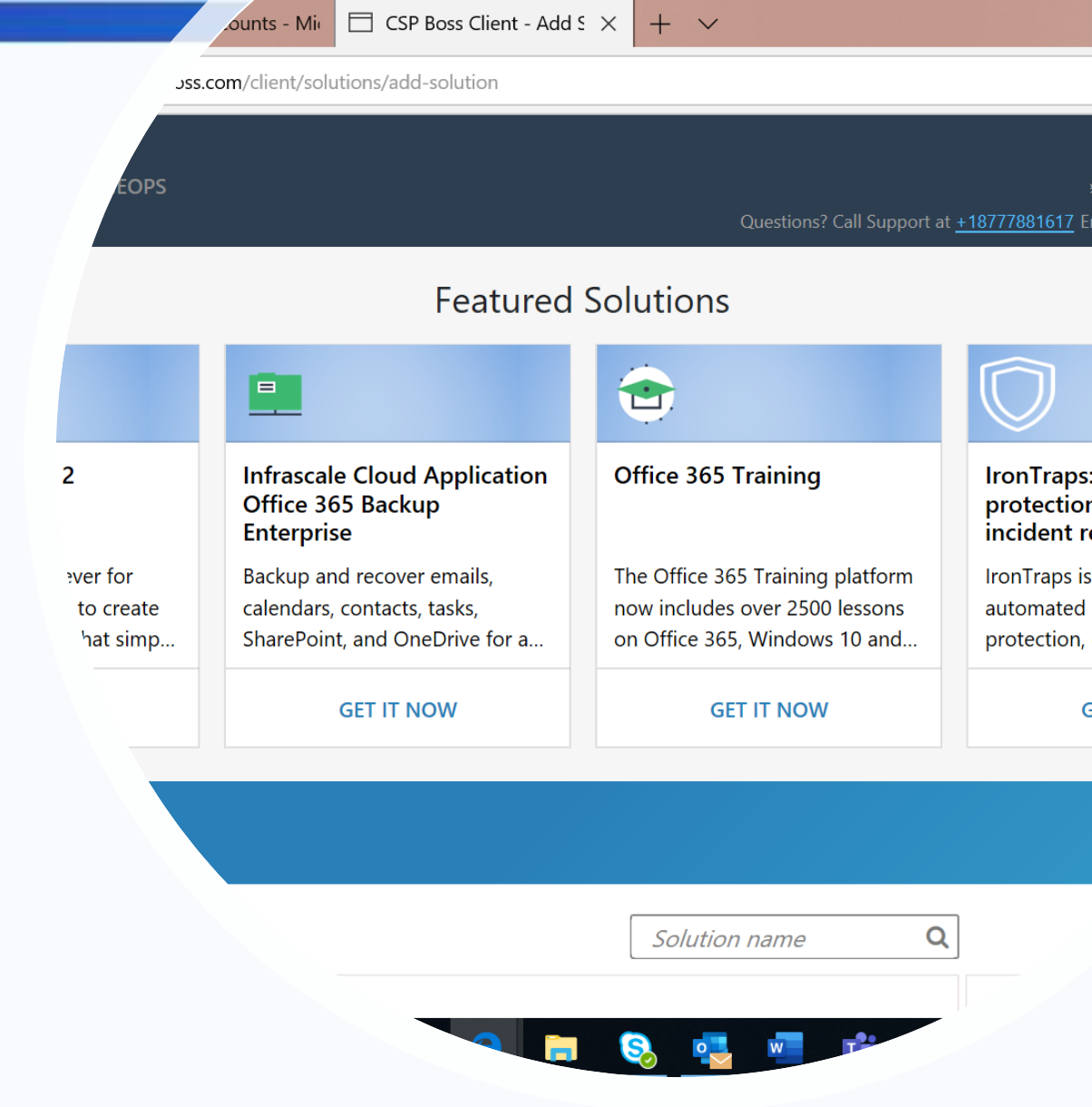


Inscape License & Assign

- Office 365 Cloud Orchestration Platform
 - Single Sign-On
 - Updates in real-time
 - Seamlessly provision and perform adds, changes, and removals to and from the Office 365 cloud
 - Automatically create users in your Active Directory and assign Office 365 licenses
 - Easy to understand invoicing
 - Tracks your past purchases and makes it easy to add on in the future

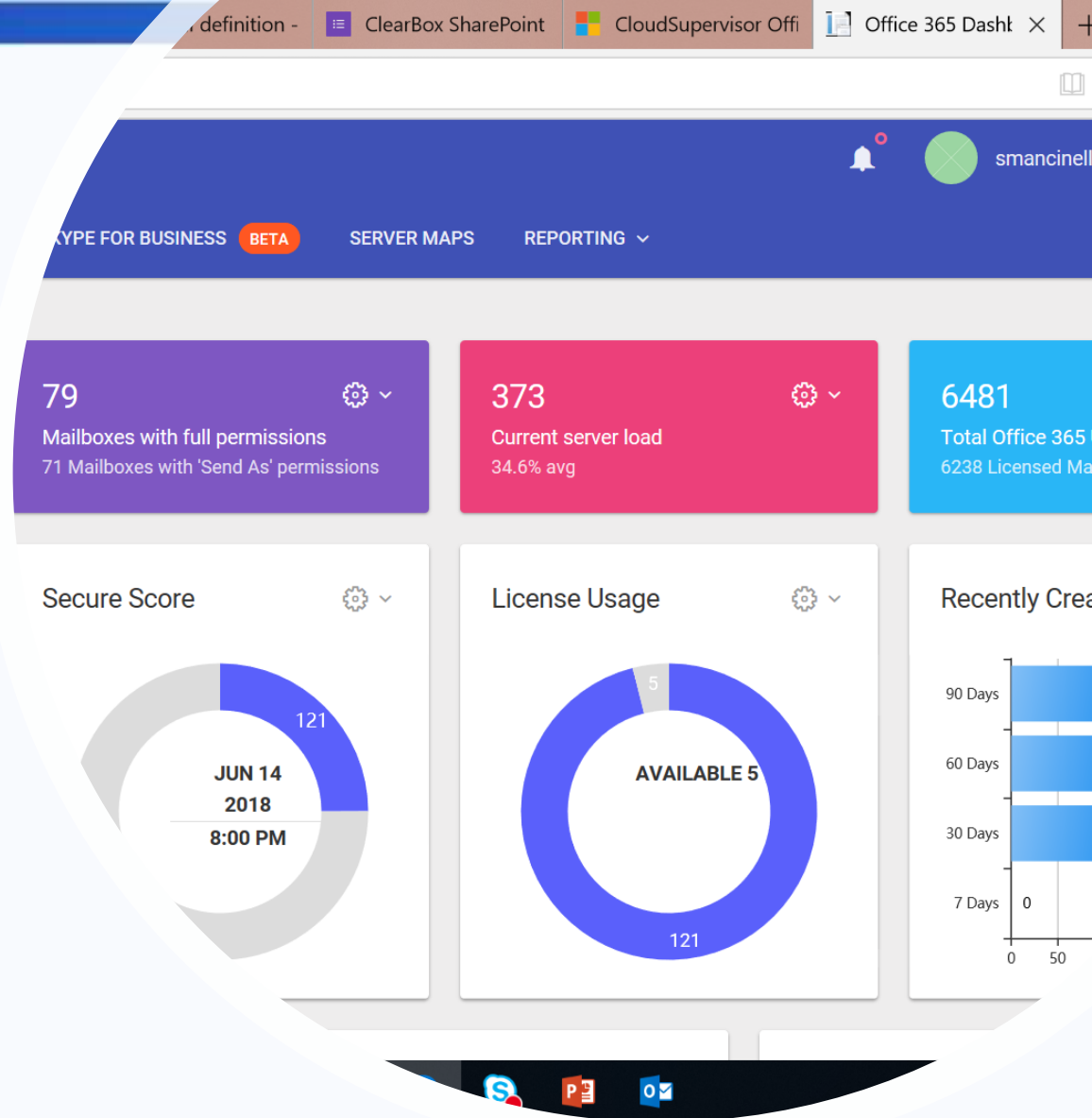


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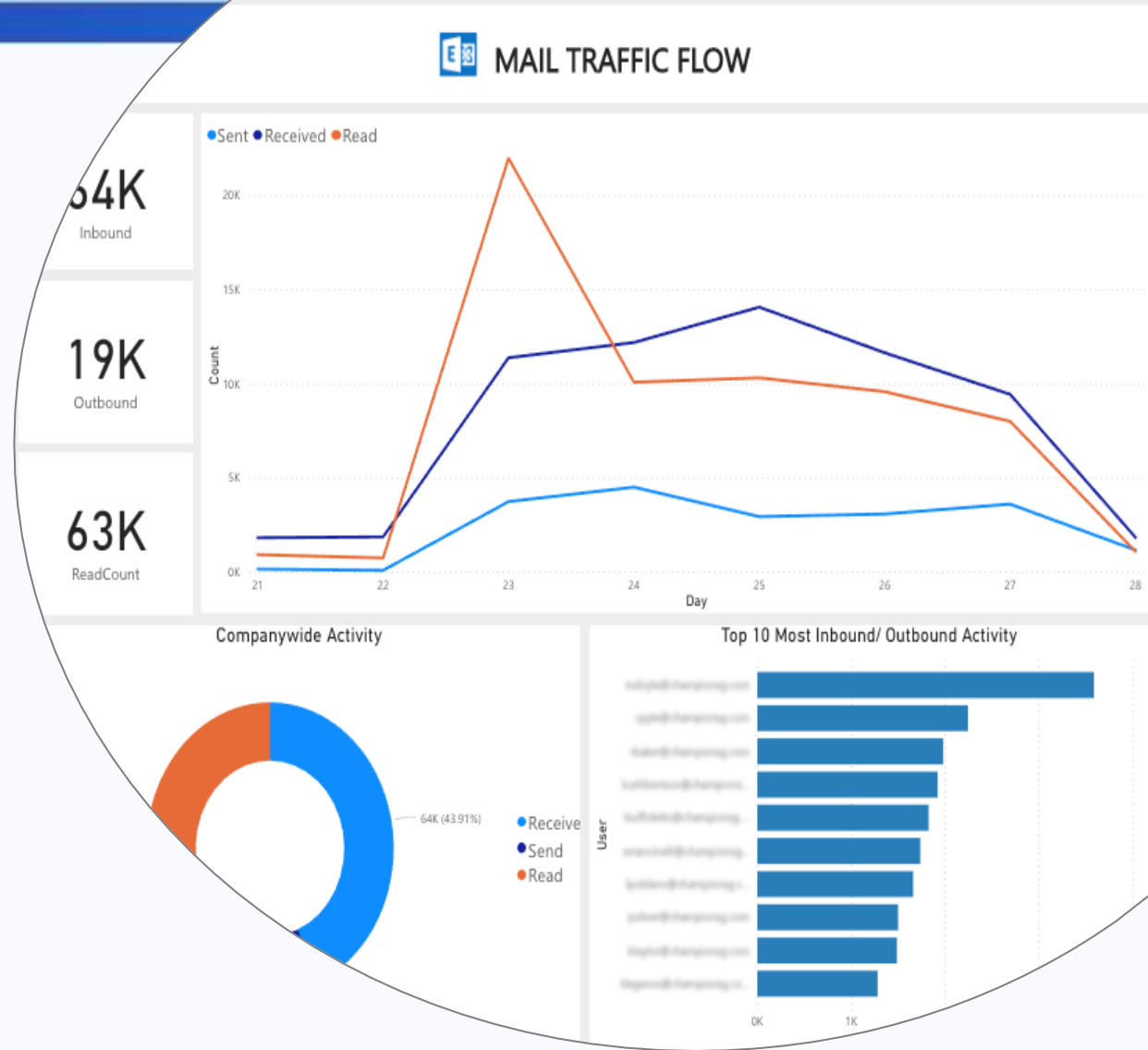
Inscape Manage with Onboarding & Offboarding

- Onboard / Offboard wizard
- License Management & Cost Optimization
- Advanced Reporting & Analytics
- Azure AD Security Risk Metrics
- Manage Office 365 apps (including OneDrive, Skype, Teams)
- Reduce the need for PowerShell



Inscape Productivity Insights

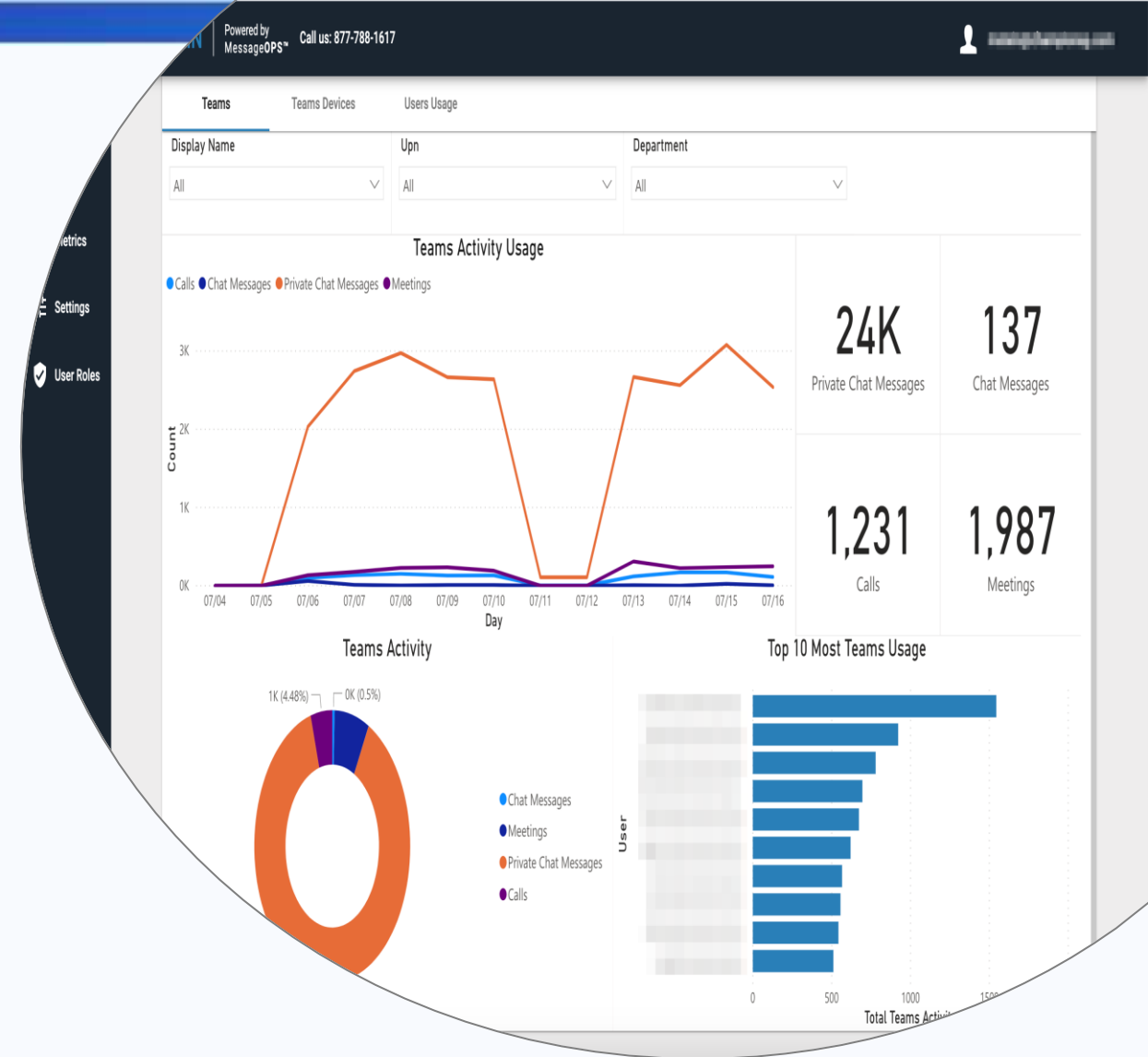
- Easy-to-use Outlook and Teams Measurement platform
- Helps IT and Department Managers monitor productivity of remote staff
- The productivity statistics that you can view at a glance include:
 - # of emails sent by user and department
 - # of emails received by user and department
 - # of emails read by user and department
 - # of Teams meetings by user and department
 - # of Teams private chats by user and department
 - # of Teams meeting chats by user and department
 - Trended Mail Traffic Summary for the whole company
 - Trended Microsoft Teams summary for the whole company



Teams Governance

Team Captain

- One window into your Teams environment
- Control Teams sprawl
- Simplified push button Team archiving
- Easily identify Teams by department
- Easy to setup and implement Teams policies
- Know how many files are being shared outside your company
- Hold team owners accountable with automated policy-based external sharing reviews



Inscape Anomaly

Inscape Anomaly delivers cost anomaly detection for your Azure environment.

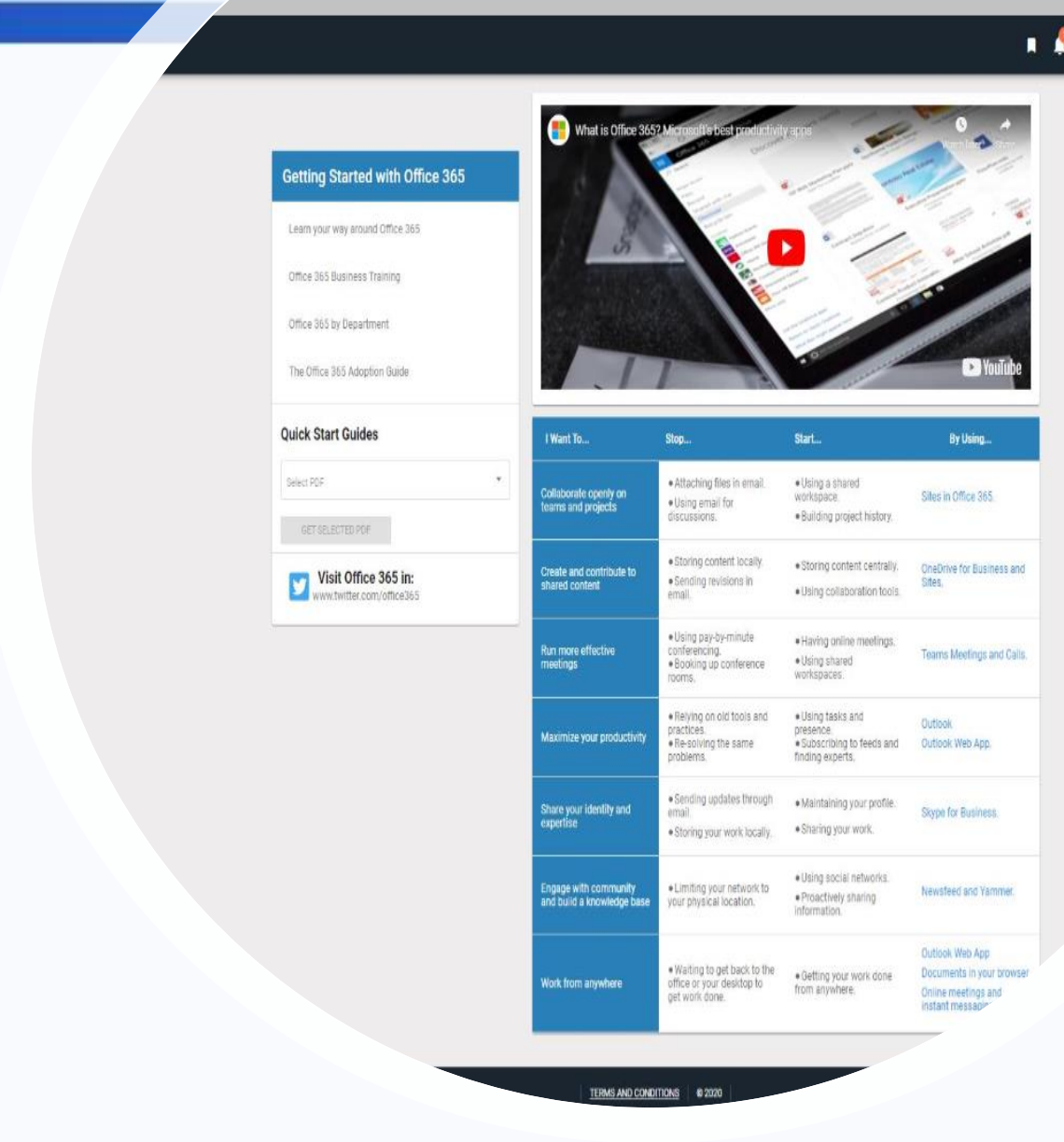
- Uses Machine Learning algorithms to monitors your Azure consumption patterns daily
- Notifies you of any cost anomalies in your Azure environment at the time of the anomaly
- Gets granular and can track your Azure spend at the Subscription, Resource Group, or Individual Resource level.
- Alerts you of added or deleted resources to and from you Azure subscriptions, so you know what is going on right when it happens
- Seamless single sign-on with Microsoft Office 365
- Much more!



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Inscape Adoption

- Level I & II Self-Service Help Desk
- Quick Start Guides
- Videos
- Life-long end user communication plan with tips & tricks
- Office 365 Adoption Guide
- Business scenario identification



Inscape Training

- 2500+ on demand training videos
- 24x7 access
- Assessments and visual data reporting for administrators to track and realize ROI
- Gamification and Certificates of Completion encourage learners to hit goals
- Lessons on Office 365, Windows 10, and the complete Microsoft Office Suite.



...e365training.com/

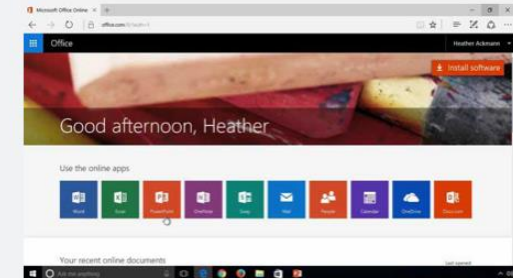
OFFICE 365 TRAINING
PRESENTED BY MESSAGE OPS

Started with Planner

of Microsoft's easy to use management tool.

Add Tasks to a Plan in Planner

See how easy it is to add tasks, assign team members, include descriptions and attachments, and more.



Office Online Apps



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Sequoia SharePoint Suite



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Sequoia SharePoint Services

We deliver custom and turn-key SharePoint offerings. You don't have to wait weeks, months, or years to unleash the full business value of your investment.



Microsoft CSP Program



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Why Microsoft Introduced the CSP Program

- The CSP program is the **'new norm'** for procuring and managing your Office 365, Windows, and Azure
- The CSP program delivers greater value and flexibility over the Advisor / POR cloud subscription and Enterprise Agreement (EA) models
- The CSP program lets you work directly with MessageOps to handle direct billing, provisioning, management, support, & valued-added tools and services



"Microsoft recommends this update as CSP is the motion we are investing in and are committed to, and want you to be able to take advantage of the benefits CSP offers."

Sincerely,



Pascal Walschots
Director, Office 365 Partner Marketing
Microsoft



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EA vs. CSP

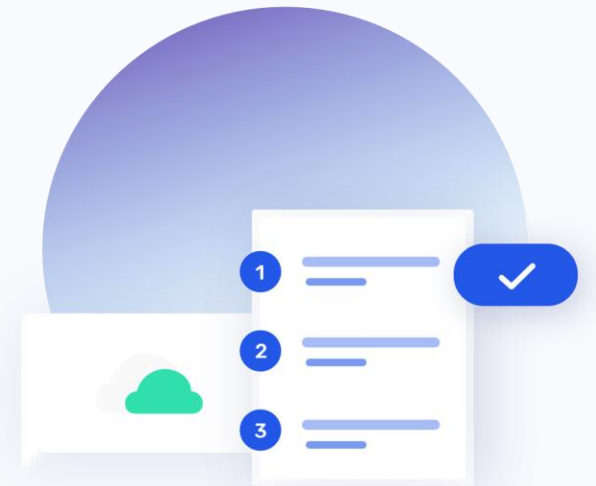
Comparison Points	Enterprise Agreement (EA)	CSP
Number of users or devices	500 or above	Flexible
Payment	Up front, yearly	Monthly
True up Billing	Annual	None
Contract Terms	3 years minimum	Pay as you go
Ongoing Support	Not included	Premier Support
Provided Services	All Microsoft Products (even the ones not in use)	Office 365, Enterprise Mobility Suite, Azure, Dynamics Online, Windows 10
Ability to add / remove users	Anytime, but with annual true-up billing	Anytime, as needed
Flexible Licensing	Not available	Only pay for what you use
One-of-a-kind, value-added tools and services	Not available	An abundance through MessageOps!



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MessageOps is a CSP Leader

- Over **60,000 members** are part of the CSP Program
- **#7 CSP** Partner Worldwide
- MessageOps has **migrated over 6 million** seats to Office 365
- **Over 7,500** companies leverage MessageOps software
- MessageOps does business with **over 3,000** Office 365 customers



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Key Benefits

Get the same Office 365 plans and uptime, but with full service, support and unique value-added services

- ✓ MessageOps is your single point of contact for all your Office 365 and Azure needs
- ✓ 24x7x365 U.S. based technical support
 - ✓ *Our time to resolution for Level I & II support calls is on average less than half of that of Microsoft's*
- ✓ Critical situation support and escalation to Microsoft
- ✓ Dedicated Customer Success Manager
- ✓ Customized billing and invoicing
- ✓ Teams Virtual CIE (Customer Immersion Experience)
- ✓ World-class, award winning tools and services



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Microsoft 365 Partner Value Check List

What does your Microsoft Office 365 Partner Currently Provide For You?	MessageOps	Other Office 365 Partners
Microsoft Office 365 SKUs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24/7/365 Help Desk Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A portal that gives the ability to do real-time adds, changes and removals to your Office 365 tenant	<input checked="" type="checkbox"/>	?
Direct line into Microsoft Premier Level 3/4 Support	<input checked="" type="checkbox"/>	?
Does partner have a direct relationship with Microsoft?	<input checked="" type="checkbox"/>	?



Microsoft 365 Partner Value Check List

Does the Office 365 partner deliver a comprehensive, uber easy to use management and reporting platform that will:	MessageOps	Other Office 365 Partners
Reduce the need to use PowerShell?	<input checked="" type="checkbox"/>	?
Enhance your company's Office 365 security posture?	<input checked="" type="checkbox"/>	?
Manage and control your Office 365 cloud spend?	<input checked="" type="checkbox"/>	?
Improve your license management?	<input checked="" type="checkbox"/>	?
Make your PST exporting easy?	<input checked="" type="checkbox"/>	?
Improve your Office 365 employee on-boarding and off-boarding?	<input checked="" type="checkbox"/>	?
Deliver hundreds of actionable reports?	<input checked="" type="checkbox"/>	?



Microsoft 365 Partner Value Check List

Does the Office 365 partner provide a complete Office 365 adoption change management platform that delivers an end user portal that allows access to:	MessageOps	Other Office 365 Partners
A certified Office 365 self-service help desk knowledge base?	<input checked="" type="checkbox"/>	?
24/7 access to over 2500 on-demand training clips to encourage learning anytime, anywhere?	<input checked="" type="checkbox"/>	?
Manage and control your Office 365 cloud spend?	<input checked="" type="checkbox"/>	?
Gamification and Certificates of Completion encourage learners to hit goals?	<input checked="" type="checkbox"/>	?
An Office 365 Department Guide	<input checked="" type="checkbox"/>	?
A Level 1-2 self-service help desk	<input checked="" type="checkbox"/>	?



Microsoft 365 Partner Value Check List

Does the Office 365 partner provide a complete Office 365 adoption change management platform that delivers an end user portal that allows access to:	MessageOps	Other Office 365 Partners
24/7 access to over 2500 on-demand training clips to encourage learning anytime, anywhere?	<input checked="" type="checkbox"/>	?
Intuitive learning portal access for both end-users and administrators is easy to use?	<input checked="" type="checkbox"/>	?
Assessments and visual data reporting for administrators to track and realize ROI	<input checked="" type="checkbox"/>	?
Gamification and Certificates of Completion encourage learners to hit goals?	<input checked="" type="checkbox"/>	?



Microsoft 365 Partner Value Check List

Does Your Office 365 Partner Provide A Pre-Built, Feature-Rich Custom & Turnkey SharePoint offerings?	MessageOps	Other Office 365 Partners
SharePoint Company Intranet? Learn More >	<input checked="" type="checkbox"/>	?
SharePoint Company learning management system? Learn More >	<input checked="" type="checkbox"/>	?
SharePoint Departmental request and employee onboarding system? Learn More >	<input checked="" type="checkbox"/>	?
SharePoint Contract and Asset Management system? Learn More >	<input checked="" type="checkbox"/>	?





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