

Happiest Minds  
**EUCS Services**  
(powered by Microsoft)

# EUCS

## Introduction & Challenges

# Pandemic driven End User Services Trends

Before the pandemic, digital transformation was progressing in 73% of the organizations, However, 60% of those initiatives were wholly internal, with just 14% focusing on customer services and the remaining 26% still in the planning stages.

Source: Omdia, "Digital Transformation: The Way Forward"

## Traditional Workspace Solutions

### Pre-Pandemic Models

- Traditional support model across all end user issues/requirements
- Slow paced workspace transformation
- Preference for deskside support
- Digitalization was on roadmap

## Zero Touch Support Models

### Current Trends in Pandemic

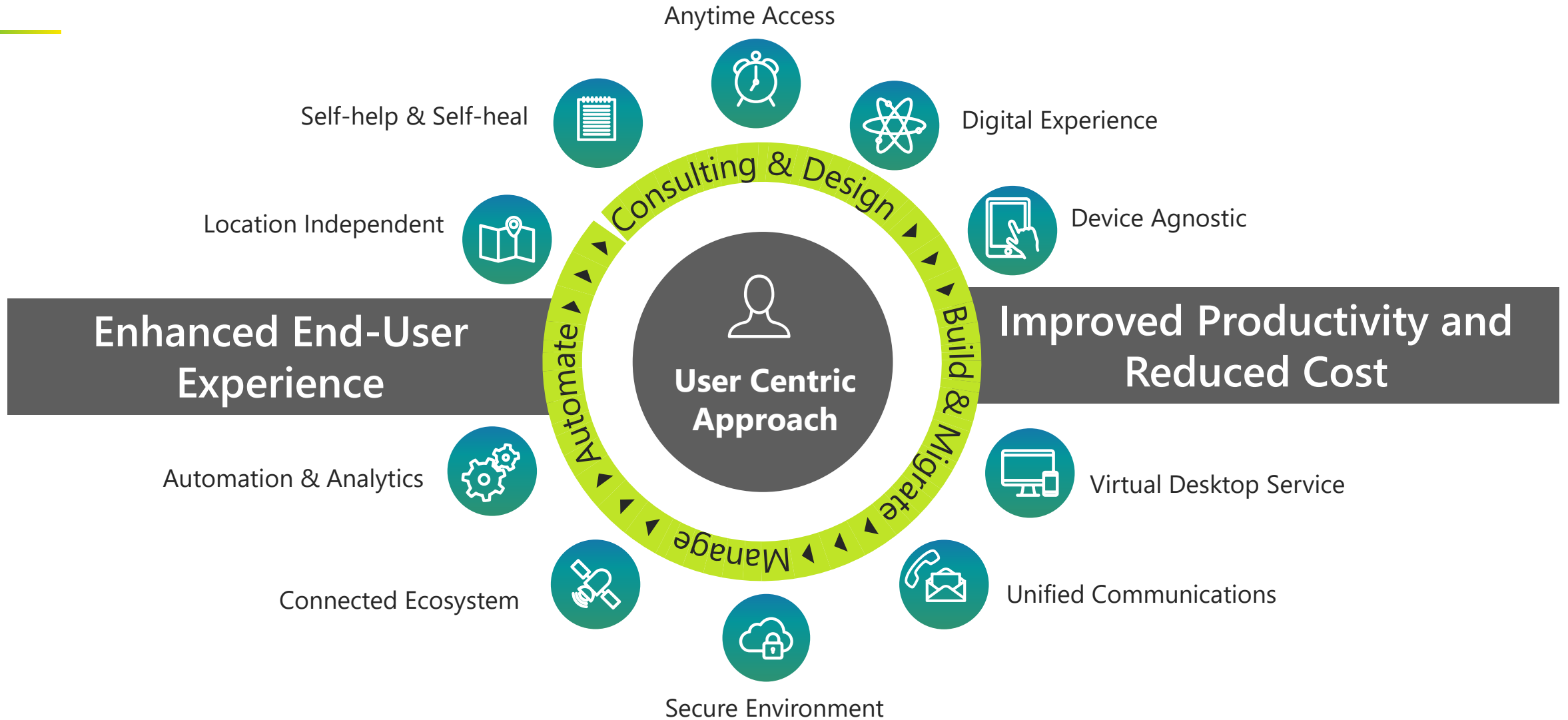
- Shift to zero touch operations
- Remote workspace setup
- Digitalized solutions to enable remote workspace
- Faster adoption of Self Service, SOP, Knowledge Base use, Self Heal solutions

## Digitized & Intelligent Support Solutions

### Post-Pandemic Hybrid Workspace

- AI / ML solutions for proactive fixes
- Automation to be key driver to user satisfaction
- Major shift to Cloud based solutions
- Data protection and securing organizational data

# Smart and Secure Workspace



End-to-End security services

# Our EUCS Service Offerings & Approach

# Digital Workplace Consulting

## Advisory and Consulting



- Cloud Services Adoption w.r.t End User
- Collaboration Services Strategy
- Device Management Strategy
- End User Automation Strategy
- End Point Security Strategy
- End User Analytics

## Digital Workplace Modernization



- Unified Communication and Collaboration
  - O365/M365 and Microsoft Exchange Transformation
  - Active Directory and Azure Active Directory Transformation
  - Identity and Access Management Integrations
- Enterprise Device Management
  - Unified Endpoint Management (EMM,MAM,MIM,MCM)
  - Remote working enablement
  - Asset Lifecycle management
  - End Point Security
  - Desktop Engineering
    - Image Management, Patch Management, Application Packaging, Software Distribution

## Digital Workplace End User Experience



Desktop as a Service (Cloud – AVD & OneClick)

Intelligent Service Desk

- Persona based profiling
- Smart Intelligent Service Desk Adoption
- Chatbots Integrations

## Deliverables

- Inventory Audit Report
- Gap Analysis Report and Recommendations
- DWS Strategy & Roadmap
- Asset & Licenses refresh and recommendations
- Business Case, TCO Report
- High-Level Architecture Design
- High-level Project plan

- Architecture Low Level Design & Foundation Setup Planning
- BOM for Device Refresh
- End User Communication Templates
- Communication Plan & Change Management Plan
- Pilot & Wave Migration Plan, Communication Plan
- Migration Knowledge Base Database
- Periodic Status Reports and Dashboards

- Build integration framework along with Tools, Process and technology Selection
- Setup Analytical Dashboard
- Technology Selection for Chatbots
- Status Report and Dashboards



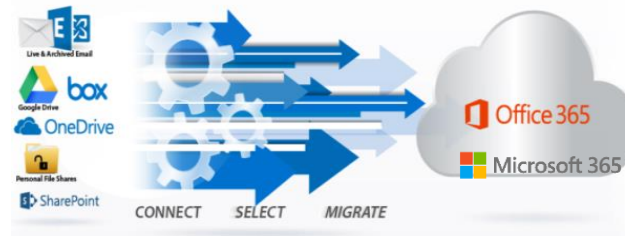
# Office 365/ M365 Transformation

## Consulting & Design



- Office 365/ M365 analysis and approach
- Pre-migration assessment
- Office 365/ M365 migration strategy
- End User Analysis
- Identification of key automation opportunities

## Build & Migrate



- Detailed environment assessment
- Build hybrid connectivity
- Create migration plan
- Solution design and planning
- Mailbox migration

## Manage & Automate



- Office 365/M365 service operations
- Level 1/2/3 support
- Custom reports and dashboards
- Continual Service Improvement
- Identify and implement automation opportunities

# Office 365 Migrations Overview

Upgrades, Migration from On-Premises to Cloud

Messaging Environment from various versions to a standard version

Merger/Acquisition/Demerger of a company's messaging environment as per business needs

**Mailboxes**

**Users**

**Documents**



**Migration Engine**

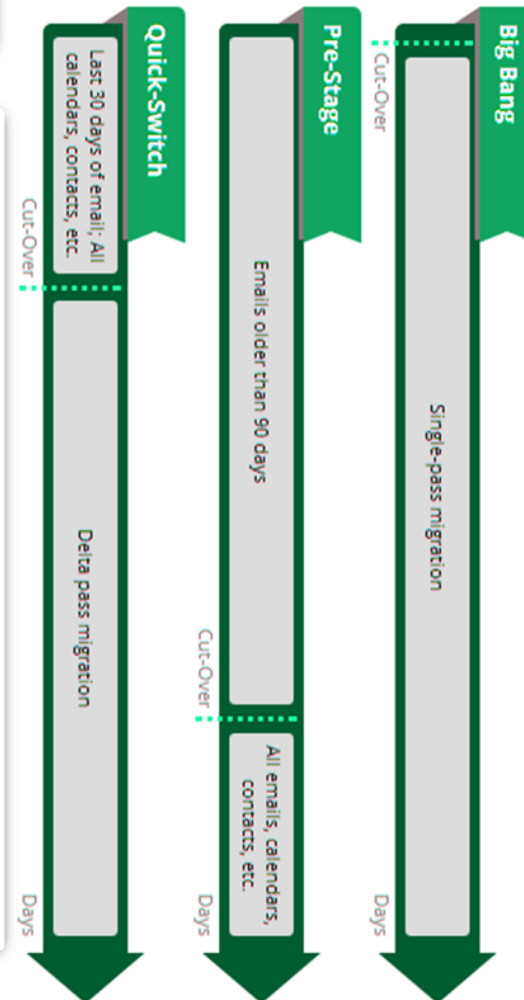





# Office 365 Migration Strategies

## Parameters for the migration approach

1. **A Big-Bang** data migration – Small customer size of 50-500 users based on their data size and want to adopt cloud platform asap due to business deadline
2. **Multi-pass**, the key to an incremental migration is to thoroughly understand the business and data landscape - Medium/Big (500+) range of customer OR Separation / Consolidation / Complexity environment and migration requires with less business impact and majority of data is available at time of cutover.
3. **A quick-switch** – Customer want adopt the cloud platform with new emails / 30 days emails are accessible immediately at time of cutover by users and the remaining data is backfilled over time.



## Migration Workflows

A **Big Bang** or **single pass** migration strategy that will move the entire mailbox in one pass after MX records are cut-over. A typical scenario consists in cutting over on a Friday evening and migrating during the weekend

This **multi-pass** migration strategy will move a majority of the mailbox data prior to the cut-over. A delta pass after the cut-over will migrate only the remaining mailbox items.

The **Quick switch** migration strategy will allow you to accelerate a transition to your new system by moving recent data first and performing a delta migration after your MX records are cut-over.

# End User Engineering Services



## Image Management

- Capture standard and client specific requirements
- Image creation and testing
- Image platform consolidation
- Establish Standard Operating Environment across organization
- SOE Simplification



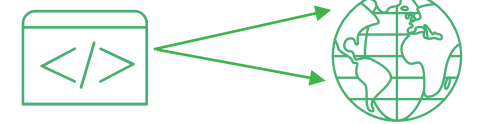
## Patch Management

- New patch and criticality identification
- Patch testing across different SOE's
- Patch rollout to end user devices
- Reporting of rollout status to devices
- Manage compliance requirements



## Application Packaging

- Application compatibility testing
- Compatibility issue remediation
- Packaging/Repackaging of applications
- Package validation and integration testing
- QA of packaged applications



## Software Distribution

- Identify distribution platform requirements
- Testing and rollback plans
- Remote distribution and installation of applications, service packs and patches
- Automate distribution methodologies

Consult & Design

Build & Migrate

Manage & Automate

# Active Directory Service Offerings



Microsoft  
Active Directory



**Manage** 

We are Microsoft cloud partners offering a complete Project Management Service. We plan your Active Directory tailored solution from start to end.

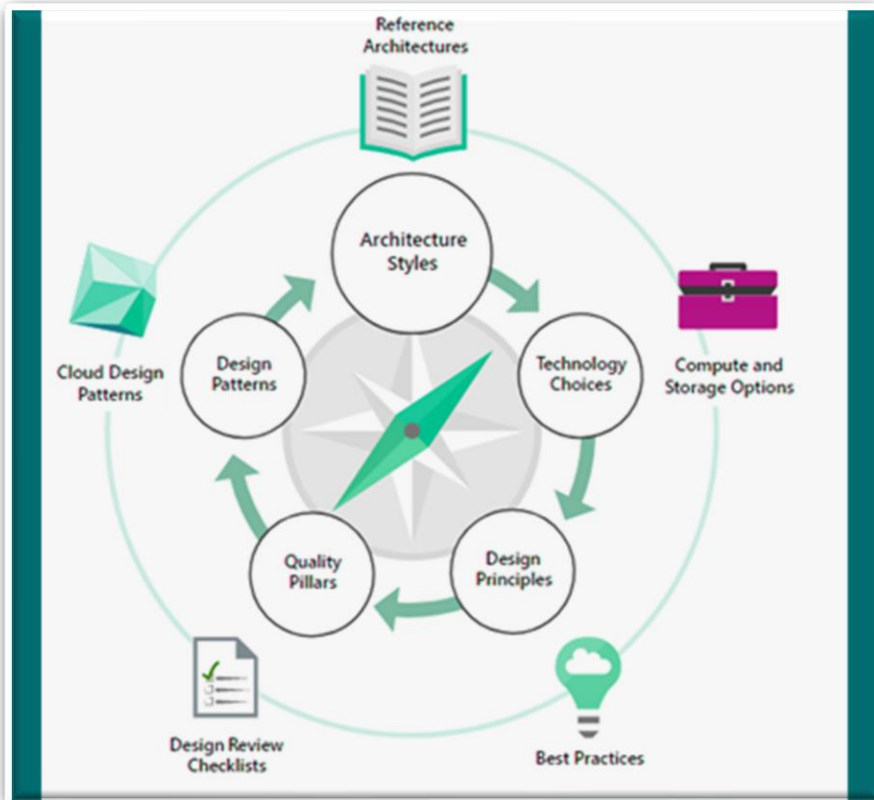
**Migration** 

Whatever your current email & file storage solution, we will ensure a seamless and trouble free migration whatever the size of your organization.

**Support** 

We have migrated and offer ongoing support to many who now utilize Office 365 services as their main business system.

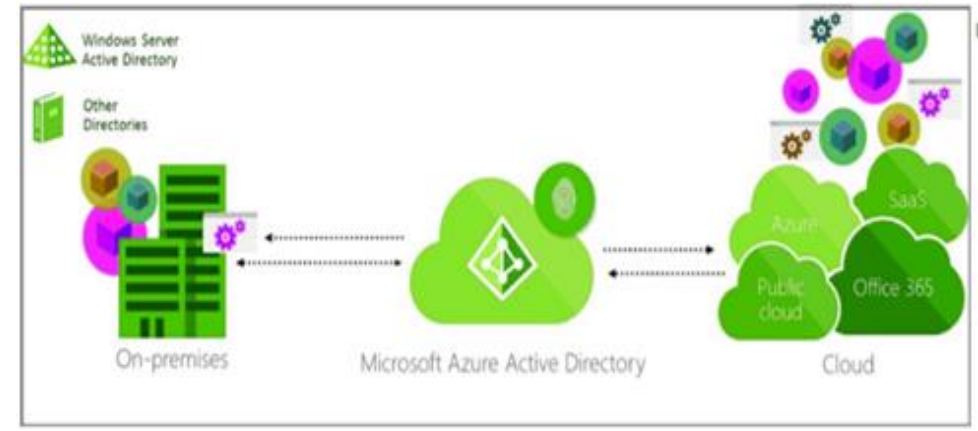
# Azure Active Directory Service Offerings



Plan and Design



Consultation



Integration, Migration and Support

# Intune Offerings



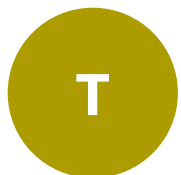
## DEVICE MANAGEMENT

Manage devices by Enrolling , Provisioning Protecting by defining the Policies and Retiring



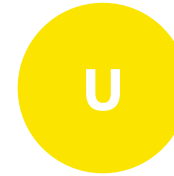
## PATCHING

Intune to manage the install of Windows 10/11 software updates from Windows Update for Business



## DEVICE ENCRYPTON

Intune to configure BitLocker Drive Encryption on devices that run Windows 10/11



## MOBILE DEVICE MANAGEMENT

Manage Mobile devices (Android / IOS) using Intune



## WINDOWS AUTOPILOT

Intune help in Autopiloting devices to set up and pre-configure new devices, getting them ready for productive use.



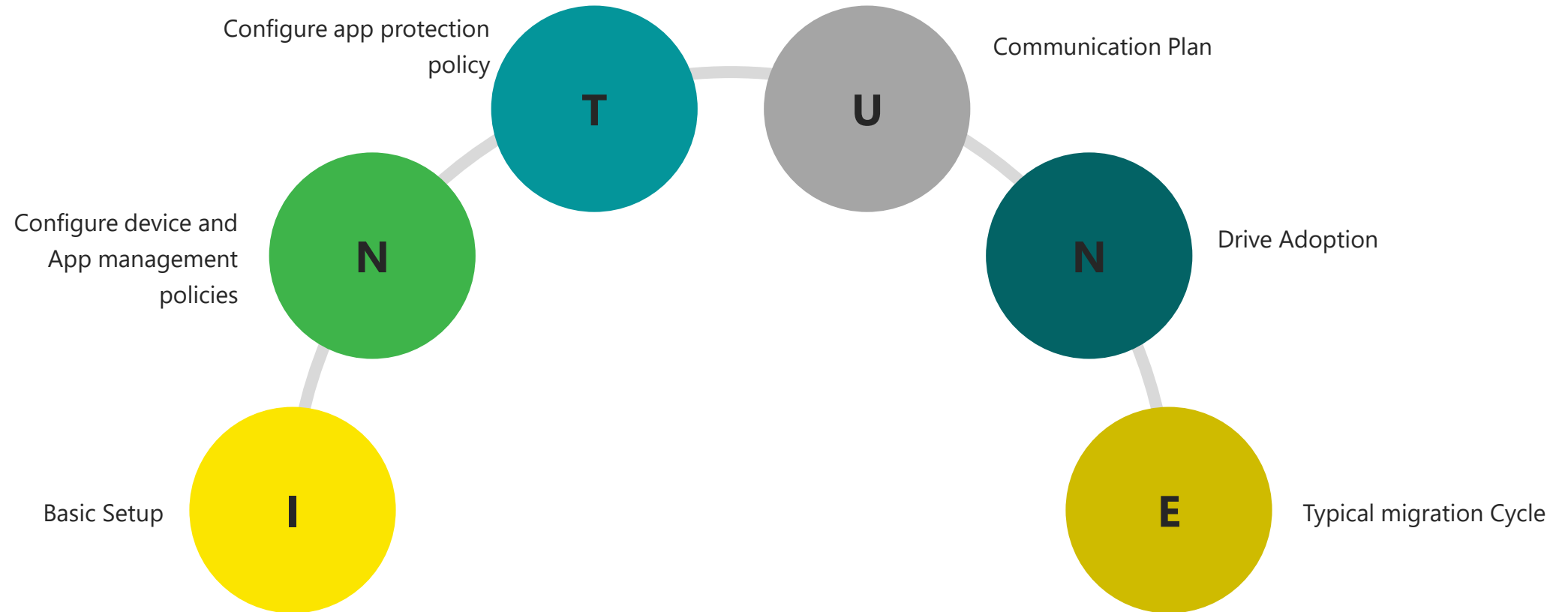
## AZURE VIRTUAL DESKTOP

Using Intune, we can secure and manage Azure Virtual Desktop VMs with policy and apps at scale, after enrolled

# Microsoft Intune Migration Offerings

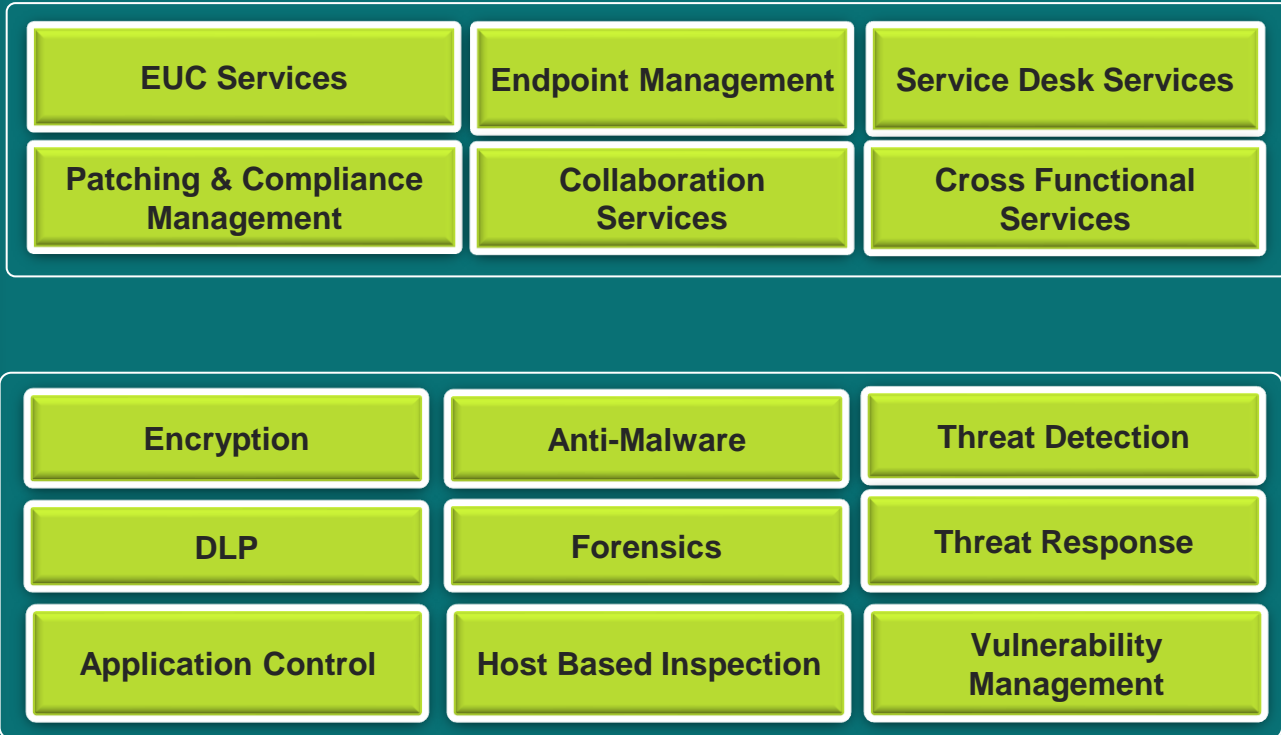
## Prepare Intune for MDM

## Migration



# Workspace Security Services

## Happiest Minds Security Services



Operational Compliance



### Happiest Minds IT Risk Office



Security & Compliance Control



Advisory



Compliance Monitoring



Periodic Audit



Risk & Compliance

IT Service Continuity

Audit Support

Information Security Management

### COMMON CONTROLS FRAMEWORK (CCF)

Regulatory Controls

Data Privacy

SOPs

ISO Standards

COBIT5



Thank You