Modern Workplace

COSMOTE
A better world, for all.

COSMOTE ACCELERATION SOLUTIONS
...MAKING DIGITIZATION SIMPLE

Fit for Future

To remain competitive in today's market environment, businesses of all sizes in every sector need to digitize. Cloud-based solutions are key to this process, delivering security, flexibility and cost savings. We make digitization simple, adapting IT to suit our customer's needs – keeping it secure, up-to-date and scalable. Make your business fit for future together with a future proof provider.

Security First

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Smart Cost Management

The flexibility and scalability of cloud solutions means you only pay for the services you use, when you use them - cutting service and energy costs. Spending only what you really need to is good for your pocket, and the environment.

COSMOTE ACCELERATION SOLUTIONS
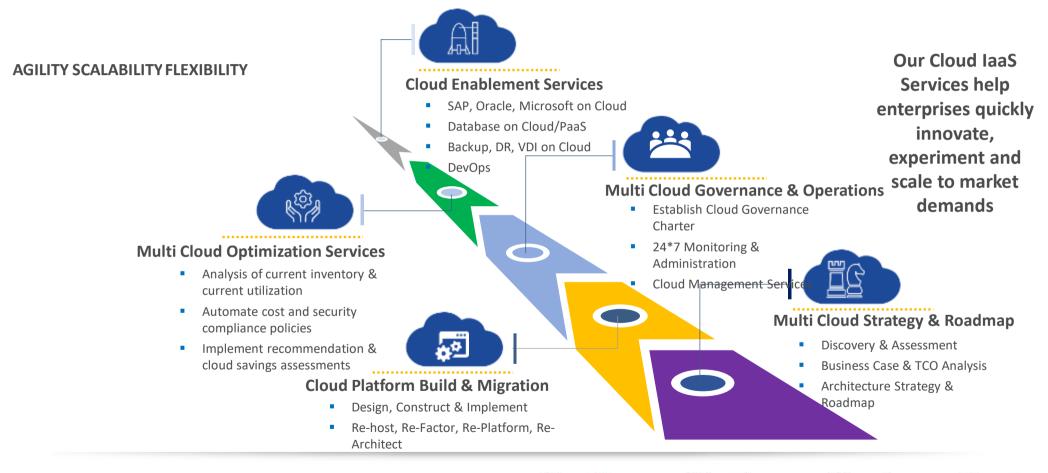## ...MAKING DIGITIZATION SIMPLE

Simply focus

Thanks to cloud solutions our customers save time and money, which can be spent on what they do best, developing their companies. Employees can collaborate with ease wherever they are, whatever time they're online – boosting your business.

Individual solutions, personal contact

One size doesn't necessarily fit all. Our team offers a range of services from comprehensive consulting and individual advice, selection of the right solution for your needs, to the migration of existing data, setup and support during operations. All from a single point of contact.

HOW DO WE SUPPORT OUR CLIENTS?

AGILITY SCALABILITY FLEXIBILITY

Our Cloud IaaS Services help enterprises quickly innovate, experiment and scale to market demands

Cloud Enablement Services
- SAP, Oracle, Microsoft on Cloud
- Database on Cloud/PaaS
- Backup, DR, VDI on Cloud
- DevOps

Multi Cloud Governance & Operations
- Establish Cloud Governance Charter
- 24*7 Monitoring & Administration
- Cloud Management Services

Multi Cloud Optimization Services
- Analysis of current inventory & current utilization
- Automate cost and security compliance policies
- Implement recommendation & cloud savings assessments

Cloud Platform Build & Migration
- Design, Construct & Implement
- Re-host, Re-Factor, Re-Platform, Re-Architect

Multi Cloud Strategy & Roadmap
- Discovery & Assessment
- Business Case & TCO Analysis
- Architecture Strategy & Roadmap

SOLUTION ACCELERATORS

Cloud rapidAdopt   Cloud migXpress   Cloud brokerage   Cloud x-ray

MODERN WORKPLACE
TRANSFORM THE WAY YOU WORK

THE MODERN WORKPLACE VISION

Envision and embrace a new culture of work.

The modern workplace is evolving at lightning speed, with distributed teams, brand-new business models, and complex security issues. The right digital tools connect and support employees, wherever they are, to encourage productivity, engagement, and collaboration.

MODERN WORKPLACE IS TOP OF MIND FOR BUSINESS LEADERS

"

Modern workplace strategies, technologies, and processes are no longer simply "nice to have in the digital environment

Kristine Dery, a research scientist at MIT's Center for Information

"

The modern workplace is evolving at lightning speed

Companies are recognizing that workplace modernization drives high-level strategic priorities such as improving customer experience, revenues, data-driven decision making, and innovation.

- **63%** of CEOs say technology will become their firm's greatest source of future competitive advantage
- **81%** of business leaders plan to increase their modern workplace investments in the next 2 years
- **86%** of decision makers consider investing in technology to increase innovation a top priority
- **75%** of millennial workers want to option to work remotely

LET'S DO A QUICK ASSESSMENT OF YOUR WORKPLACE

1. The new way of work
- Is your organization's workload stressful and at a high pace, and requiring a lot of collaboration?
- Is your company still dependent on several face-to-face meetings to manage daily business activities?
- Do you still perform too many manual operations and work too much with paper?

2. Information security practices
- Does your workforce currently use non-IT supported applications and services to do their work?
- Do employees in your organization authenticate to the most important services using a single sign-on?
- Is your management regularly briefed on cyber-security threats and does it understand the risk profile of IT?

3. Teamwork and productivity
- Can employees routinely collaborate with clients and partners using document shares or integrated communications (messaging, voice and video) provided and approved by the organization?
- Do project teams use tools for more advanced forms of collaboration, such as workflow, co-authoring, wikis etc

WHY MODERN WORKPLACE MATTERS?

A modern workplace can help your company to:

- Better engage with your customers
- Safeguard and protect your sensitive data
- Optimize (the cost of) your operations
- Improve your teamwork efficiency
- Improve teamwork efficiency and quality
- Satisfy autonomous thinkers

You're 2x more likely to achieve financial over-performance when your teams work towards a common goal, and teamwork success starts with an effective collaboration

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MICROSOFT 365
THE WORLD'S PRODUCTIVITY CLOUD

WHAT IS MICROSOFT 365 PRODUCTIVITY CLOUD

Connected experience

- Collaborate in a central hub for chat, meetings, calling, and content with Microsoft Teams
- Stay productive from anywhere with Office mobile apps
- Streamline IT with Windows and end-point management

Integrated workflow

- Integrate line of business apps into Microsoft Teams
- Automate processes with Forms and Power Automate
- Manage work across individuals, teams, and organizations with To-Do, Planner, and Project

Intelligent security and compliance

- Secure users with Azure AD and conditional access, safeguard your data with Information protection
- Defend your digital landscape with Microsoft Threat Protection and Cloud App Security
- Assess your compliance posture and reduce risk with Compliance Manager

Integrated cloud platform that delivers industry-leading productivity apps like Microsoft Teams, Word, Excel and PowerPoint, intelligent cloud services and world-class security

MICROSOFT 365 – COLLABORATE BETTER AND SAFEGUARD YOUR DATA AT THE SAME TIME

Lower cost

- Reduce the cost of email, productivity apps such as Word, Excel etc. by 20%
- DCS clients on average achieve 20-22% savings per annum after adopting O365
- A subscription-based service, no initial license investment.
- No on-premises infra to manage.

Always up to date

- Clients benefit of the latest version of software – no cost and pain of updates or upgrades to the next version
- Clients don't have to worry about server maintenance and upgrades – the software runs on in Microsoft Cloud

Teamwork and security

- Productivity Apps: Word, Excel, PowerPoint etc.
- Storage: OneDrive
- Collaboration: Outlook, Teams, SharePoint,
- Other applications: services and apps marketplace
- Safeguard: Identity & access, Information & Threat protection

Compliance

- Services are hosted in Microsoft datacenters and ISO 27001 compliant
- Compliant with Industry standards and EU safe harbor seal for implementation of Privacy Shield Framework
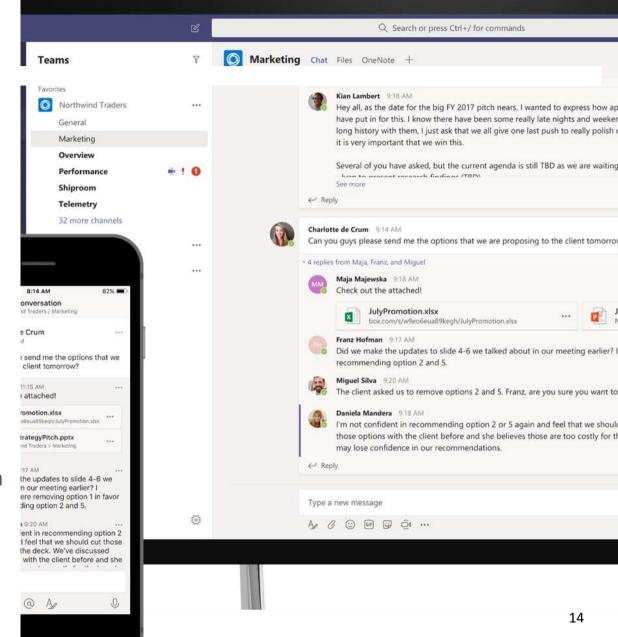
COMMUNICATE THROUGH MEETINGS

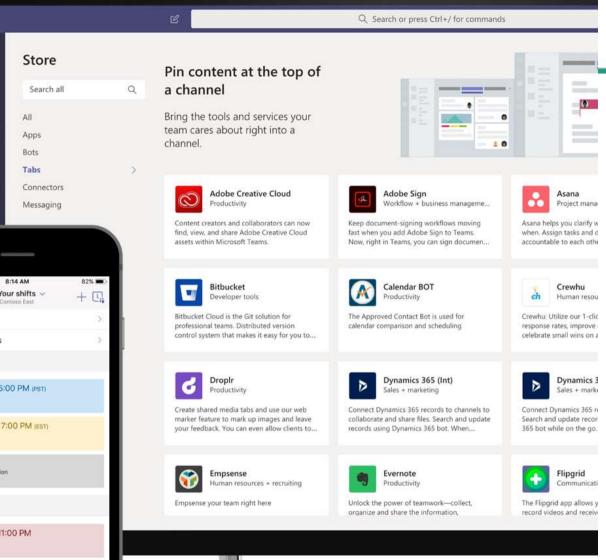**Communicate from anywhere with an intelligent cloud meeting solution:**

- Stay connected with an intelligent meeting solution using video, content sharing, digital whiteboard, notes and chat

- Engage in all types of meetings—spontaneous, scheduled, external and large-scale live and on-demand events

- Make meetings more effective by having meeting history and relevant content at your fingertips

- Search through meeting content with cloud recordings and automatic transcription and translation

- Join from a range of platforms and devices, including desktop, browser, mobile, and meeting room devices

COLLABORATE WITH INTEGRATED OFFICE 365 APPS

Quick access to the apps you love:

- Share and co-author Office documents from within Teams app
- Reduce context switching with built in access to Office 365 apps—SharePoint, OneNote, Power BI, Planner, Flow and PowerApps
- Search across people, files and chats to find what you need—leveraging intelligence from the Microsoft Graph
- Keep the whole team in the loop with email integration and notifications

CUSTOMIZE AND EXTEND

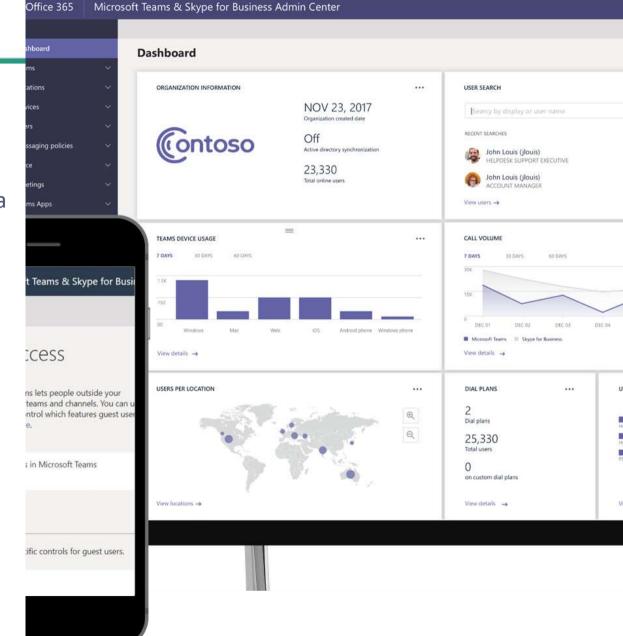**Personalize your workspace to include the apps and services you love:**

- Customize your channels by pinning important files, apps, or dashboard for easy reference
- Add 3rd-party solutions so the team can quickly access information when needed
- Integrate workflows to simplify processes and accelerate decision-making
- Build integrations to existing business apps with the Teams developer platform
- Simplify management of these app & services with new App Policies in the Modern Portal
- Empower Firstline Workers with tools to succeed every day, including schedule management
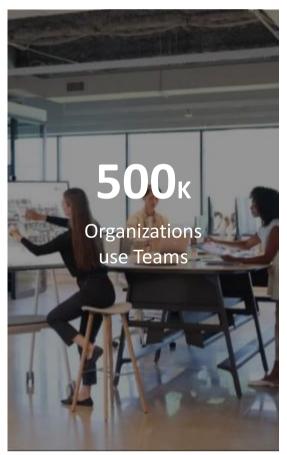
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WORK WITH CONFIDENCE

Get built-in security, compliance and manageability from Office 365:

- Global hyper-scale cloud, including ability for local data residency and global peering points for meeting join

- Compliance leadership with EU Model Clauses, SOC 1 and 2, HIPAA, GDPR, and more

- Built-in information protection, including eDiscovery, Data Loss Prevention even in chats & conversations, Information barriers, legal hold and audit

- Multi-factor authentication for enhanced identity protection and secure guest access

- Manage all aspects—users, usage and settings—In a single admin experience

MICROSOFT 365 TEAMS: CUSTOMER MOMENTUM

500k
Organizations use Teams

91
Fortune 100 companies use Teams

53
languages are supported in Teams

233
customers have 10K or more active users

SUCCESS STORY: OFFICE 365 MIGRATION (POLAND)

Project Description

- Migration of Exchange Mailboxes to Office 365
- Consolidate and Merge Active Directory of 170 Agencies
- Assessment and Migration of On-Premise workload to Microsoft Azure
- Tenancy Management and Hyper-care Support

Value Delivered

- Migration with 100% success Rate
- Minimal disruption of services during AD & Azure Migration
- End User Satisfaction with seamless exchange migration to Office
- Collaborative experience using Office 365 extended Suite of Products
- Highly Scalable Cloud Solution

REALIZE THE VALUE OF MICROSOFT 365

$30 million

- estimated 3-year benefits for a standard 5,000-user organization using Teams

12,500 hours

- saved per year in distribution activities through streamlined business processes.

97 percent

- of all attacks are automatically remediated on endpoints, leveraging the power of AI within Microsoft 365

Source: https://www.microsoft.com/en-us/microsoft-365/enterprise

SUMMARY: MODERN WORKLACE FOCUSES ON FOUR KEY AREAS

UNLOCKS CREATIVITY

- Create compelling content with intelligent apps
- Work naturally with ink, voice, and touch
- Visualize insights from data sets
- Find what you need with personalized search
- Connected experiences across devices

BUILT FOR TEAMWORK

- Collaborate in a chat-based workspace
- Stay in sync with group email and calendars
- Create content and intranets in a central location
- Connect openly across the organization
- Co-author with others using Office apps

INTEGRATED FOR SIMPLICITY

- Modern Desktop
- Flexible device management
- Integrated administration
- Built-in compliance
- Available through the range of platforms and devices
- *Install Office on up to 5 PCs/Macs + 5 tablets + 5 smartphones per user (*Selected Business and Enterprise plans)

INTELLIGENT SECURITY

- Identity & access management
- Information protection
- Threat protection
- Security management

**COSMOTE
THE RIGHT PARTNER FOR YOU**

WHAT MAKES US DIFFERENT

ONE STOP SHOP

- End-to-end service from Infrastructure Platform up to Business Process
- Single vendor for on premise, cloud and hosted DC.

RICH INDUSTRY EXPERIENCE

- Industry and vertical specific solutions (special focus on Engineering, Construction, BFSI and Retail/FMCG)
- Focused Hybrid cloud approach and expertise

TOOLS & ACCELERATORS

- High end tools and framework for best in class service
- Tools advantage - iCloudHub, RapidAdopt, MOSAIC.DS, MOSAIC Assurance suite.

ROBUST PARTNER ECOSYSTEM

- Enables customer to move to the best in class cloud provider seamlessly available at the lowest cost
- Institutional knowledge of public cloud constructs and architecture vs. existing on-premises architecture

TIER 1 CLOUD SERVICE PROVIDER

- MS Cloud Acceleration Center is registered as Tier 1 cloud service provider with Microsoft Azure and has capability to manage end to end customer lifecycle

HYPER-SCALE

- Legacy system upgrade and integration services
- Flexible to support rapidly changing business climate

COST EFFECTIVE

- Need based subscription and pay as you go
- UPM based pricing for managed services

ENTERPRISE-GRADE SERVICE

- Operation Support 24x7
- Industry Leading SLA Guarantee
- Built, deployed and managed secure instances on multi-tenant infrastructure

OFFICE 365 MIGRATION ASSESSMENT

Office 365

WHAT IS IT?
Office 365 Assessment Services assesses your e-mail and collaboration infrastructure and lays out what is needed for you to adopt Office 365:
changes needed in your IT landscape, cost of migration, ongoing cost of operations, timelines and business case.

WHAT IS IN IT FOR YOU?

- Know if Office 365 is the right fit
- Know what apps are right for you e.g., Teams, OneDrive, Know issues and risks in migrating to Office 365
- Know recommended migration approach
- Take an informed decision based on cost benefit analysis

WHAT WILL WE DELIVER?

- Migration checklist
- Dependencies
- Right Office 365 apps
- Security requirements
- Office 365 set up

- Resources needed
- Benefits of migration
- Project cost
- Running cost

HOW WILL WE WORK WITH YOU?
We will be using our best-in-class **Office 365 Assessment Methodology and Tools** for delivering these services.
Our tools will be installed on your system and it will generate an **assessment report.**
Assessment report and your business goals will be used to arrive at the right configuration for Office 365 and also estimate the cost-benefits.
If you have **500+ mail users** and have purchased the **Gold** plan, we will also have a Tech Expert at your site to carry out the assessment

MigExpress™
Differentiated methodology for Office 365 Migration

BRONZE	SILVER	GOLD	DURATION			
Self Service You can use our tools to assess and our Tech Expert is available for On Call Support (max 2 hours)	Guided Support You can do the assessment using our tools and our Tech Expert (remote) will be guiding you in this.	All Inclusive We will do the assessment for you	**Small (0 – 50 users)**	**Medium (50 -250 users)**	**Large (250- 500 users)**	**Extra Large: (500-1000 users)**
			2 hours	4 to 8 hours	3 to 5 days	2 weeks

PRICING
Fixed price for the assessment

OFFICE 365 MIGRATION – BUILD AND DEPLOY

WHAT IS IT?
We will migrate your current mailboxes from existing exchange or other platform to Microsoft's Office 365 platform. The migration will include emails, contacts, calendars, public and personal folders etc. Our service includes multi-media training and also post migration support.

WHAT IS IN IT FOR YOU?

- No disruption migration of your office environment
- Setting up Office 365 tools such as Teams, Yammer etc.
- Clean up – delete unused mailboxes
- Cost efficient and headache-free migration

WHAT WILL WE DELIVER?

- Set up of Office 365 tenant
- All active mailboxes migrated
- Distribution list
- Public folders

- Synced up Active Directory Email protection & archiving set up
- Set up of automated back up service
- Deployment into end user devices

- Set up of additional apps - Teams, Yammer, (based on Subscription)
- Training of users
- HyperCare support post migration for 1 week

HOW WILL WE WORK WITH YOU?
MigExpress™ is our approach to migrate to Office 365. Our methodology is **tool based** and **automated.**
Based on the volume of users, business priorities we may do a **pilot** migration and then migrate the remaining users in **batches.**
The migration will be led by a Tech Lead.
The team will have no visibility of the content being migrated to ensure all data protection requirements are met.
If you have chosen **Gold** plan, we will have a Tech Lead based at your site to deliver the services

MigExpress™
Differentiated methodology for Office 365 Migration

	S (small)	M (medium)	L (large)	XL (extra large)	BRONZE	SILVER	GOLD
USERS	0 – 50 users	50-250 users	250-500 users	500-1000 users	SELF SERVICE You can use our tools to plan and migrate and our Tech Expert is available for On Call Support (max 2 hours)	GUIDED SUPPORT You can plan and do the migration using our tools and handbook and our Tech Expert (remote) will be guiding you in this.	ALL INCLUSIVE We will do the migration project for you.
SHARED MAILBOXES	None	None	Less than 3	Less than 5			
OFFICE 365 APPS	None	None	Max 1 Enterprise License	Max 5 Enterprise Subscriptions			
EST. DURATION	1 WEEK	2 WEEKS	2-3 WEEKS	3 - 4 WEEKS	PRICING – PRICE PER MAIL BOX		

OFFICE 365 MIGRATION - MANAGED SERVICES

WHAT IS IT?
O365 Operations and Management Services help you run the day to day operations of the O365 environment in a **managed services** model.

WHAT IS IN IT FOR YOU?

- Enables you to focus on Business and not IT
- Cost optimised Office 365 environment
- Fast identification of issues and resolution
- Lower cost of operations

HOW WILL WE WORK WITH YOU?

- Expert team of technicians will support your Office 365
- Weekly and monthly SLA reporting
- Quarterly performance review and improvement areas

PRICING
Price per mail box per year

SERVICES	BRONZE	SILVER	GOLD
Reporting and Monitoring Services	Yes	Yes	Yes
Administration Services		Yes	Yes
Back Up Services			Yes
Office 365 Apps (this will be based on tenancy)	Exchange only	Exchange only	Exchange and Teams
SERVICE LEVELS			
Uptime SLA	99.95%	99.95%	99.95%
Response Time	<60 mins	<15 mins	<15 mins
Resolution Time for Sev 1 tickets	<4 hours	<2 hours	<1 hour
Support Hours (Eastern Europe Time Zone)	8x5	8x5	8x5
ADD ON SERVICES			
Round the Clock Support	24x7	24x7	24x7
Audit and Discovery Services	Available	Available	Available

HOW DO WE MAKE IT A SUCCESS STORY FOR THE CUSTOMER

700+	30+	30000	350000+	M365
Consultants	**24x7x365 Global Engagements**	**Physical and Virtual Desktops managed**	**Mailboxes Migrated**	**Core of Digital Workplace Services**

Suite of Services

Consulting & Migration Services

- Assessment, Requirement Gathering
- Planning
- Deployment & Migration
- Hypercare and Handover

O365 Delivery & Support Services

- Support
- Incident management
- Change & Task mgmt.
- Problem Management
- Monitoring and Reporting
- Documentation

Hybrid Infrastructure

- Consulting and Design Planning for Rollouts, DNS,
- firewall and proxy
- Deployment and implementation
- Network Bandwidth Planning
- Monitoring, Performance
- Management, Capacity Planning
- and Network Optimization

O365 Tenant management

- 24x7x365 SLA based L1/L2/L3 Support
- O365 License Management
- ITSM / ServiceNow & IAM
- Integration
- Exchange & SharePoint, OneDrive migration
- Collaboration Suite management
- User Onboarding and training

Monitoring & Security

- Firewall and proxy changes
- Security assessment and risk Remediation
- Implement protection, email
- Security
- Deploy secure MDM policies
- Deploy ADFS Client Access
- Polices
- Security operations Center
- O365 audit and change management

Key Differentiators

Experience of handling large and Complex programs

Corporate Relationships /Synergy

Extreme Automation through Tools and Accelerators

Proven Digital Transformation experience

Cross Industry Expertise

One Stop Shop for all Microsoft 365 needs

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OUR COMPETITITVE ADVANTAGES OVER OTHER PROVIDERS

Guarantee better performance

- End-to-end monitoring and business commitments (SLA's)
- Single point of accountability for network, applications and infrastructure

Deliver returns in quickest time

- Accelerated deployment using tools and frameworks created by experienced professionals
- Fully automated processes for small and semi-automated processes for large businesses

Optimize costs

- Lower costs of total deployment through global delivery processes
- Access to best in-class talent following industry best practices

A trusted Microsoft managed service provider with over 20 years of experience deploying large and complex systems and solutions.

COSMOTE DELIVERS FOR YOU

Agility	Reliability	Accountability	Profitability

Global | Regional | Local

Scalability

- International Expertise
  - Local Support

Experienced

Complex projects

- Best-in-class Talents
  - Best Practices

Trusted Partner | Advisor

End to End provider

- One stop shop
  - Lower TCO

Competitive Advantage

Accelerated Time-to-Market

- Accelerated Delivery
  - Accelerated deployment

Our values. Our commitment. Your Success.

NEXT STEPS
MODERN WORKPLACE