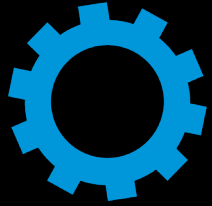Microsoft
Partner

SIMPLIFY
INNOVATE
AUTOMATION
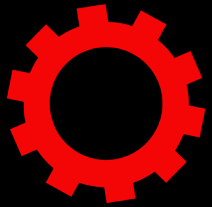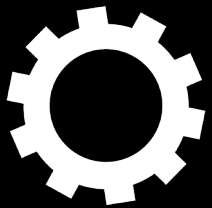
365Automated

POSITIVE
DISRUPTION
ENABLES YOUR
BUSINESS TO
RECLAIM
CONTROL

Automation | *create custom workflows to manage all aspects of Microsoft 365 suite including selected Azure features*

Granular access control | *granting differing levels of access to a particular user / group and determine what they are authorised to do in the system*

Teams Voice Capabilities | *Call Quality Monitoring Service, Provisioning of numbers, Auto Attendants and Call Queues*
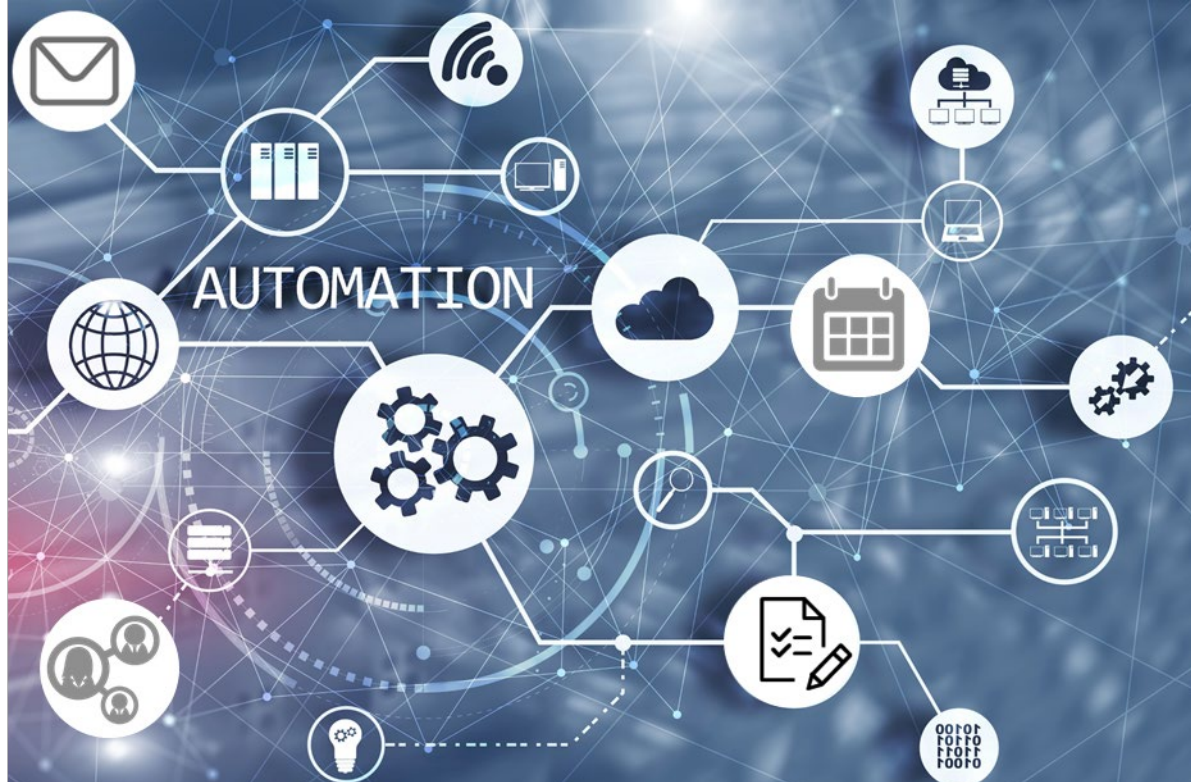
SIMPLIFY
INNOVATE
AUTOMATION

SERVICE OFFERING

Automation

Build Workflows using your parameters and conditions to streamline and automate mundane business processes across the Microsoft 365 Suite.

Features

Build your workflows on events (adds, delete's, updates) for:

Users | Groups | Calls | Calendar Events | E-mail | Contacts

Build a workflow to automatically add or remove licenses; assign or reassign Teams Direct routing / Operator Connect numbers and; send out a welcome e-mail on the new services with training links.

Granular access control

Grant access to a user / group of users to determine what they are authorised to do while working on the system.

> Create Access Levels to specified Menu items only.

> Add user / group of users to Access Level created.

> Restrict user / group of users by Region / Domain / Office Location

> Allow only authorised user / group of users to access:

User Management | Approve Changes | View Licenses | Edit Phone Numbers | Manage Domains | Edit Company Notifications | Manage Cost Centres

Microsoft Teams Phone Number Management

Ease of user management. Increase productivity while containing costs.

Features

> Sync or Export data with a single click. Synchronization between the front-end and your Microsoft 365 back-end occurs at approx. 60min for 30k users.

> Phone number management, including auto attendants and call queues to easily route callers to the appropriate person or department in your business.

> Protect the safety of your employees with number masking and set up all outbound calls to the switchboard number.

> Block or reserve allocation of phone numbers made easy through data template imports. (Bulk allocation available)

> Allocate phone numbers specific to your branch.

Microsoft 365 User Management

Provide your employees the freedom to manage their own data on Microsoft 365 and Active Directory with seamless and secure integration.

Features

> User management simplified through bulk provisioning of licenses, phone numbers and policies.

> Provision user specific policies by the user's role.

Microsoft 365 License Management

License management is simplified. Giving you control in a single pane of glass.

Features

> View and manage user consumption, associated costing, and license allocations for each Cost Center.

Azure Server Management

Ensure optimal and cost-efficient performance through reporting and recommendations.

Features

> Report on unused / overutilized resources to provide insight into comprehensive cost analysis.

> Report on tagged and untagged services.

Reporting & Notifications

A single point of truth dashboard empowers you with user information, user activity, and license per device statistics in real-time. Stay in control with alert notifications.

Features

> Structured data at its best, providing management a comprehensive yet simple view into their license consumption; user behavior; costing; data heat map; application to handset usage; user logon locations; user activity alerts; license threshold alerts, and more.

> The system works on a hierarchy top to bottom structure. You can see from the top down (your clients / users), but your clients/users cannot see up (you).

Security

Committed to the highest levels of trust, transparency, standards conformance, and regulatory compliance.

Features

> Supports Two-factor Authentication.

> Access is based on Delegation.

> Reporting is based on row-level security.

> Data is kept in the same region as your Azure Tenant.

> All data is encrypted.

Cost Allocation

Keep costs aligned with budget allocation and help business track expenses while showing profitability to justify cost allocation.

Features

> Receive a breakdown of licenses. How many and what type of licenses are assigned to which cost centre.

> View Call stats based on a cost centre.

> Monitor which users are not using Teams PSTN calling functionality.

SIMPLIFY
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SERVICE OFFERING
_____
CALL QUALITY

Call Quality

Call quality is a monitoring service offering that include, but is not limited to:

> *Pocket loss* (dropped signal / dropped calls)
> *Jitter* (voice / video distortion)
> *Round-trip* (time taken to connect users)

Create your own thresholds / parameters and automatically alert the required stakeholders in real-time* when conditions are triggered.

All data is real-time with a 16min delay from the time a call is ended.

Dashboard Analytics

Access a dashboard view of call statistics and trends. Using Microsoft's recommended thresholds / parameters each Graph is set up to change colour once these pre-defined conditions are exceeded. And with Row Level Security (RLS) data access is restricted for given users and thus users will only have visibility to their company / clients' data.

All data is displayed in real-time with a 16min delay from the time a call is ended.

By Company

View data trends for all monitoring services including, but not limited to *pocket loss, jitter, and round-trip* for a specific company or all clients within your profile. Analyse data and identify connection failures, e.g. VPN, WiFi, Network, etc. This allows you to address problem areas with the relevant client.

By Subnet

View data trends for all monitoring services including, but not limited to *pocket loss, jitter, and round-trip* by IP ranges. Get an indication in which building or on which floor a connection issue is occurring.

By Platform

View data trends for all monitoring services including, but not limited to *pocket loss, jitter, and round-trip* to see which device / platform (e.g. iOS, web, android) is experiencing connection issues.

Reporting

Real-Time Reporting

A comprehensive report showing real-time* data is available. The interactive graphs, data statistics and trends offer a drill down function to view more detail. Reporting includes:

- Call trends by company
- Network Info
- User Info

Historical Reporting

A report with historical information is consolidated using the "Call ID". Therefore, the report will only be available if the *monitoring service* is activated in the Application by the client/user. Once activated the system refresh the data every 3 hours to consolidate and display the latest data in this report.

*All data is real-time with a 16min delay from the time
a call is ended.*

Specific to
Internet Service Providers

Dashboards

> The ISP's customised dashboard is pre-defined and set up according to the business specifications.

> ISP's Client Dashboards are pre-defined and customised to specifications.

> ISP Clients can have visibility to their own calls, but only if the required link is shared with them.

Reporting, Notifications & Alerts

> ISP Report include the call license status of the ISPs' clients.

> ISPs have the ability to access own profile and manage client profile alerts within Client profile.

> Co-branded Email templates are available to ISPs to send notifications to clients. Co-branding contains ISP and ISP client logos only.

> The system works on a hierarchy top to bottom. Therefore the ISP will be able to see their clients and in return these clients will only see their users.

Billing

> Direct billing to ISP and not ISP's clients.

Why Choose Us

o365Automated when times demand agility.

Ease of use	Fast & Scalable	Secure	Single View
Streamline Mundane Repetitive Tasks	Reduce Costs	Identify Super Users	White Label Solution
Fixed User License Cost	24/7 Support		Microsoft Partner

Microsoft
Partner

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