

IBM  
**Strategy  
Consulting**

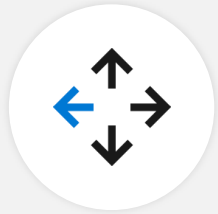
# IBM Digital Workforce Offering





# Market Insights

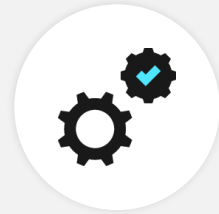
# Businesses face various challenges today



Budget constraints



Time & resource constraints



Surging digital demand



Software development takes time



Tech skills gap



Legacy system maintenance



Evolving workforce expectations



Security & compliance



Economic downturn



Shift to remote work

# Identity challenges for today's organizations

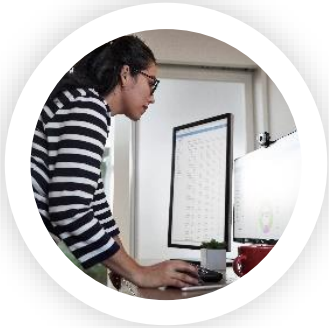
Shift to a remote workforce  
requiring seamless, productive  
experiences



Evolving compliance regulations  
with data privacy and security  
implications



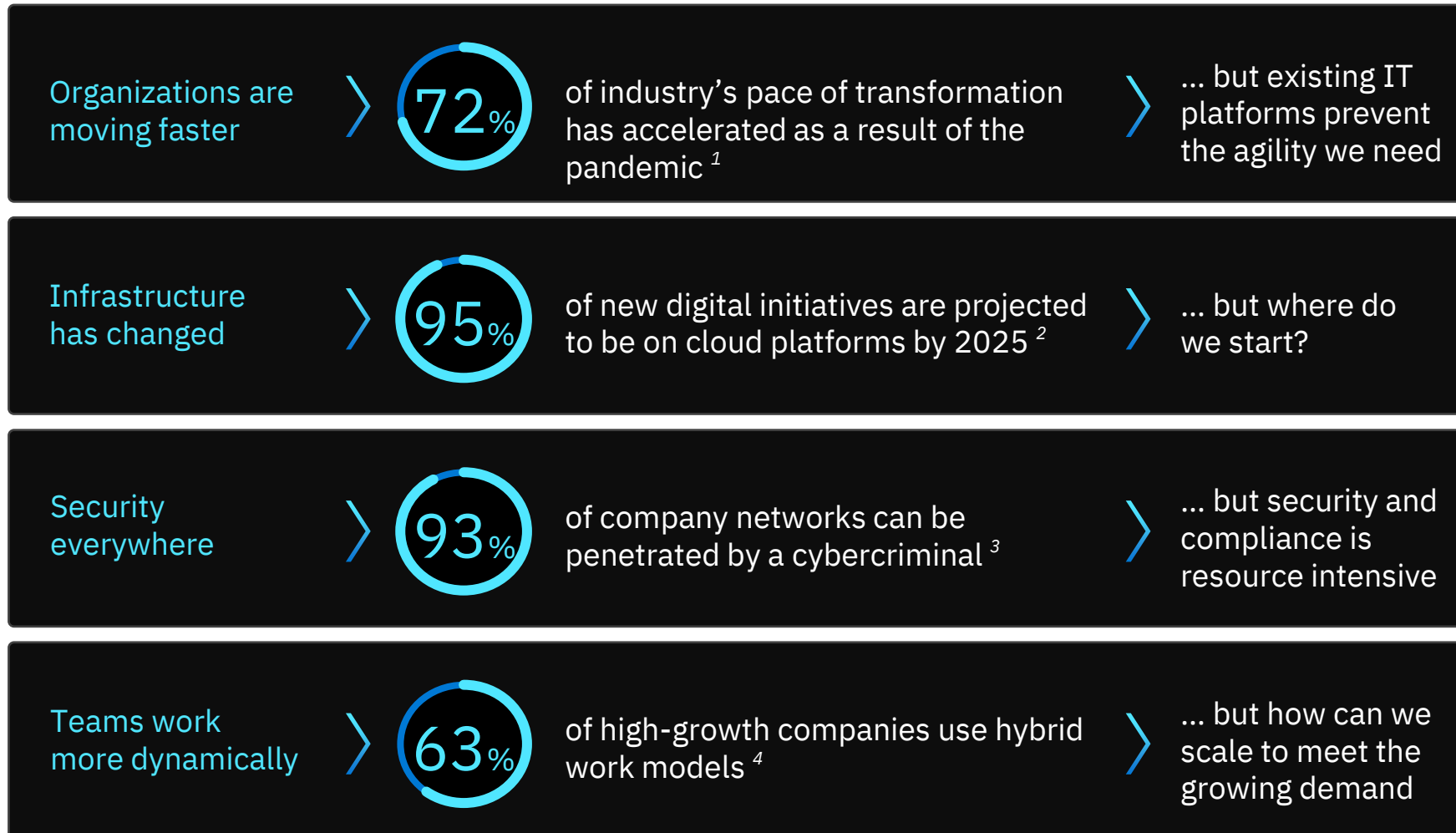
Explosion of apps, on and  
off the corporate network,  
needing secure access



Demands for increased  
productivity, security,  
and IT modernization



# The technology landscape has already evolved



1. The transformation imperative: Digital drivers in the Covid-19 pandemic, *The Economist Intelligence Unit, sponsored by Microsoft, 2021*

2. Top strategic technology trends for 2022: 12 trends shaping the future of digital business, *Gartner, 2022*

3. Positive Technologies. "Positive Technologies: Cybercriminals Can Penetrate 93% of Local Company Networks, and Trigger 71% of Events Deemed 'Unacceptable' for Their Businesses." *Positive Technologies - Vulnerability Assessment, Compliance Management and Threat Analysis Solutions*, Positive Technologies, 20<sup>th</sup> Dec. 2021

4. "19 Important Hybrid Working Statistics to Know Now (2022)." *Apollo Technical LLC, 17<sup>th</sup> Aug. 2022*

# The new normal requires resilience

## A changed workplace

**73% of employees** want more flexible remote work options to stay<sup>1</sup>

## Increased security risks

79% of surveyed enterprises have experienced a cyber breach in the past year<sup>2</sup> with an average cost of 4.72m\$ per data breach<sup>3</sup>

## Economic uncertainties

Many external and hard to predict factors will determine when we go back to a **pre-crisis state**

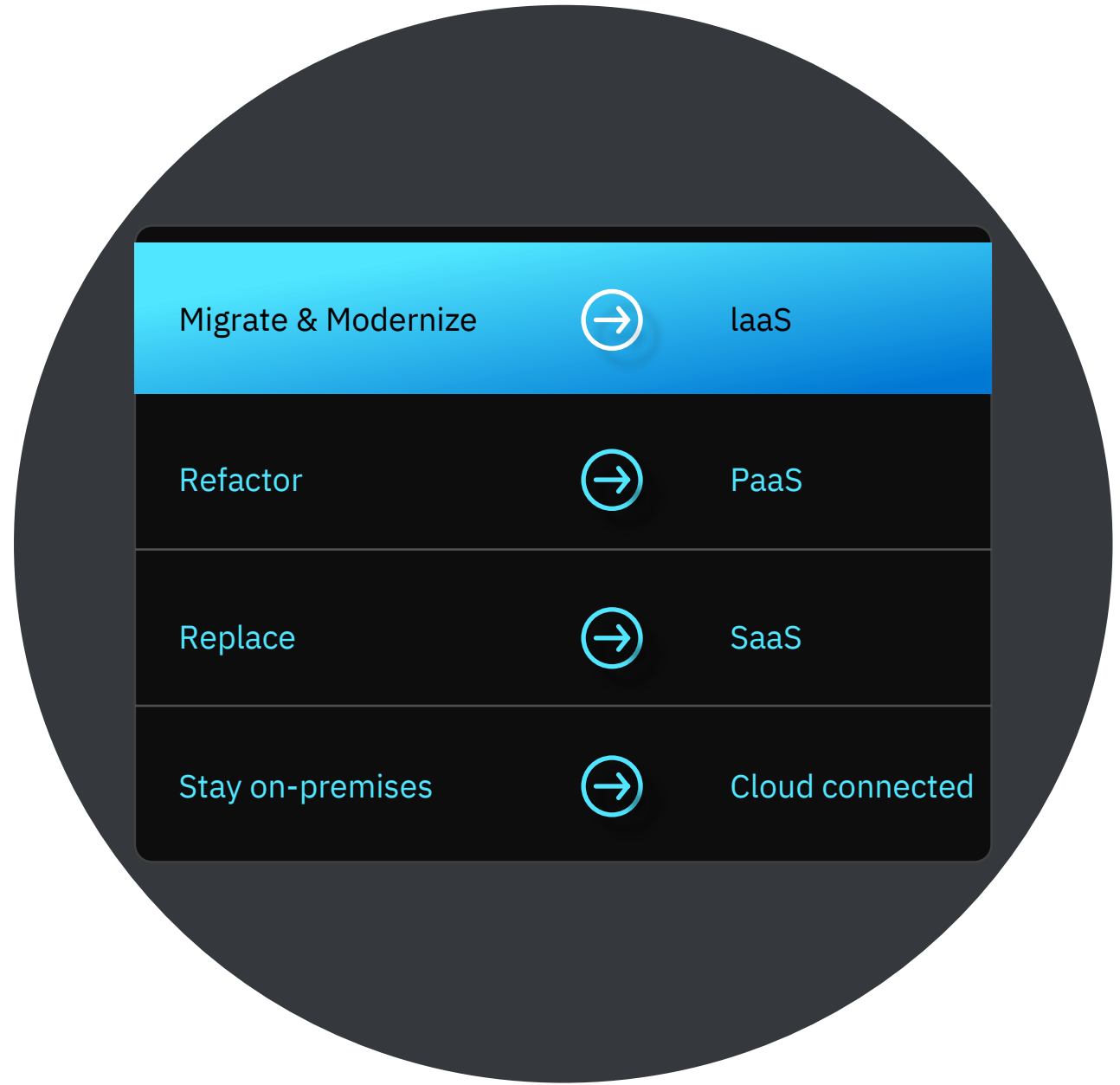
Source: <sup>1</sup>Microsoft Work Trend Index Report 2021, <sup>2</sup>Forrester Study: The 2020 state of security operations (Commissioned by Palo Alto Networks), <sup>3</sup>Average cost of breach for organizations 5001-10000 employees from Ponemon Institute




# Cloud-first Strategy

**85%** of organizations will embrace a cloud-first principle by **2025**

And cloud strategies must align to business objectives

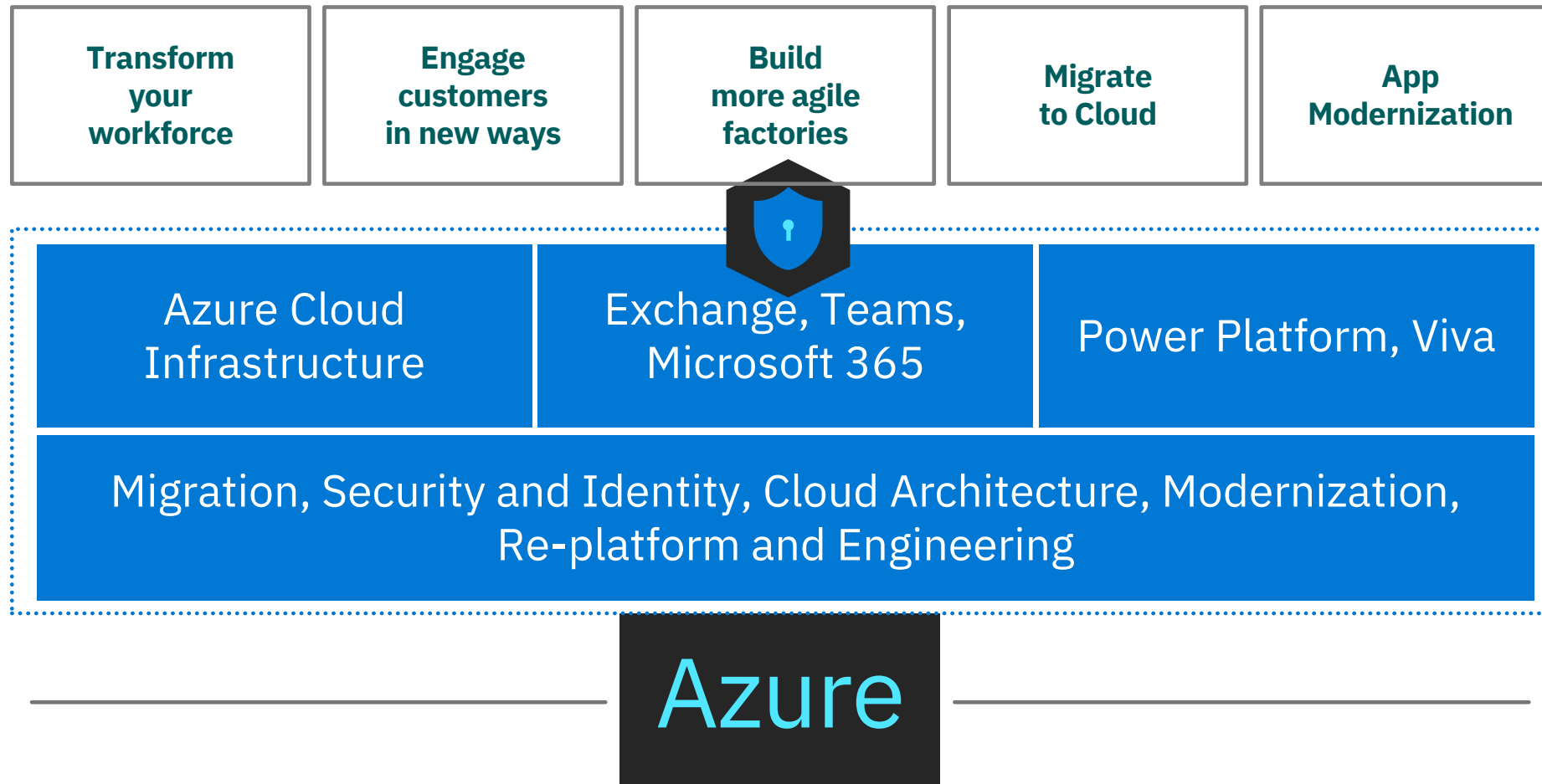


A hand is shown pointing towards the viewer, set against a dark blue background with a complex, glowing network of white lines and nodes. The hand is rendered in a semi-transparent, light blue color, blending with the background. The overall aesthetic is futuristic and digital.

## Digital Workforce with Microsoft – Product Capabilities



# Microsoft Cloud



Azure is your digital production platform that allows you to scale quickly and efficiently

# Microsoft Azure Active Directory

Secure access for a connected world



**Secure adaptive access**



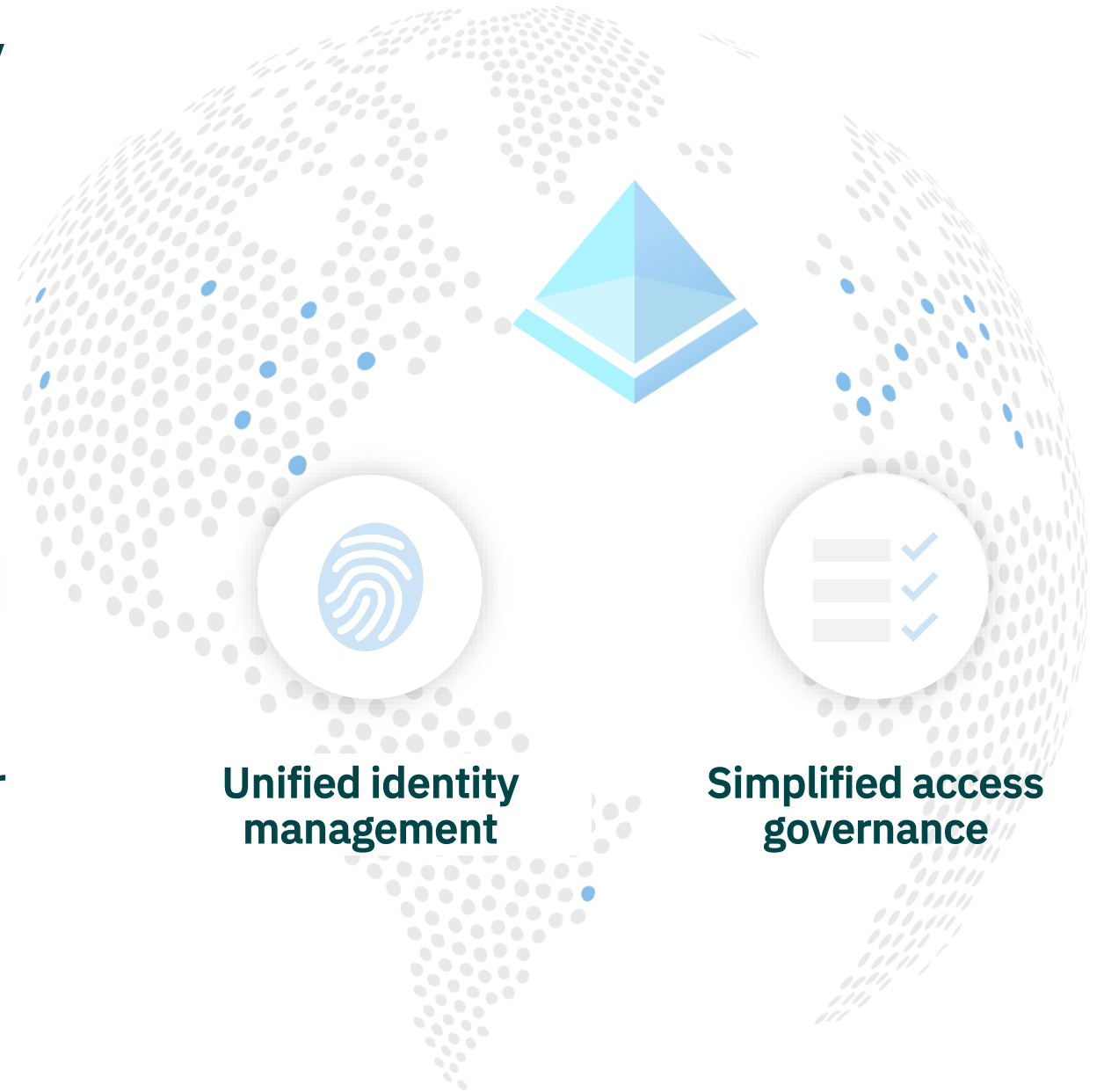
**Seamless user experiences**



**Unified identity management**



**Simplified access governance**



# Transform your enterprise with Microsoft 365

industry-leading apps combined with intelligent cloud services and world-class security

## Apps



Word



Excel



PowerPoint



Teams



Outlook



OneNote

## Services



OneDrive



SharePoint

Work management  
Advanced Analytics  
Threat Management  
Compliance Management

1. Modernize your employee experience

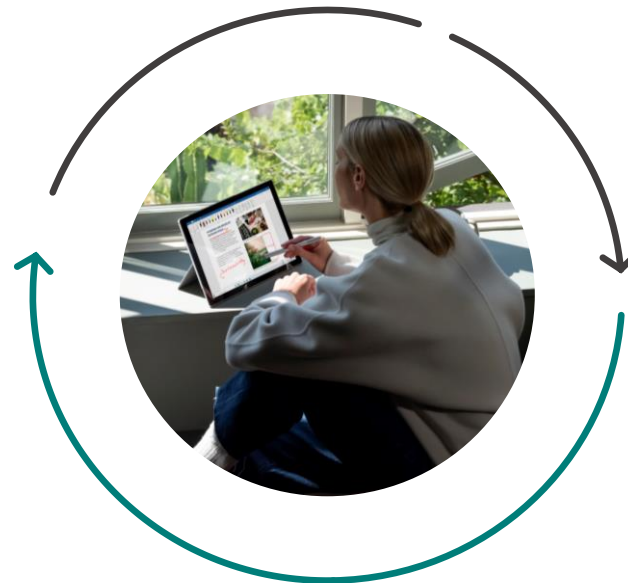
2. Streamline and strengthen your security

3. Collaborate and create in real time

4. Streamline IT Administration

5. Boost employee productivity and lower costs

6. Always on with 99.9% uptime guarantee



# Microsoft Teams

Come together to get work done



**Stay connected**



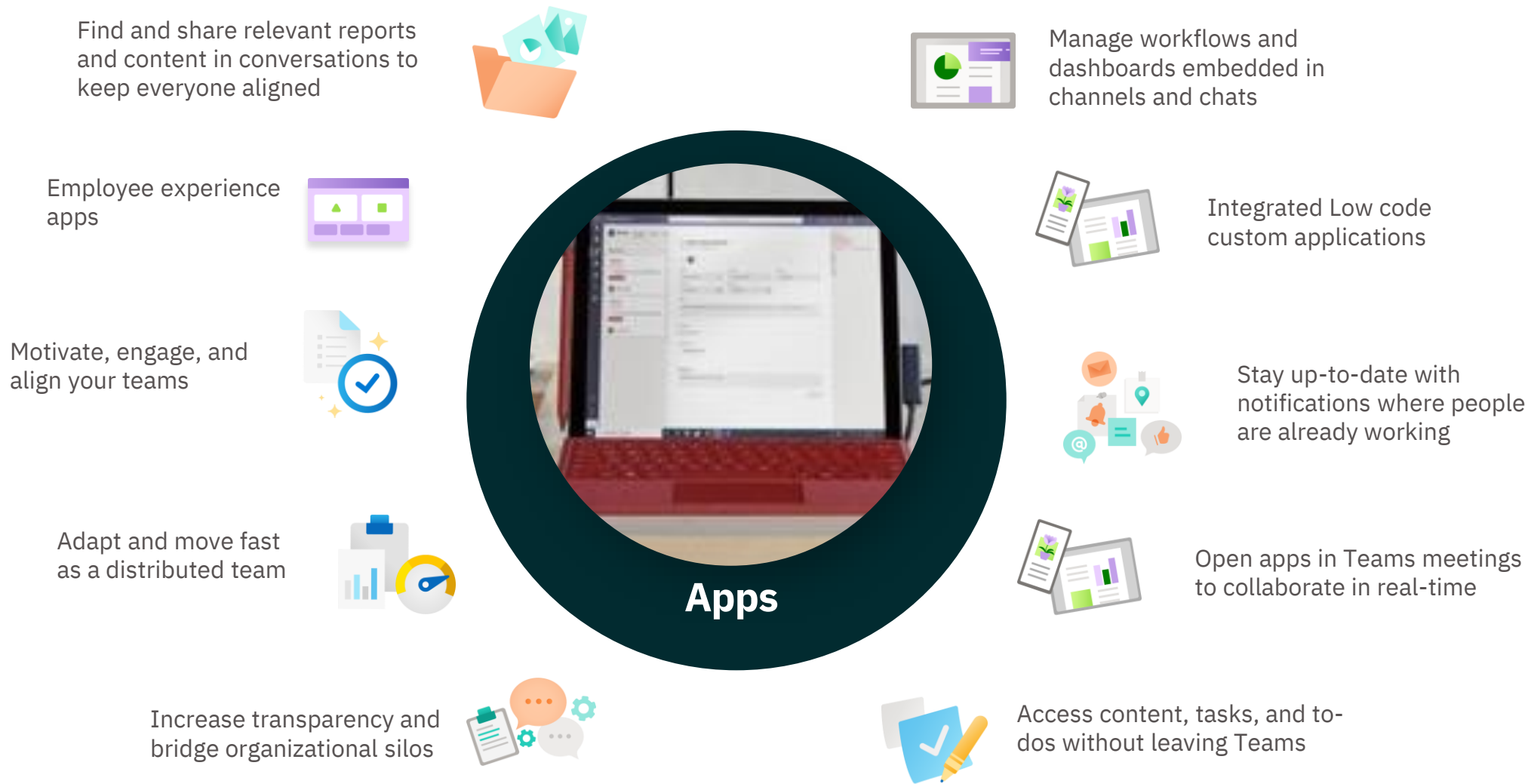
**Collaborate seamlessly**



**Simplify work**



# Collaborative Apps (Microsoft & 3<sup>rd</sup> party) help you get the most out of Teams



# SharePoint- Content collaboration for the modern workplace

## Content services

shared files, pages, data, and apps across Office 365

## Anywhere access to files

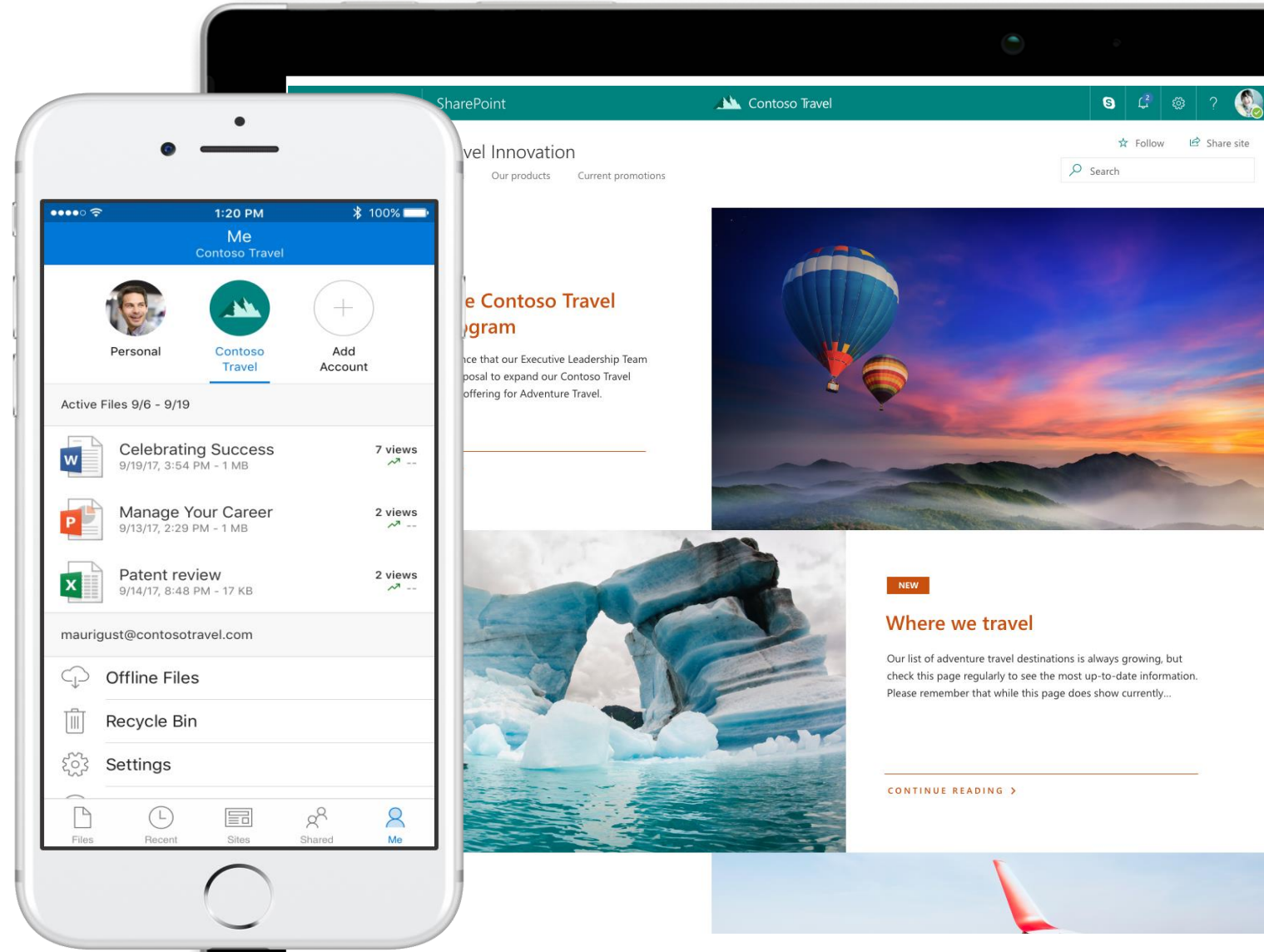
simple and secure sharing with OneDrive

## Intelligent intranet & search

connect people, news, knowledge, and apps

## Modern solutions framework

no-code apps, workflow, and custom development



# Microsoft Power Platform - Enterprise Low-Code Application Platform

The Microsoft Power Platform is a powerful set of applications that allow you to **automate processes, build solutions, analyze data, and create virtual agents.**

## No Code

Drag and drop experiences that are like PowerPoint

## Low Code

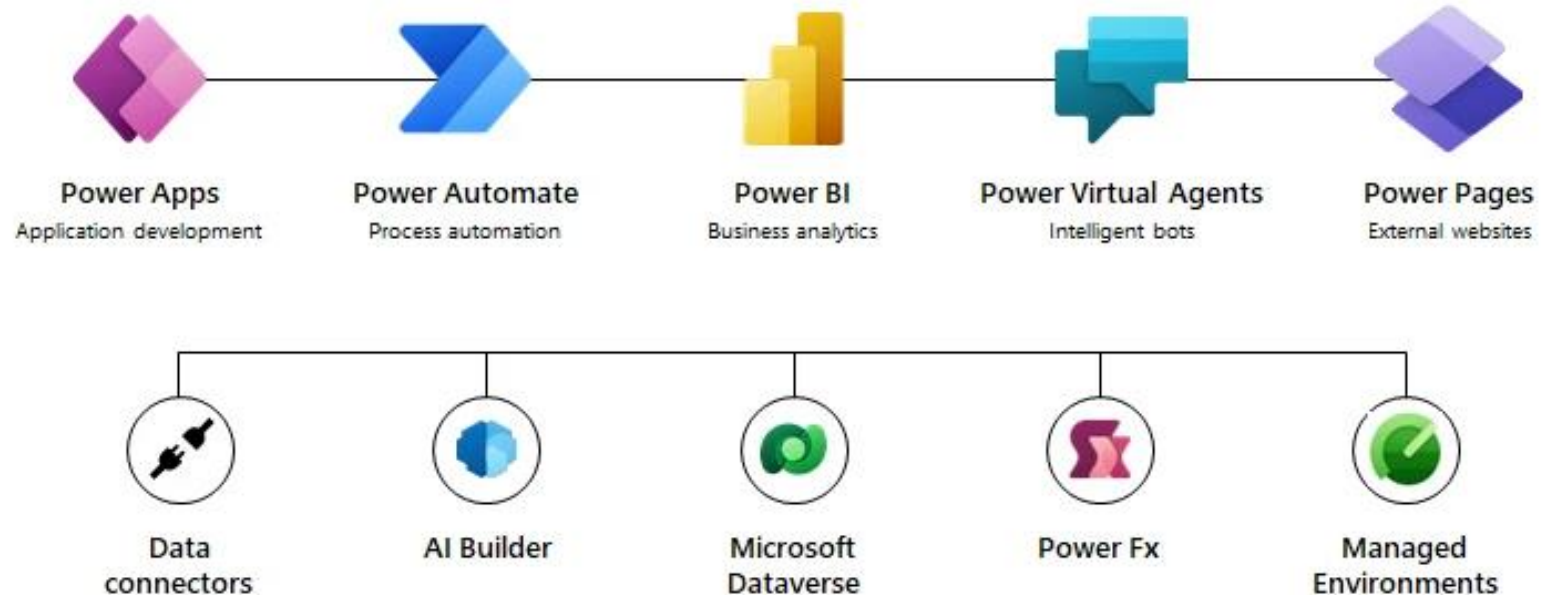
Drag and drop plus Excel-like formulas for functionality

## Code First

Professional development and extensibility across Microsoft


## Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications

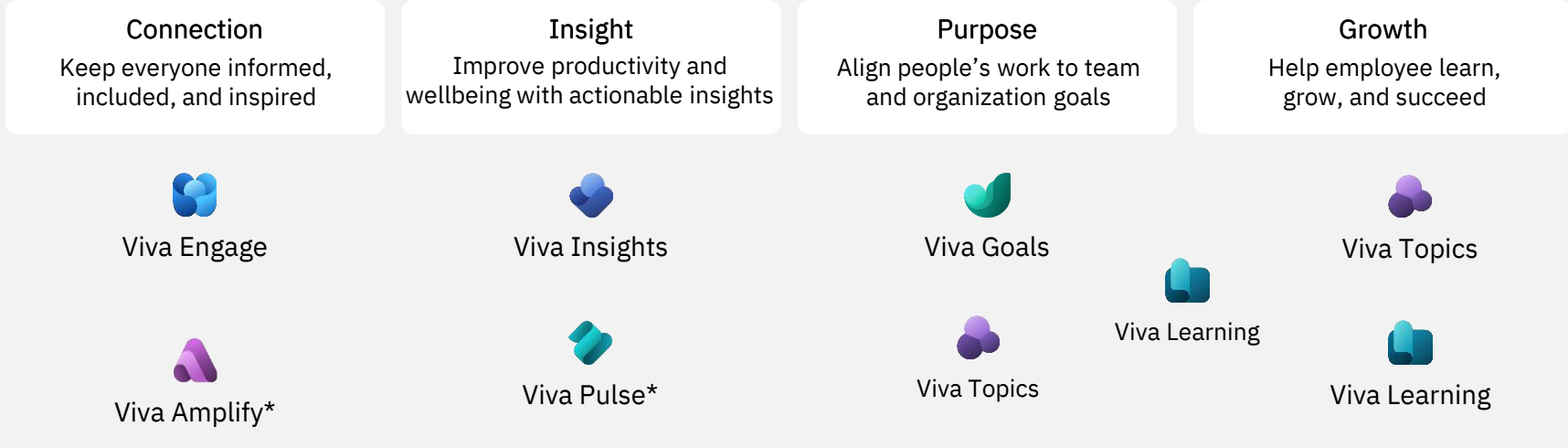



# Microsoft Viva – Microsoft’s employee experience platform

The integrated employee experience platform that empowers people and teams to be their best


 Viva Connections | All apps in one place

All employees ◀ ▶ Role-based experiences



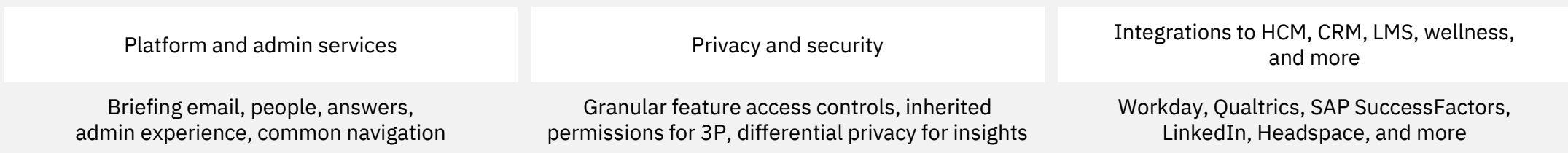
  
Viva Sales

## Delivered through



(and other Microsoft 365 apps)

## Microsoft 365





The background of the slide is a dark blue color with a complex network of white lines and dots, resembling a digital or data network. On the right side, there is a semi-transparent image of a hand pointing towards the left, with a circular highlight on the index finger. The text is contained within a white rectangular box on the left side of the slide.

# IBM Digital Workforce Offering

# IBM Digital Workforce- Overview

IBM Digital Workforce Offering powered by Azure , Exchange, Microsoft 365, SharePoint Online, Microsoft Viva ,Microsoft Teams and Power Platform help the organizations to transition to cloud , migrate workloads to cloud and transform employee experience and enhance productivity.

Our team will work with you to understand your priorities, challenges, and culture to design a solution to:

## Implement



- Strengthen cloud infrastructure with platform assessment



- Setup Microsoft 365, SharePoint Online, Azure AD, Exchange, Power Platform, MS Teams, Microsoft Viva



- Implement Security and Identity, governance and compliance tailored to customer needs



- Multi Geo M365 tenant consolidation, split and migration
- Provide guidance for enhancing adoption

## Migrate

- Fastrack Migration of documents, data, and users to OneDrive, SharePoint, and Teams in Microsoft 365 from Legacy SharePoint , Lotus notes, Box, Google Workspace , Open Text
- Provide tailored strategy to transform applications based on Lotus notes, InfoPath, Open text and Custom applications , Vendor products to Power Platform

# M365 Digital Implementation



## M365 Digital Implementation

### ✓ Platform Assessment

Gather data from deployed environment to provide insights for data-driven recommendation with actionable steps

### ✓ Setup M365 Tenant

Configure Microsoft 365, SharePoint, Power Platform, Microsoft Teams and Viva as per security policies and best practices

### ✓ Setup Exchange, Active Directory

Design a synchronization scenario for Azure AD and Complete identity governance functions based on Azure AD such as MFA, SSO, role definition, etc.

### ✓ IT Architect Designing

Take use of resources and determine solutions for workloads and making decisions about core infrastructure components includes identity, and security

### ✓ Tenant Consolidation, Split

Multi geo M365 tenant consolidation, migration and split for mergers, acquisitions, divestitures

### ✓ Migration of emails, contacts and Calendars

Migrate email, contacts, calendars from other sources to M365 tenant or from M365 tenant to M365 tenant

### ✓ Security, Identity and Compliance

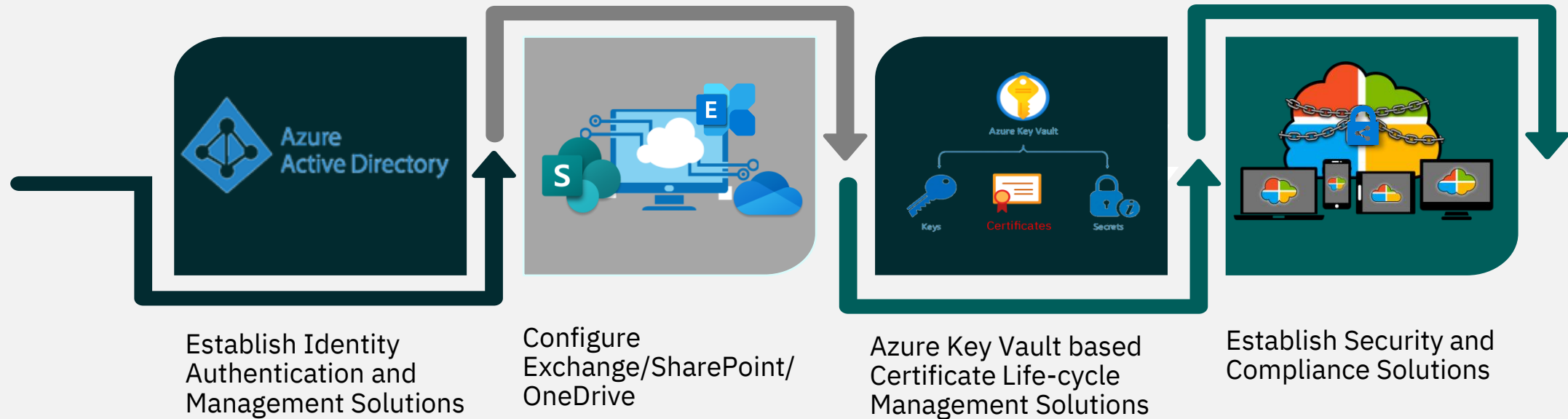
Azure Information Protection and Sensitivity Labels. Data Loss Prevention and Governance policies

### ✓ Adoption

Accelerate the cloud adoption by providing a tailored adoption journey

# M365 Digital Implementation Roadmap – The IBM way

With our unparalleled understanding of Microsoft technologies, we have developed **customizable roadmap, templates and processes** to deliver the expected business results for our clients



Repository for extensive set of references, architectures and templates for transition to cloud

# Migrate and Transform to Microsoft 365 and Power Platform

Legacy SharePoint  
Google Workplace  
Lotus Notes  
Box  
File Share  
Open Text  
InfoPath  
Custom Applications  
Microsoft 365



 Microsoft 365



## ✓ Migration

Design strategy to migrate from various sources to Microsoft 365, Teams, One drive and SharePoint for unified collaboration experience

## ✓ Migration of emails, contacts and Calendars

Migrate email, contacts, calendars from google workspace or perform tenant to tenant migration

## ✓ Discovery and Assessment

Gather data from deployed environment to provide insights for data-driven recommendation with actionable steps

## ✓ Transformation of Apps

Design strategy to transform lotus notes, open text, InfoPath or other Custom-built apps to Power Platform

## ✓ Security and Compliance

Setup DLP policies , access control , AIP and labels for Power Platform and M365 content and apps

## ✓ Recommend remediation

Recommend remediation steps to be taken prior to migration based on discovery and assessment

## ✓ Tenant to Tenant Content migration

Migrate and merge content from other Microsoft 365 tenants like SharePoint to SharePoint, Teams to Teams, One drive to One drive

## ✓ Adoption

Accelerate the cloud adoption by providing a tailored adoption journey

# IBM Workflow migration from SharePoint to Power Automate

With our unparalleled understanding of Microsoft technologies and deep industry experience and expertise, we have developed **best-in-class accelerators** (based on SharePoint Online) for workflow migration process

## Problem

SharePoint 2010 workflows have been turned off for both new & existing tenants

SharePoint 2013 workflows have been turned off by default for new tenants

No automated SharePoint Designer workflow migration tool available in the global market & there is no direct path for quick replacement as well

Clients do not have any other option apart from re-creating their workflow's manually in Power Automate. This is challenging & time consuming involving a lot of effort & cost.

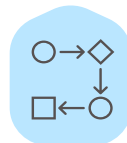


## IBM Accelerator

IBM has created a key automation differentiator in the Power Automate space

This tool automatically migrates SharePoint designer workflows to Power Automate. No other tool in the global market has this kind of migration capability

The tool enhances migration accuracy and is a real value proposition to the client in terms of both effort, cost & time.



## Value to the client

Business continuation without interruption

Reduces migration effort (up to **60%**)

Reduces migration cost (up to **50%**)

Enhances migration accuracy

Automated reporting, reflecting both successful & failed migrations along



# Transforming M365 migration experiences with IBM

The following diagram describe the comprehensive SharePoint Online migration approach which IBM would follow.

## The Journey Begins

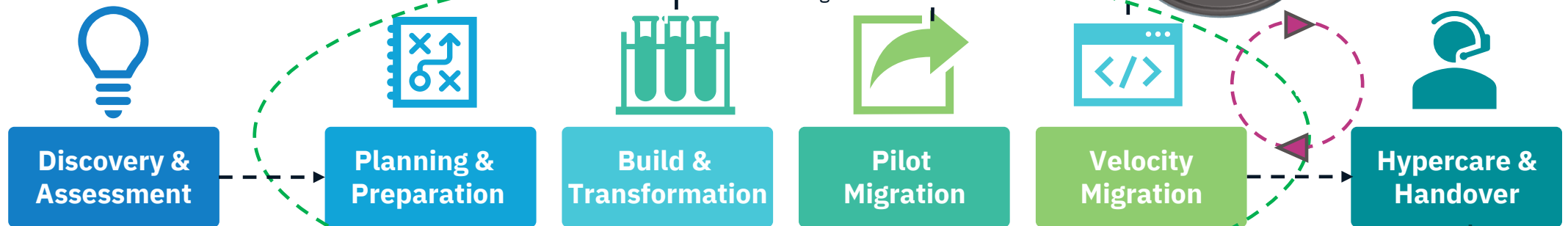
- SharePoint Legacy
- Box
- Lotus Notes
- Open Text
- Google Workspace
- File Share
- M365

- ✓ Customization Transformation
- ✓ Development of branding artifact etc.
- ✓ Development of Remediation Scripts
- ✓ Development of any other components, required for migration

- ✓ Execute Pilot Migration (approximately 2-3% of the to-be migrated data)
- ✓ Identify breakage patterns
- ✓ Refine remediation scripts (if any)
- ✓ Script to validate uncovered scenarios
- ✓ Refine master schedule (if needed)

## End of Journey

### Microsoft 365



- Comprehensive Assessment of source content Landscape including all customization
- Usage & Complexity Analysis
- Finalize parameters & criteria for Elimination, Migration & Archival (determining if content is redundant, out of date, or still relevant)
- Assess current SharePoint's information architecture and to determine what should change

- **Define Content clean up approach**
- **Logically group content based on complexities and business criticality**
- **Define Migration Strategy (including Pilot migration)**
- Content classification & prioritization including creation of migration sequence plan as per agreed priority
- Define Cutover & Rollback Plan
- Define Acceptance Criteria

- **Content migration to M365, SP Online environment using 3rd party migration tool (as per wave plan)**
- Monitor every migration job until completed
- Invite business users to perform UAT
- Bug fixing as per UAT report (if any) , Defect Tracking
- Site collection wise business sign off for making it live
- Delta migration

- ✓ Validate migrated data & Fix for data misses
- ✓ Verify security for the migrated data
- ✓ Review & validate all migrated sites
- ✓ Verify customizations working as expected
- ✓ DNS routing to point to Office 365
- ✓ List of sites with new URL , Communication of new URL to users
- ✓ Detailed KT & Handover to support team

# Transforming Digital Workforce

## Client Needs

- Partner with an SI to identify a solution for addressing their challenges related to transition to cloud and digital workforce enablement
- Partner with an SI to execute a holistic employee experience that drives both employee and organizational outcomes.
- Implement a solution that is simple, personalized , seamless, consistent and empowering for employees.
- Gain competitive advantage by providing engaging experiences to employees who in turn deliver customer experiences.
- Understand and mitigate risks associated with transformation

## How IBM can help

- Apply IBM's vast global expertise, experience and knowledge of Microsoft technologies for seamless **transition to cloud** and enable digital workforce
- Use **design thinking** to identify understand technical area of interest and non-functional requirements
- Provide consultancy services to implement high impact use cases (MVPs) to transition to cloud. And engage employees in a frictionless, curated experience
- Accelerate the **cloud adoption** by providing a tailored adoption journey



# Delivery Phases



2\* weeks

## Discovery

- Align on client's vision and desired outcome
- Conduct design thinking workshops to understand technical area of interest and non-functional requirements
- Perform platform assessment and recommend next steps or further discovery
- Identify series of MVPs
- Identify risk and assumptions



2-3\* weeks

## Architecture

- Define secure minimal viable architecture that mitigate risks
- Architect and create an implementation roadmap for hybrid cloud platform
- Design blueprint for security and compliance policies



6-8\* weeks

## MVP Build

- Modernize, test and deploy applications on cloud environment
- Test hypothesis via learning-driven production release against stated business outcome



3 months\* +

## Build Out

- Iterate across MVPs and refine business solution until you achieve stated business outcome
- Scale production environment and applications

\* Timelines are indicative and may vary as per the services




# Phase 1: Discovery

IBM Team will conduct design thinking workshops to understand the technical area of interest, functional and non-functional requirements relating to Azure AD, Exchange, M365 apps, SharePoint Online, Teams, Viva and Power Platform

IBM design thinking brings together your key stakeholders to begin envisioning your desired future state (North Star) and identify series of MVPs, aligning business and IT on user experience and identify risk and assumptions

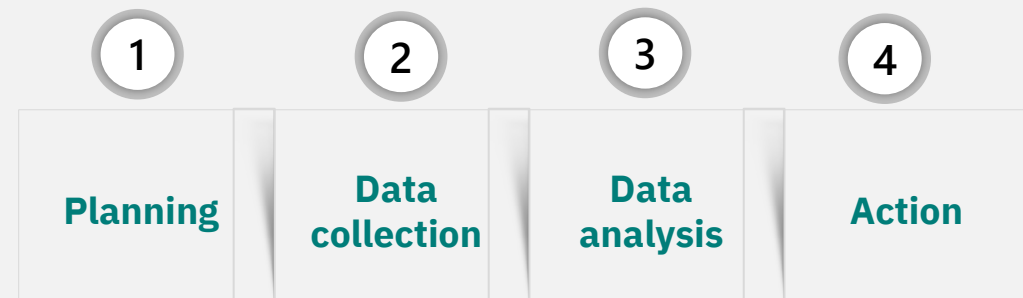
From moving your organization to the cloud to strengthening your security infrastructure, Platform Assessments can help you plan so you can achieve your goals

## Inputs:

-  Design & Enabler Accelerators
-  Industry Leading POVs
-  Preconfigured M365 demo environments for reference

## Outputs:

- North Star vision and required outcome
- Identification of use cases for MVP development
- Functional and non-functional requirements
- Technical next steps
- Roadmap to meet outcome



# Phase 2: Architecture

IBM Team will use proven methodologies and best practices to design secure architecture for Azure AD, Exchange, M365 apps, SharePoint Online, Teams, Viva and Power Platform

## ***Key Activities:***



Design architectural blueprint by referring library of IBMs architectural methodology and samples



Use best practices and guidelines to design implementation and migration roadmap and strategy



Document security and compliance, Information protection, Data loss prevention guidelines tailored to customer requirements



# Phase 2: Architecture

IBM Team will develop the use cases defined in the Discovery Phase using IBM design thinking Methodology by prioritizing technical feasibility and business value in agile manner adopting the user centric approach.

## ***Key Activities:***



Build MVPs identified in discovery phase and implement in M365 cloud



Configure Azure AD, Exchange, M365 apps, SharePoint Online, Teams, Viva and Power Platform as per hypothesis and validate against required business outcome



Work with Pilot group to roll out capabilities in supported device platforms to get feedback and identify any improvement plans if required



# Phase 2: Architecture

IBM Team will showcase how the key requirements and technical areas identified in the discovery phase has been addressed by the implemented use cases and provide a tailored roadmap for Azure AD, Exchange, M365, SharePoint Online, Teams, Viva, Power Platform implementation and adoption.

## ***Key Activities:***



Iterate across multiple MVPs and refine solution until all the stated functional and non-functional requirements met



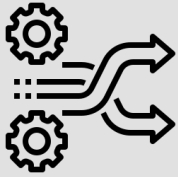
Document best practices that provides guidance to help create and implement the business and technology strategies necessary for the client to succeed with Microsoft 365 and Power Platform  
Assist with setting up support model with listing key skills required



Document governance and adoption framework model tailored for customer

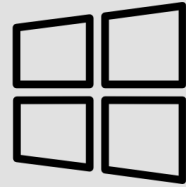


# Our Value Proposition



## Group Transformation Thought-leadership

Fusing extensive expertise in business design and process standardization services with cross industry advisory services and integration and technology capabilities to bring global best practices to the organization.



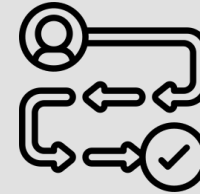
## World Class Microsoft Consulting Talent

IBM is anchoring an experienced local team of subject matter experts with global collaborations. All team members have delivered Azure, Microsoft 365 and Power Platform solution many times. This continuity will provide fast and efficient delivery.



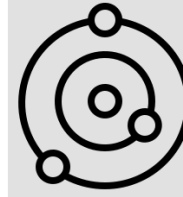
## Project Delivery Excellence and Project Success

Driving successful business results through focus on strategic values and objectives. Leveraging world-class cloud implementation, accelerators and project management methodologies to drive better business results.



## Experience-led and Design-driven Methods

Taking a human-centric approach to solution, process, service and experience-design that will drive a better customer and employee experience.



## Global Microsoft Partnerships and Ecosystems

As one of Microsoft's premier partners, IBM has been recognized as a Leader in Microsoft Implementation Services and was awarded Microsoft's Consulting & System Integrator (SI) Alliance Partner of the Year.

