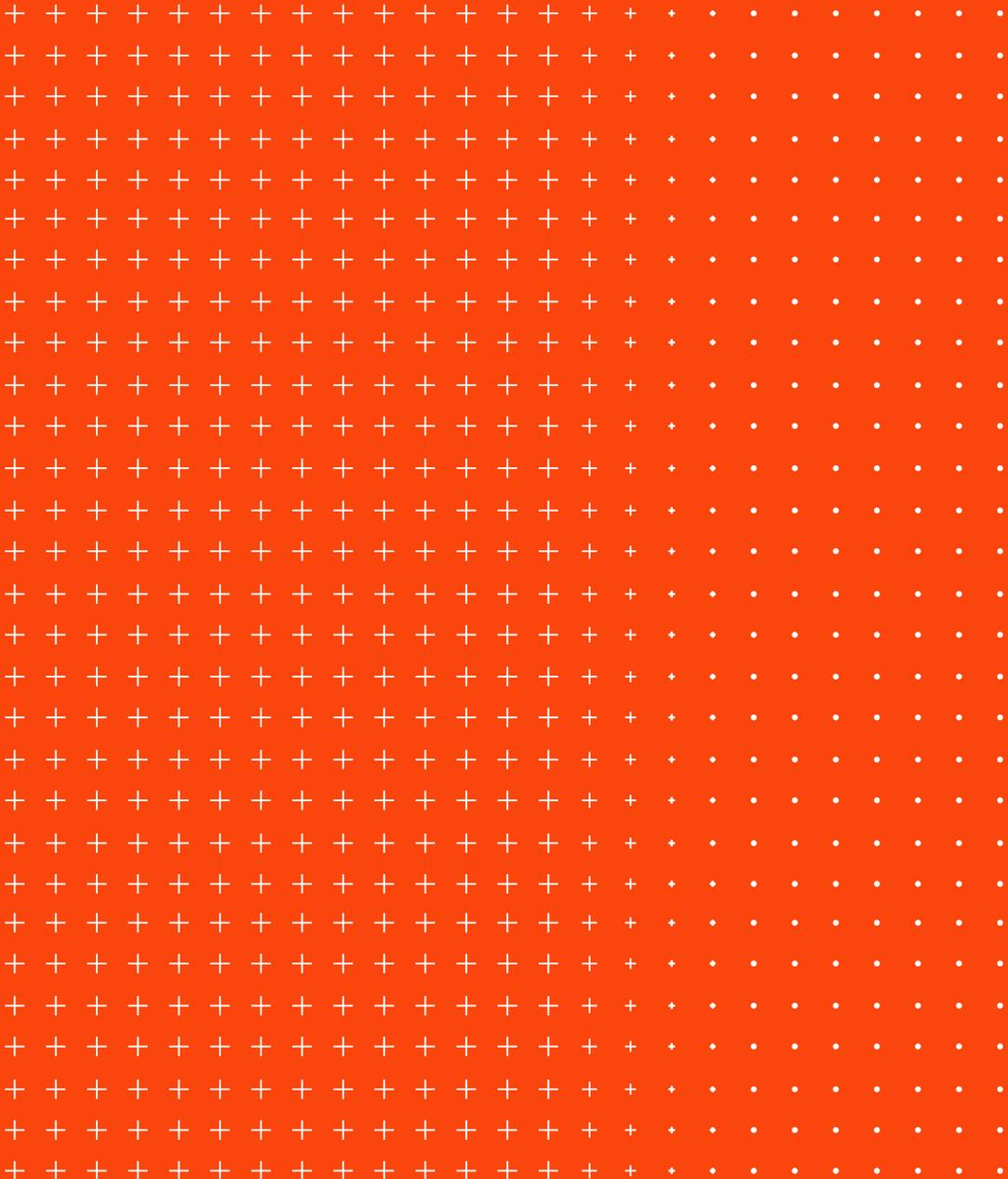


# Content + Cloud

Living + Breathing  
Client Success

C+C Viva Topics  
FastStart



# Content + Cloud



## Facts + Figures



**95%**  
Customer  
Satisfaction  
Scores



**19** Microsoft  
Awards



**7** Office  
Locations



UK's most awarded  
**MICROSOFT**  
Partner



**SOC**  
Powered by  
Azure Sentinel

**4** Advanced  
Specialisations

Windows Server & SQL Migration  
Microsoft WVD  
Teamwork Deployment  
Adoption & Change Management



**800+**  
Employees

**ISO**  
9001, 27001  
22301 and 45001

**4 MVPs**  
(Microsoft Most  
Valued Professional)



**15 GOLD**  
Microsoft  
Competencies



**UK's No.1**  
Penetration  
Testing  
Specialist  
2019

Microsoft Partner of the Year  
2020 Finalist

Customer Experience

Microsoft Partner of the Year  
2020 Finalist

Modern End Point Management

Microsoft Partner of the Year  
2019 Finalist

Modern Workplace Transformation

Microsoft Partner of the Year  
2019 Finalist

Customer Experience

Microsoft Partner of the Year  
2019 Finalist

Azure Influencer Award

Microsoft Partner of the Year  
2018 Winner

Customer Experience

Microsoft Partner of the Year  
2018 Finalist

Modern Workplace

Microsoft Partner of the Year  
2017 Winner

Cloud Productivity

Microsoft Partner of the Year  
2017 Finalist

Customer Experience

Microsoft Partner of the Year  
2017 Finalist

United Kingdom

Microsoft Partner of the Year  
2016 Winner

Collaboration and Content

Microsoft Partner of the Year  
2015 Finalist

Collaboration and Content

Microsoft Partner of the Year  
2014 Finalist

Cloud Excellence

Microsoft Partner of the Year  
2012 Finalist

Office 365 Solution

Microsoft Partner of the Year  
2011 Finalist

Content Management

Microsoft Partner of the Year  
2010 Winner

Enterprise Content Management

Microsoft Partner of the Year  
2010 Winner

United Kingdom

Microsoft Partner of the Year  
2009 Winner

Portals and Collaboration

Microsoft Partner of the Year  
2007 Winner

Enterprise Search

# We live and breathe Microsoft

We've received 19 best in the world awards from Microsoft in 13 years



- Gold Collaboration and Content
- Gold Cloud Productivity
- Gold Communications
- Gold Cloud Platform
- Gold Messaging
- Gold App Development
- Gold Datacentre
- Gold Data Analytics
- Gold Data Platform
- Gold Dev Ops
- Gold Windows and Devices
- Gold Small and Mid Market Solutions
- Gold Enterprise Mobility Management
- Gold Security
- Silver Enterprise Resource Management

- ✓ Microsoft Azure Elite Partner
- ✓ Microsoft Advanced Specialisation Windows & SQL Migration to Azure
- ✓ FastTrack Ready Partner
- ✓ Best ranked blogs and Microsoft books published
- ✓ On Beta and TAP programmes
- ✓ In Redmond working with product teams
- ✓ Office 365 launch partner
- ✓ Microsoft 365 launch partner
- ✓ Microsoft F1 launch partner
- ✓ Microsoft Managed Desktop launch partner
- ✓ Azure Sentinel Launch Partner
- ✓ Office 365 Partner Advisory Council
- ✓ Modern End Point Mgmt. Partner Advisory Council
- ✓ Security Partner Advisory Council



Information Security Management



Quality Management



Business Continuity Management



Health & Safety Management



Security Cleared Engineers

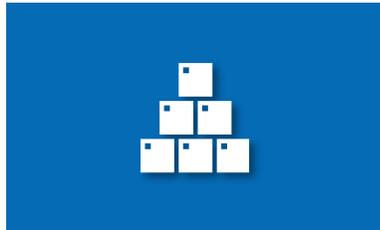
# Solving the knowledge problem with Viva Topics



# Solving the knowledge problem



Most organisations recognise that information and expertise is hard to find in their business



## TOO MANY REPOSITORIES

- + Multiple platforms
- + Fragmented employee experience



## POOR SEARCH TOOLS

- + No overarching search engine
- + Ineffective signposting to most valuable content
- + Lack of trust in results



## EXPONENTIAL CONTENT GROWTH

- + Clarity decreases rather than increases
- + Content becomes stale and out-of-date



## THE DOCUMENT PARADOX

- + Information is 'buried inside' documents



## LACK OF AUTHORITATIVE CONTENT

- + Golden content and learnings are often trapped at the project/client/case level
- + No bubbling up to a central location



# The cumulative effect



Knowledge is constantly recreated rather than reused



Employees spend significant time looking for information and expertise



New hires take a long time to gain full context



Knowledge doesn't permeate across the organisation



Tool frustration grows and opportunities are lost

**People spend about an hour a day—or up to seven weeks a year—searching for or recreating information \* (SWZD 2021)**

\* Spiceworks/ZD, Knowledge Sharing in a Changing World, commissioned by Microsoft, February 2021, [aka.ms/viva/topics/spiceworks](https://aka.ms/viva/topics/spiceworks).

## Scenarios which are often painful:

- + Employee onboarding
- + Team moves and restructures
- + The 'cold start' on new projects
- + Assembling a project or bid team
- + Training
- + Customer issues
- + Asking questions and getting answers

# New employee onboarding is costly



Typical large company ROI, for improving onboarding times:  
**\$9.7 to \$17.1 million**



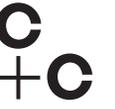
Improved discovery:  
**\$42 million to \$127 million**

Source: Forrester (July 2020)  
New Technology: The Projected Total Economic Impact™ of Project Cortex



# Microsoft Viva Topics

## Knowledge and expertise



### Turn content into usable knowledge

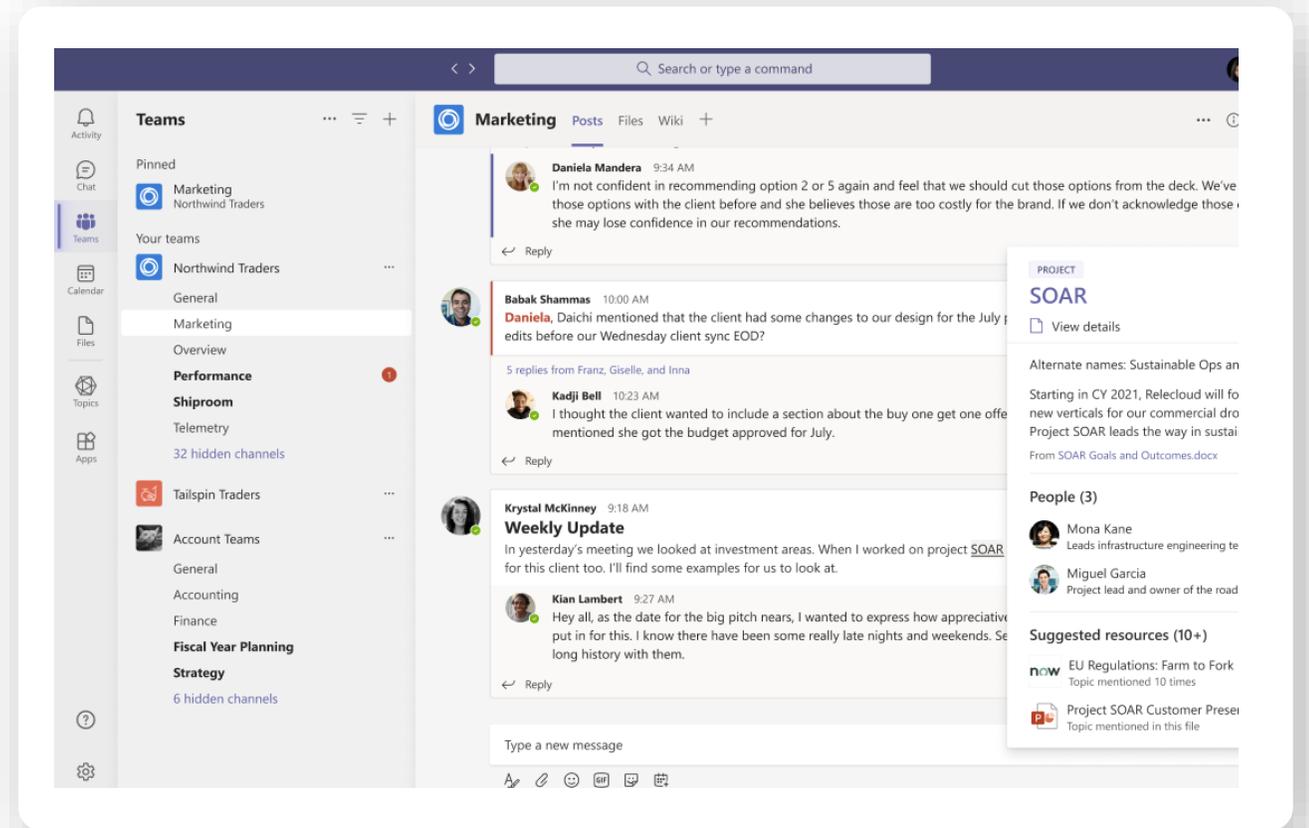
Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge.

### Organize knowledge into topic pages

Enable your organization's experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.

### Make knowledge easy to discover and use

Deliver relevant topics cards in the apps people use everyday.



# C+C Viva Topics FastStart

Microsoft 365 Content Services  
Partner Program



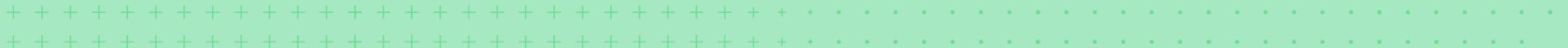
Jump start your evaluation of Viva Topics with the support of one of the most experienced partners globally

## Activities

- + Enablement of Viva Topics in your Microsoft 365 tenant (requires collaboration with your tenant administrators)
- + Configuration and curation of topics relevant to your company
- + Use of our IP and workbooks to accelerate topic info gathering
- + Training/knowledge transfer to your core team - topic curation, taxonomy integration, role management and more
- + Results playback presentation

## Deliverables

- + Configured Topic Center in your production tenant
- + Curation and publishing of at least 5 topics (with the assistance of organisational knowledge from your team)
- + Viva Topics knowledge transfer session to core knowledge project team
- + [OPTIONAL] Viva Topics playback session to wider stakeholder group – a focus on end-user experiences and benefits
- + Next steps action plan



# C+C Viva Topics FastStart



## Client prerequisites:

- + **Viva Topics licensing**
  - + OPTION 1 – the ability to run a Viva Topics trial at the time of C+C engagement
  - + OPTION 2 – production licenses procured and assigned to users
- + **Access to your Microsoft 365 tenant administrators**
  - + Required for initial Viva Topics enablement
- + **Ability to grant access to a C+C employee**
  - + We use the least privilege principle – time-bound access with sufficient permissions only to work with Viva Topics

### Notes:

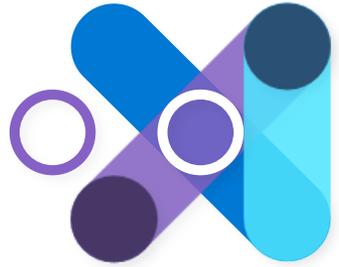
- + A standard Microsoft trial is 25 licenses, 30 day free trial

### Resources:

- + LINK: [Get started with trials for Microsoft Viva Topics](#)
- + LINK: [Buy Microsoft Viva Topics](#)



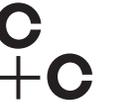
# Why Content+Cloud?



- + C+C are 1 of only 22 organisations globally to achieve Preferred status in the Content Services Program
- + Involved from the start as part of the Project Cortex private preview program
- + Experienced in delivering the Employee Experience with Microsoft Viva Workshop (previously Knowledge Discovery Workshop) to get organisations started with Viva Topics and SharePoint Syntex
- + Strong history of working with SharePoint and in Knowledge Management
- + 4 x Office Apps & Services MVPs



# Other C+C Viva Topics/SharePoint Syntex services



## Envisioning

- + “Employee Experience with Microsoft Viva” Workshop (covers Viva Topics and SharePoint Syntex)
- + Use case identification

## Business case

- + Business case development
- + Strategic benefit mapping
- + Financial ROI modelling

## POC/evaluation

- + **Viva Topics FastStart (this offering)**
- + SharePoint Syntex FastStart

## Implementation

- + Full implementation design
- + Launch planning
- + Training and knowledge transfer

### Viva Topics-specific:

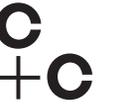
- + Curation across extensive topic set for your organisation (e.g. 50+)

### Syntex-specific:

- + Syntex AI model implementation, training and refinement



# C+C and Viva Topics FAQs

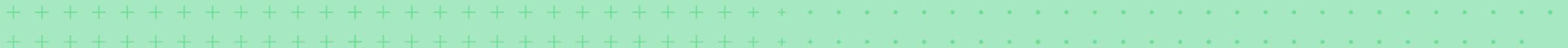


## What is the “Employee Experience with Microsoft Viva” Workshop?

- + The Microsoft workshop is a great introduction to both Viva Topics and SharePoint Syntex if you or other stakeholders are not familiar with the technology – it provides demos and good content on how Microsoft provide solutions for the knowledge challenges described earlier
- + Microsoft fund the workshop for organisations who meet their criteria (min. 1000 Microsoft 365/Office 365 licenses)
- + **C+C can nominate your organisation with Microsoft’s Cloud Accelerator Program to establish if you are eligible**

## Should we do the workshop before a Viva Topics/Syntex POC?

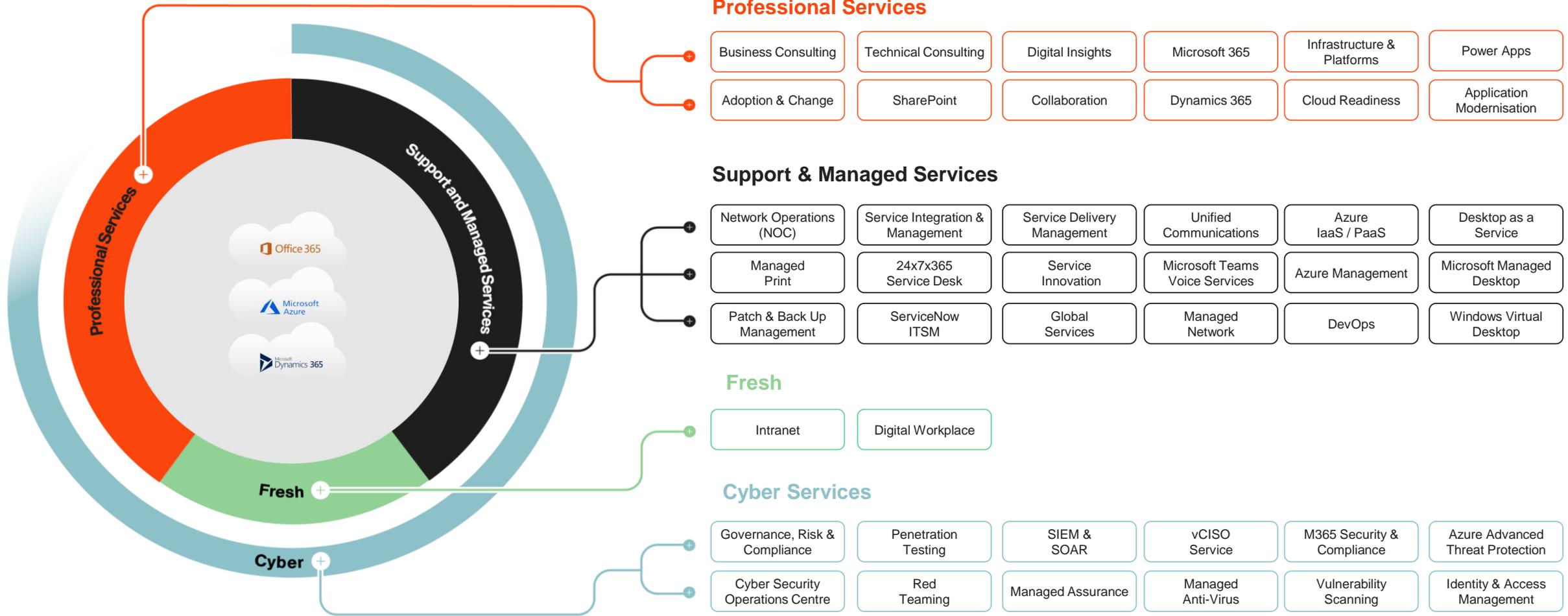
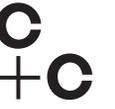
- + It’s a good first step, but it isn’t mandatory. We recommend it if you can get Microsoft funding, but your stakeholders will learn about Viva Topics and Syntex during a POC in any case. The workshop is useful to get a good grounding and help identify use cases, but if you already have an understanding of the technology and possible use cases, proceeding direct to a POC can provide an accelerated path.



# About Content+Cloud



# A strategic transformation and services partner to our clients



# Managed Services



## Support

Our heritage is built upon providing market-leading support for our clients. Whether you require a dedicated service desk with 24/7 support; a shared service desk able to scale with your business; or even global support to meet the needs of your users around the world, we can deliver end to end service as well as work alongside internal teams and resolver groups.

## DevOps Services

Application delivery has moved from one-off implementations to a continuous evolution and optimisation model. Our DevOps services deliver critical applications faster, while enabling you to have greater agility within your business across and beyond the Microsoft technology stack.

## Service Management and Design

Our ServiceNow ITSM platform is the foundation for our ITIL-aligned enterprise class, managed support services. By providing world class service management, we enable organisations to use best of breed solutions and services. Our Service Management and Design team will ensure your organisation enjoys cohesive and accountable end-to-end services.

## Penetration Testing & Managed Cyber Services

The rate of cyber-attacks is on the rise. In today's age, poor security is a commercial concern. We'll assess your current threat landscape, ensure your IT operations are protected through detecting and responding in real-time to mitigate your risk, and prevent data loss with fully managed security services through our dedicated SOC and NOC, and remediate known gaps.

# Technologies



## Microsoft 365

We have helped hundreds of organisations change the way they work with Microsoft 365. Whether you're looking to implement new end-user compute solutions like Microsoft Managed Desktop, Teams, Exchange Online or securing your environment with EMS, we'll work with you to identify your goals and requirements to maximise your Microsoft 365 investment.

## Azure and Infrastructure Services

Azure provides a flexible and open platform, enabling the build, development and optimisation of apps across the Microsoft Cloud. Content+Cloud can support your transition to the cloud from support of existing on premise environments; Cloud Readiness & Adoption Assessments; initial IaaS cloud migration onto our Cloudlab platform or Azure, through to PaaS app modernisation and optimisation.

## Dynamics 365

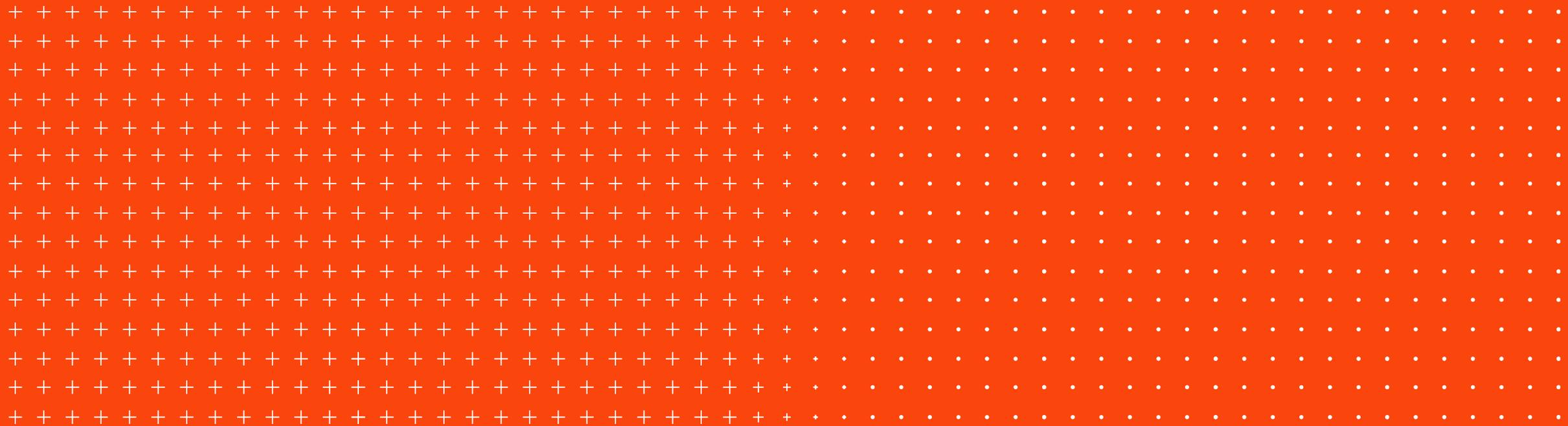
Great design and configuration alongside a decade of support experience from our Dynamics team, means that we can empower our clients to work smarter, better and with greater visibility with our Dynamics ERP solutions. In addition to unlocking the potential of D365, we partner with industry related providers, for example PSA solutions or manufacturing and logistics PMI solutions, to deliver end-to-end business process efficiency.

## Fresh

Fresh is an intranet solution and digital workspace, which improves internal communication and collaboration for any size organisation. Acting as a perfect launch pad for Office 365, Fresh simplifies your user's experience, creates an internal community and supports adoption and productivity through the increased usage of Office 365 tools and apps.

# Some of our clients





# Content + Cloud

e [hello@contentandcloud.com](mailto:hello@contentandcloud.com)

w [contentandcloud.com](http://contentandcloud.com)

t 0333 241 7689

Fountain House, 130 Fenchurch Street, London EC3M 5DJ

©2020 Content+Cloud Ltd.