

Support Onboarding 2-Week Assessment

Get the most from
Microsoft 365 with
a professional
set-up and
onboarding
service, tailored to
your organisation.

Overview

Microsoft 365 can revolutionise the way your organisation runs. But to really make the most of this game-changing technology, it's important that your system is set up in the right way.

Here at Ogi we're proud to be a Microsoft Solutions Partner – and boast a certified team of experts who specialise in helping organisations get the most from Microsoft 365. We love building strong partnerships with the companies we work with, beginning with a professional set-up and tailored support service.

By getting to know your organisation, technical requirements, and your priorities for today as well as your future roadmap, we'll help you maximise the value you get from Microsoft 365 from the very start.



Key benefits



Ensuring a fully-functional and correctly licensed Microsoft 365 environment



A tailored look and feel to Microsoft 365, complete with your organisation's branding



Immediate benefits of features that can be optimised for your organisation, and build long terms gains by implementing further functionality and capability



Auditing multifactor authentication and/or InTune deployment, as well as ensuring email operates to recommended standards

This engagement includes:

Establishing a strong relationship between your organisation and Ogi Pro as a Microsoft Partner

Capturing all information relevant to supporting your Microsoft 365 platform and the tools you use to access it

Reviewing your existing Microsoft 365 tenant environment against best-practice recommendations

Clarifying communication channels, key contacts and authorisations

Identifying all existing processes and policies in relation to use of Microsoft 365 products, including any specific compliance requirements

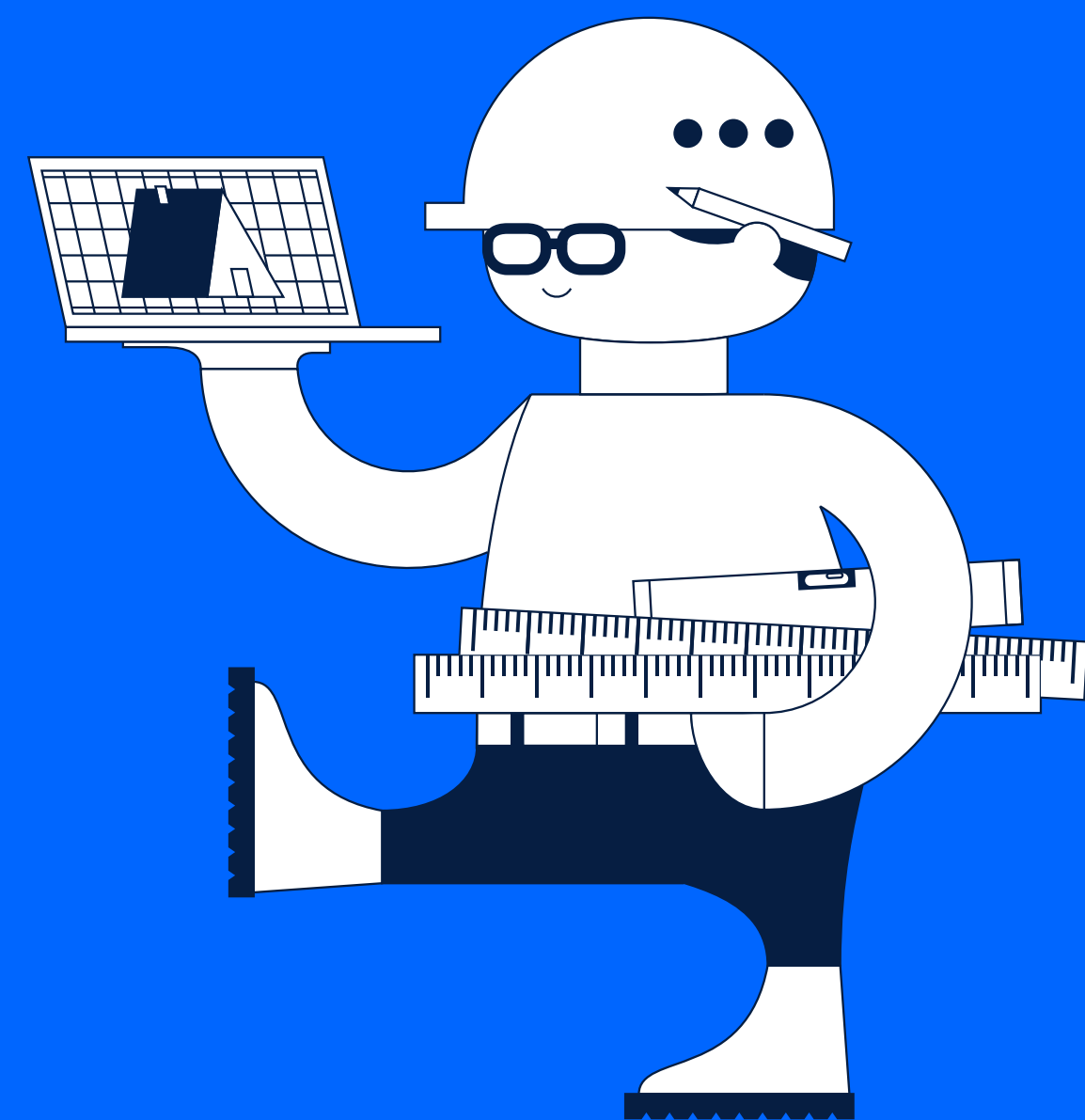
Resolving immediate issues and actioning quick wins

Scope

This engagement is focussed on enabling Ogi Pro Support for Microsoft 365. It is not intended to carry out any larger project activity or works that would otherwise be carried out as part of another defined engagement, although such works may be identified as part of the roadmap production.

This engagement relates primarily to Ogi Pro Support for Microsoft 365, which covers Microsoft 365 product usage, management and maintenance. It is intended to cover enabling customer staff to interact with the Ogi Business Care Team and does not cover product specific training or support for other third party systems.

For full details of the Ogi Pro Support service for Microsoft 365 please see the specific Service Description for that product.



Assumptions

This engagement is designed based on the following assumptions:

The customer already has a Microsoft 365 Tenant in place

Ogi will be provided with delegated admin access as a Microsoft Partner for at least the duration of the engagement

Any additional licensing required to support the engagement can be provided by Ogi as a Microsoft Direct Cloud Solutions Partner

Workshops and non-disruptive implementation work will be carried out during standard business hours

Exclusions

This engagement would not typically cover the provision or maintenance of hardware.

Enabling new features or product components. These would be covered under additional engagements.

Migration of users or workflows to Microsoft 365

Ogi are able to assist with many excluded items through other predefined engagements such as those covering Microsoft 365 Migration, Device and Application Management, and Content Management.

Structure

All Ogi Cloud Engagements have a consistent structure designed to deliver customer-value against a set of agreed success criteria. These are measurable and unique to each customer, driven by their priorities, organisational culture, and mission. Our approach is based on Microsoft's Service Adoption Framework and consists of three main stages; Envision, Implement, and Enable.



Envision

In the Envision stage we determine, with the customer, the required scope of the engagement and establish the necessary involvement from interested parties and stakeholders. This is typically conducted through a workshop session which can be in-person or remote.

It will cover:

Customer culture, mission and values
(this is typically captured during pre-sales activity)

Communication, responsibilities and authorities

Critical Business Systems/integrations with Microsoft 365

Exploration of customer vision/strategy for use of Cloud

Review of Microsoft 365 Platform features against current usage (assessment of user adoption)

Develop a high level roadmap of future activity

Identify urgent actions (pain points, quick wins, burning issues) and build into Implementation Plan

Key outputs:

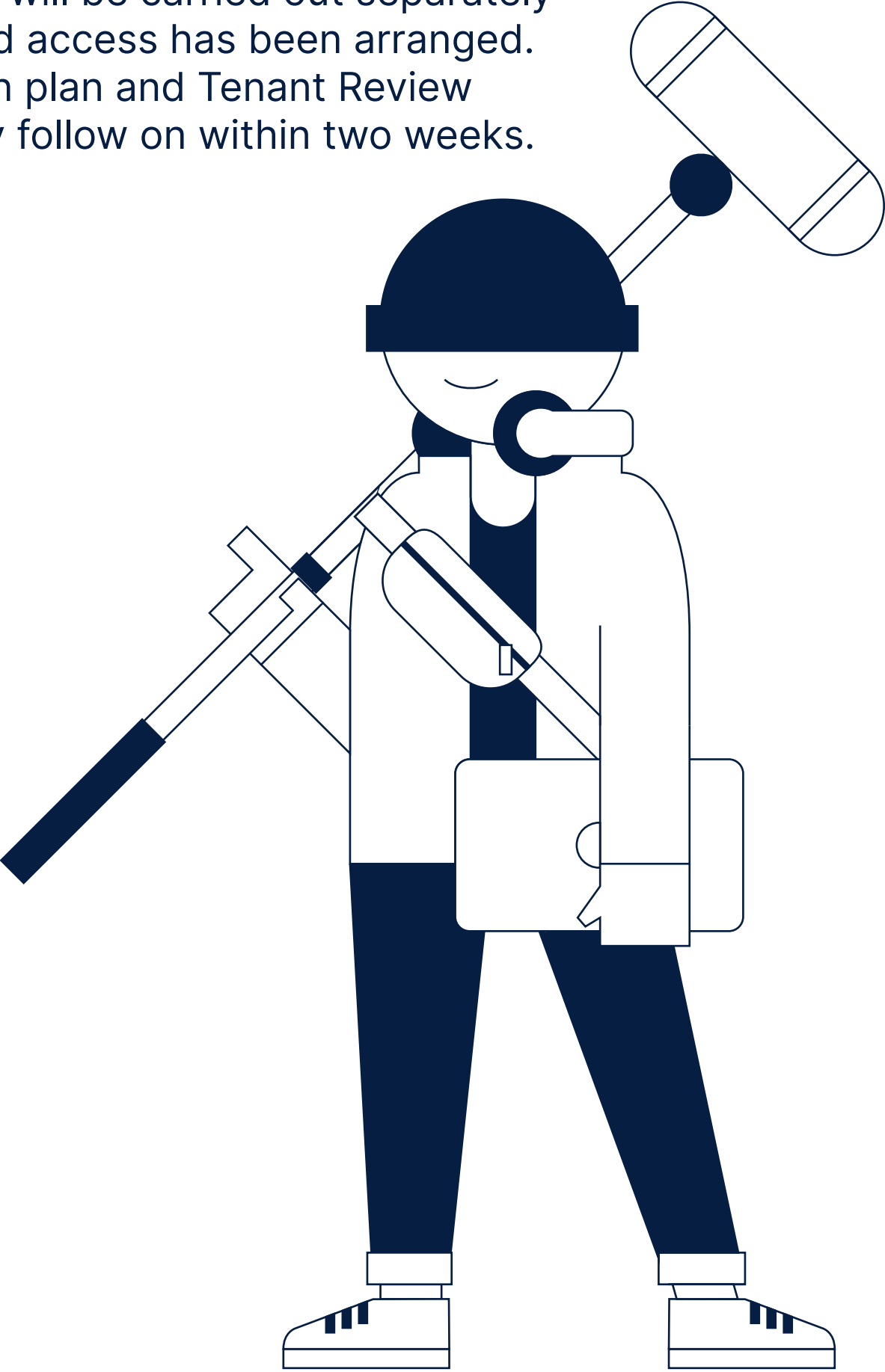
Microsoft 365 Tenant Review with recommendations

Implementation plan covering:

- Setup of Microsoft Partner relationship and delegated access
- Establishment of communications channels/customer documentation on our systems
- Making any specific changes to Tenant configuration agreed during the envision workshop

Duration

Typically half-day session led by Service Adoption Specialist with Senior Cloud Engineer. Tenant Review will be carried out separately once delegated access has been arranged. Implementation plan and Tenant Review report typically follow on within two weeks.



Implement

This stage typically takes place over one-two weeks and includes the following key activities/deliverables:

Onboarding of customer to Ogi as a CSP if not already done
Provisioning of any additional licenses as agreed
Establishment of communication channels and documentation on our systems
Implementation of agreed changes to Microsoft 365 Tenant environment as per Tenant Review
Development and documentation of any agreed processes for the customer
Set up of internal records for customer service delivery.

Duration

Typically 1-2 days of Cloud Engineer time spread across 2-3 weeks primarily interacting with the customer’s primary technical contact.

Enable

This final stage is led by the Service Adoption Specialist. For this engagement this is typically a quick process.

This stage includes the following key activities/deliverables:

Review of work carried out to date
Handover/sign-off of agreed Tenant changes
Agreement of outline roadmap to move forward
Scheduling of first Service Review with Service Delivery Manager

Duration

Typically 2 hour video conference session.

Agenda timeframe

(Accelerated – actual depends on customer involvement)

Week 1	
Day 1	Envision session and produce outputs
Day 2	Produce and agree implementation plan
Day 3	Implement initial best-practice/policies Implement active directory connector/ password write back etc.
Days 4/5	Enable early adopters and test
Week 2	
End-user engagement and wider deployment	



Let's hold a no obligation discovery call to see how we can help.

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