O365 MANAGED SERVICE

Infosys®
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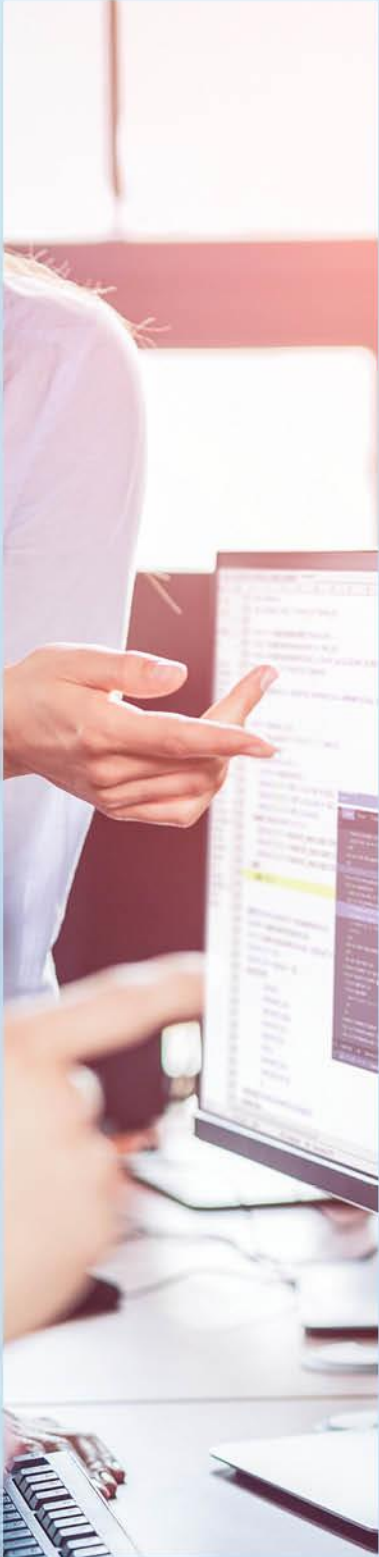
Infosys Fully Managed Services for O365

Office 365 managed Service is an offering that bundles up software and services. As part of this offering we provide Subscription, Consulting, Implementation, Governance and Operation Services related to Office 365. This also includes Infosys Collaboration Workbench solution -Office 365 based tool that brings the power of automation to help you quickly iterate, prototype and realize value from your investments in Office 365. It ensures optimum Office365 adoption and enhanced user experience through continuous innovation across implementation and managed services. Our offering comes with one price negating unnecessary buying cycles, multiple products and services to offer greater returns on investments and makes onboarding simpler and faster.

- Complete ownership of software + service cost
- End to end support through managed service
- Proven record & experienced migration approach/tools
- Readily available solutions through Collaboration Workbench toolsets
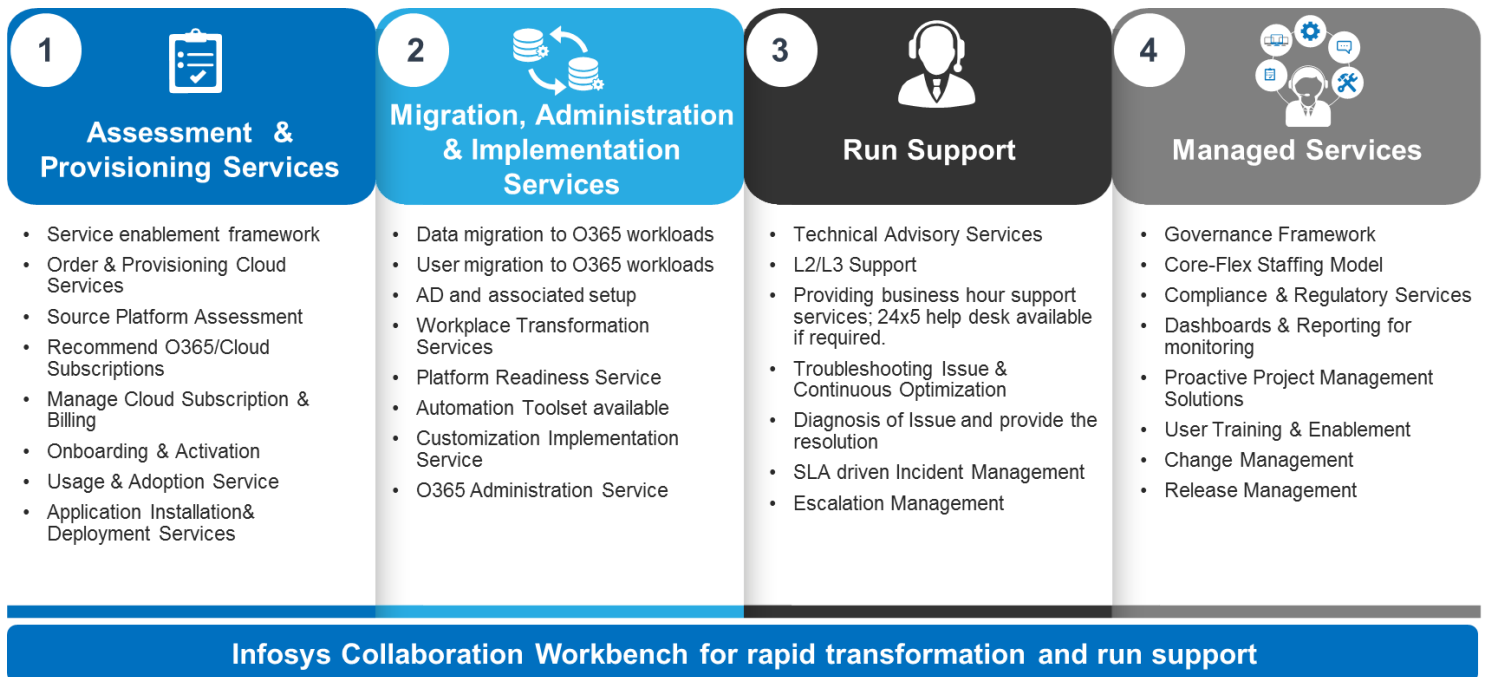- Build intelligent cloud ecosystem
- Drive faster deployment & adoption
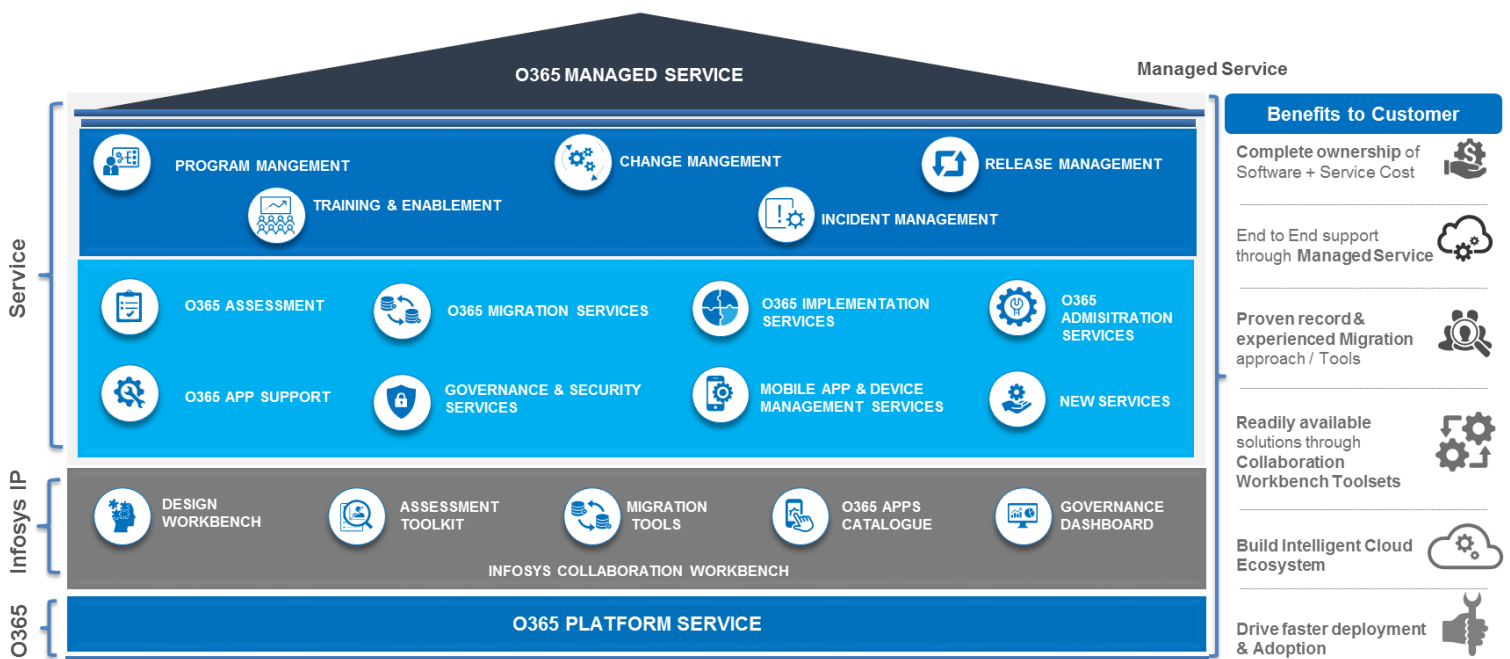
Implement, Support and Govern customer's O365 Services using "Infosys Collaboration Workbench"

Salient features

- We bring in automation to enable the migration of users, sites and content to cloud-based Office 365 and mobile application management, while ensuring security for customer mobile workforce by leveraging Microsoft's enterprise mobility and security solutions.

- Infosys collaboration workbench brings the power of automation to help customer to quickly iterate, prototype and realize value from investments in Office 365.

- **Managed Services** to enhance the workforce experience on collaboration continuum – It included service management with governance, change management, training & enablement services to ensure customer will leverage new features and services effectively.

Delivered in "as-a-service" model, combining O365 subscriptions with integrated services, Our O365 managed service encapsulates:

- Assessment & Provisionig Services

- Migration, Administration & Implementation Services

- Run Support Services

- Portfolio Service

1 Assessment & Provisioning Services	2 Migration, Administration & Implementation Services	3 Run Support	4 Managed Services
• Service enablement framework • Order & Provisioning Cloud Services • Source Platform Assessment • Recommend O365/Cloud Subscriptions • Manage Cloud Subscription & Billing • Onboarding & Activation • Usage & Adoption Service • Application Installation & Deployment Services	• Data migration to O365 workloads • User migration to O365 workloads • AD and associated setup • Workplace Transformation Services • Platform Readiness Service • Automation Toolset available • Customization Implementation Service • O365 Administration Service	• Technical Advisory Services • L2/L3 Support • Providing business hour support services; 24x5 help desk available if required. • Troubleshooting Issue & Continuous Optimization • Diagnosis of Issue and provide the resolution • SLA driven Incident Management • Escalation Management	• Governance Framework • Core-Flex Staffing Model • Compliance & Regulatory Services • Dashboards & Reporting for monitoring • Proactive Project Management Solutions • User Training & Enablement • Change Management • Release Management

Infosys Collaboration Workbench for rapid transformation and run support

What we Stand for?

1. Center of Excellence for Workplace Transformation Services
2. Availability of Scalable and Highly Skilled Workforce
3. Best-In-Class Transition, Operation, and Quality Framework
4. Proven Understanding of O365 and Workplace transformation services.
5. Provide a complete lifecycle of services from Consulting and Implementation to operations and governance.
6. Our offering will reduce up-front Migration, Collaboration Workbench cost for the customer.
7. Accelerate migration & onboarding to O365
8. Reusable framework – Collaboration Workbench, Automation & Toolsets for speedy onboarding, cost reduction and to improve efficiencies
9. Microsoft Partnership orientation and having a strong 360-degree relationship

Pricing Model

We have two types of charges included in the pricing model:

- One-Time Fixed Charge for O365 Implementation & Migration Service (Based on estimation on the current landsacope & complexity of work and timeline)

- Ongoing Monthly Charge based on Consumption (User Based Pricing).

Below is a scenario of Monthly Charge Calculation for an O365 E3 Subscription:

Monthly Charge = (A+C1) X (Total # of users)

*A = O365 subscription cost per month
*C1 = Constant Run Cost per month to manage the # users and the O365 workloads being consumed

O365 Enterprise Subscription Types can be E1, E3, E5 or F1. These licenses included Exchange Online, SharePoint Online, Office ProPlus, Enterprise Mobility & Security, Azure Active Directory etc. More details on O365 Enterprise plans, refer to link

Our Accelearator

By using Infosys Collaboration Workbench, we can accelerate the time-to-value. With this Infosys IP

- Accelerate go-lives with pre-defined templates and automation scripts, reducing process definition and deployment efforts by 35%

- Address enterprise demands related to ideation portals, knowledge management, and policy repositories faster. The application catalogue - a repository of feature-rich, functional, reusable and context-aware applications – play a key role here. These apps are plug and play conveniences that bring down configuration time by up to 60%. Chatbots integrated with these apps make the user experience immersive

- Manage apps and their interactions seamlessly. Personalization of the collaboration portals and experience increases user adoption by around 40%

Case Studies

- Migrated over 8 TB of SharePoint data and ~45,000 exchange user base of a Chemical Giant successfully and integrated organizational change management with the technology roll out. $8M saved through technology consolidation over 3 years.
- Transformed Employee Experience & Enabled 2000+ users to access the Office 365 portal providing secure, seamless application access anywhere, anytime on multiple devices for a Plasterboard Manufacturer with a 10% increase in user adoption in single quarter.
- Roll out of Windows 10 for 52200+ work stations across 3317 locations for a Banking Service with 80% effort savings.
- 750+ computers, 1300+ managed mobile devices upgraded of an Oil & Gas company to Windows 10.
- Moved 798 Site Collections and ~17,000 user base On-premise SharePoint to Office 365 for Electronics Distributor including 20% reduction in third-party license and software cost.

Key "**Managed Services**" engagements leveraging our rich Office 365 capabilities:

Client type	Mail Messaging	Collaboration	Intranet Portals	Document Management	Skype & Voice Services	Personal Workspace	Managed Services
Electronics Distribution Major in US		✔		✔		✔	✔
Anglo-Australian multinational mining, metals and petroleum company	✔		✔	✔	✔		✔
Drilling Waste Management Company		✔	✔	✔		✔	✔
Cereals & Snacks Company in US	✔	✔	✔		✔	✔	✔
Food & Beverages Manufacturer in US		✔	✔				✔
Health Care Organization in US	✔	✔	✔	✔	✔	✔	✔
Global provider of innovative solutions to the semiconductor and display industries			✔	✔	✔		✔
British multinational consumer goods company			✔	✔	✔		✔
Media Major in the US			✔	✔	✔		✔
Largest Chocolate Manufacturers in the World	✔	✔	✔	✔		✔	✔
Global Resourcing Major		✔		✔			✔

Let's Talk

Do reach out to us at WorkplaceTransform@infosys.com and our team will get in touch with you at the earliest.

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For more information, contact askus@infosys.com

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