

Mentoring

Program Description



mobile mentor

Purpose of the Mentoring Service

Our clients want to deploy modern management and security using Microsoft 365. They want better security, lower costs, and a modern employee experience. This is a multi-year journey, and most IT teams are doing this work for the first time. There is recognition that the journey will be accelerated by engaging a Microsoft certified partner to advise, assist, and transfer knowledge.

Some clients want a partner to deploy technology and deliver a finished product. Some clients want a partner to manage their technology and deliver business outcomes. But increasingly, we are seeing more clients who want to learn and become experts on the technology and modern processes. They want to be empowered and guided. They want a mentor.

Mobile Mentor works with hundreds of clients who are at different stages of deploying Microsoft 365 and we have the privilege of working with industry leaders. We learn something from every client and the Mentoring service was designed to harness this collective knowledge and share it.

Microsoft awarded Mobile Mentor partner of the year for Modern Endpoint Management in 2021. In 2022 we were a finalist for Education partner of the year and again a finalist in 2023. We are also an ELITE partner and on the advisory council to the Microsoft Intune product line.

Our company mission is "empower people to achieve more." We have built a team that genuinely enjoys sharing knowledge and advising & guiding clients to learn and succeed. This ethos of being a mentor is deep in our DNA and has been core to our way of working since 2004.

Our engineers are certified by Microsoft, Apple, Google, and CyberArk. We are always learning. The purpose of our Mentoring service is to execute an agreed program of work, implement best practices, empower your team with knowledge, and provide great documentation and support.

Mentoring Program Description

Our **Mentoring Program** is usually a multi-year program where we work together to define your vision, implement a shared roadmap, deploy the tools and transfer knowledge to your IT team.

We start with an assessment to understand today's reality, constraints, and dependencies. Then we jointly develop a vision of your future employee experience. As part of this, we will support you to articulate and describe a compelling vision of your future employee experience.

We then develop a 3-year roadmap (crawl, walk, run) to turn that vision into reality. This becomes our shared roadmap, with shared accountability and regular progress reviews.

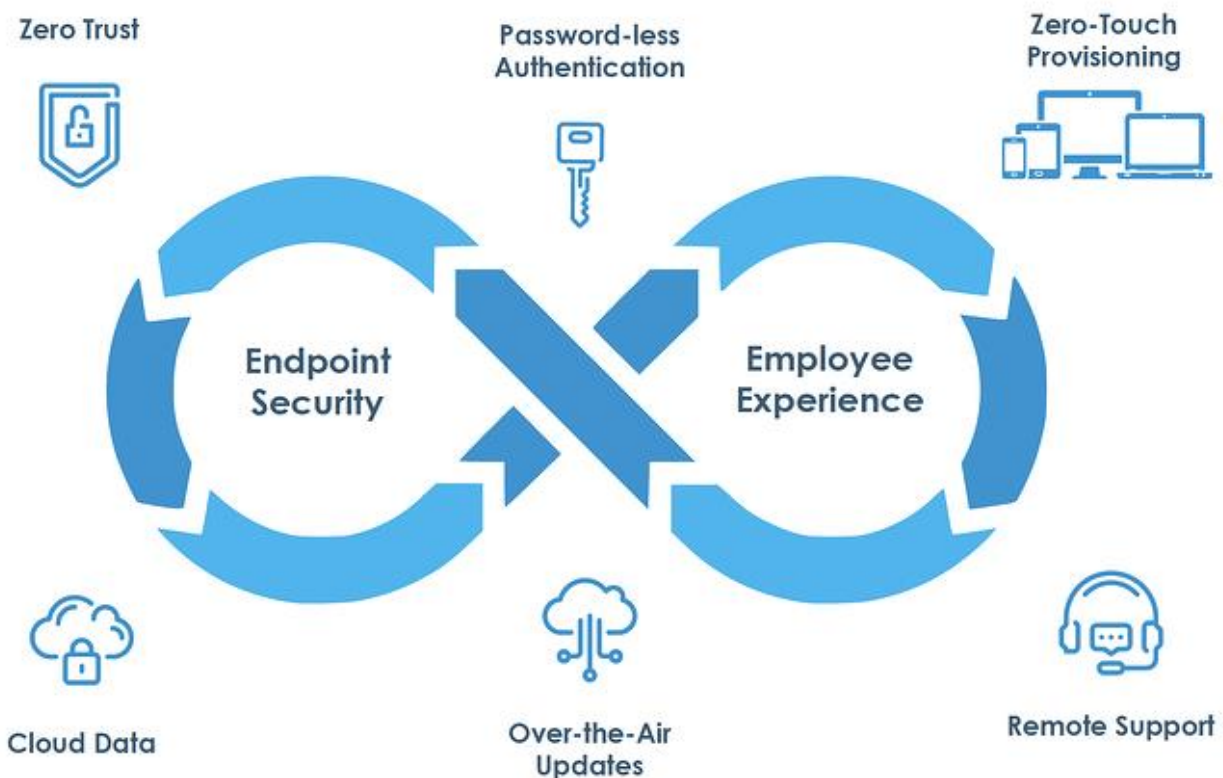
Each month our Project Manager creates the work plan for the month ahead, and schedules workshops, meetings and deliverables so our architects and engineers are working with your team to plan, design and deploy the capabilities of your Microsoft 365 licenses. This will include migration support and retiring overlapping technologies - where technically feasible.

Along the way, we provide technical support and knowledge transfer and documentation. Our goal is to empower your team to go further and faster than they could working alone.

Balancing Security and User Experience

Through this engagement we will work with you to achieve a pragmatic balance of endpoint security and user experience. Every time a user unlocks a device to perform work, they will have an experience that can be rated on a spectrum between painful and productive. As you apply new security policies and controls, every decision will affect the user experience. Likewise, as you deploy new capabilities to improve productivity, you will need to create security controls to mitigate new threats.

This trade-off between security and experience is a lens through which all decisions need to be evaluated. Too much security means users will be motivated to find workarounds – shadow IT will flourish. Too little security means taking risks that could result in a loss of data and reputation. This is a constructive tension that never ends and can be illustrated with an infinity symbol.



Our vision is to achieve this balance with the six pillars of modern management: zero trust architecture, passwordless authentication, zero touch provisioning, cloud data, over-the-air updates, and remote support. Each of these six (6) strategies positively impact security and user experience. Fortunately, this vision becomes reality with Microsoft 365.

Scope of Work

<p>PRE-REQUISITES</p>	<ol style="list-style-type: none"> 1. Microsoft 365 E3/A3, or EMS E3/A3 licenses and test accounts 2. Access to the environment as required below <ol style="list-style-type: none"> a. Hands-On Mentoring: Global Admin b. Hand-in-Hand Mentoring: Global Reader c. Hands-off Mentoring: No access required 3. Account(s) in customer's environment to mimic a "standard user" 4. Access to client's Systems Admin(s) / Windows engineer(s) 5. Access to a project manager / coordinator for scheduling
<p>DELIVERABLES</p>	<ol style="list-style-type: none"> 1. Assessment, peer benchmarking and 3-year roadmap 2. Detailed work schedule for each quarter in advance 3. Working sessions scheduled at the start of each month 4. Hands-on-keyboard knowledge transfer sessions 5. Technical support available during normal business hours 6. Annual system health check 7. Access to knowledge base 8. Access to documentation, guides, scripts, and baselines 9. Advice on relevant OS and application updates 10. Quarterly Business Reviews on progress against the roadmap
<p>EXCLUSIONS</p>	<ol style="list-style-type: none"> 1. Advice / configuration of on-premises technologies 2. Advice/ configuration of non-Microsoft products 3. Travel and accommodation

**SERVICE
MODULES**

Assessment & Technology Roadmap

Frequency

Assessment, peer comparison and benchmarking	Annually
3-year technology roadmap with multiple work streams	Annually
Quarterly progress review with IT leadership	Quarterly

Technical Design and Planning

Scheduled workshops with an architect or engineer	Bi-Weekly
Design & planning session with an engineer	Bi-Weekly
Migration planning sessions and guidance	Bi-Weekly

Implementation and Integration

Apply agreed policies and configurations in the tenant	Weekly
Integration with endpoint vendors and add-on products	Weekly
Assist with the change control process	Weekly

Troubleshooting and Remediation

Testing, analysis and troubleshooting	Weekly
Issue replication in the Mobile Mentor lab environment	Weekly
Documentation and guidance on UAT	Weekly

Technical Support & Advice

Access to Mobile Mentor technical support team	Weekly
Access to the Mobile Mentor knowledge base	Weekly
OS updates and security advisory notices	Weekly

Migration and Change Management

End-user communications templates and guidance	Anytime
Device enrollment guides and guidance	Anytime
Scripts and guidance for migration videos	Anytime

Knowledge Transfer & Peer Group

Assistance to create as-built documentation	Anytime
Hands-on-keyboard knowledge transfer	Anytime
Community / peer sharing sessions	Anytime

Service Options

SERVICE MODULES	HANDS-ON	HAND-IN-HAND	HANDS-OFF
<i>Systems Access Required</i>	<i>EM&S Admin</i>	<i>Global Reader</i>	<i>No Access</i>
Assessment & technology roadmap	✓	✓	✓
Technical design and planning	✓	✓	✓
Implementation and integration	✓		
Troubleshooting and remediation	✓	✓	
Technical support and advice	✓	✓	✓
Migration & Change Management	✓	✓	✓
Knowledge transfer and peer group	✓	✓	✓

Outcomes of the Mentoring Service

1. Fully leverage Microsoft 365 licenses to improve endpoint security and the user experience.
2. Accelerate the learning curve with knowledge transfer, documentation and expert support.
3. Reduce risk, costs and time by deploying M365 optimally and retiring overlapping products.

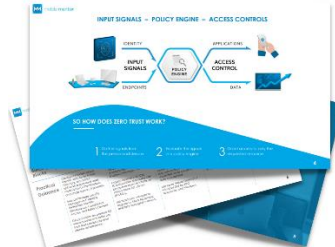
Additional Resources

Zero Trust Whitepapers

An Overview of Zero Trust

Deployment Blueprint with E3

Zero Trust at Scale with E5



Passwordless Resources

Non-technical Overview

Online Resources

Webinar with Microsoft & Yubico



Modern Endpoint Management

6 Pillars of Modern Mgmt

Endpoint Ecosystem Study

MDM Migration Guide



About Mobile Mentor

Microsoft Partnership Credentials



2021 Partner of the Year Winner
Modern Endpoint Management Award



2022 Partner of the Year Finalist
Education Award



Other Technical Certifications



More Information

Founded in 2004, operations in the USA, Australia and New Zealand

[Customer Case Studies](#)

[Videos, Podcasts, Blog](#)