



Microsoft Teams QuickStart

Service Definition



Microsoft Teams QuickStart

Part of risual's Cloud Transformation portfolio. Microsoft Teams QuickStart is a scaled down version of our Remote Working-as-a-Service offering. Providing clients with remote working support via Microsoft 365, whether a new or existing user of Cloud Services. It allows organisations to quickly mobilise Microsoft Teams, taking advantage of Microsoft trial licensing and ensure users can use the tool to communicate, collaborate and maintain productivity with colleagues and customers.

Licence eligibility

Microsoft have offered a free, six-month trial with Microsoft Teams for organisations with up to 1,000 users. The trial licenses will expire after the six-month trial, with no automatic charges. For organisations with more than 1,000 users, you will need to request Microsoft Managed Office 365 E1 trial via your risual Account Manager. We will support you through this whole process. For Education sector clients, Microsoft have extended two offers: Office 365 A1 (free to all Education institutes), Microsoft Teams for free (this is MS Teams only).

Features

- 12 months managed service, 3 months free.
- Management of access to Microsoft Teams and organisation wide settings.
- Includes implementation of standardised Teams configuration.
- Includes Exchange Foundation, Power Automate, Forms, Planner, Whiteboard, Office Online.
- Includes SharePoint Online Kiosk, Stream, Sway and Yammer.
- Drives adoption and best practice of Teams and remote working.
- Provides on-going management and support of your remote working solution.
- Delivered by certified Microsoft productivity, support consultants and business analysts.
- Direct-debit purchases for ad-hoc licensing available.

Benefits

- Rapidly mobilises Microsoft Teams for the organisation.
- Supports Microsoft Teams within the organisation for 12 months.
- Virtual training sessions help user adoption.
- Provides support for remote working departments.
- All work completed remotely.
- Allows organisations to react quickly to demands for remote working.
- Ensures your organisation can continue to work where possible.
- Increases adoption of Office 365 across organisations.
- Virtual training sessions are recorded and shared.

Where this fits in our Service Portfolio



How is it delivered

Configuration of Teams environment based on standardised team template. Launch, Adoption and Training:

- Teams to Teams calling.
- Group calling for organisation users.
- Instant messaging between other users on Skype or Teams.
- Administrator owned Team creation.
- Use of Microsoft Applications to support Teams e.g. OneNote.
- Team areas for communication and collaboration.
- Restricted access for organisation users only.
- Structured communications templates.
- Guidance on launch timeline and activities.
- Sharing of knowledge and resources to support the organisation and users.
- Virtual training sessions held by Microsoft Certified Trainers. Five 1-hour training sessions held across a day for users to attend.

Support of your Teams environment:

Hours covered: 8am - 6pm (Monday - Friday)

riscal Managed Services (rMS) can assist with the end to end support of Microsoft Teams covering:

- Configuration of the Teams platform.
- Support for ongoing configuration.
- Management of Teams as your organisational requirements change.
- Support with End User queries and issues within the Teams clients.
- Support with adoption of Microsoft Teams.
- Advice and guidance on best practice and exploitation of functionality available.
- Rapid issue resolution.

rMS act as an extension of your internal IT team, augmenting your current capabilities, supporting triage, resolution of cases, and advice and guidance. There are also options for your end users to raise queries with us directly.

Pre-requisites and assumptions:

- If existing Microsoft customer, client must have an Office 365 tenant set up with healthy identity synchronisation to the cloud.
- Multi factor authentication is recommended.
- Remote access for Office 365 is enabled.
- Client can provide remote access to Office 365 and Teams tenant as admin account
- Client can provide multiple names for administrators that will create the Teams.
- Client can provide administrator access to their Office 365 tenant for the configuration to take place remotely.
- No more than 30 users to attend a single training session.
- Pricing assumes a variable number of calls per user depending on scale.

Please feel free to get in contact, so we can discuss your unique circumstances and how we can assist you through these challenging times.

Eligibility and Benefits

This is open to **new** and **established** Microsoft customers who don't currently have licenses that include Microsoft Teams (such as Exchange Online and Office 365 Business).

We are seeing use cases for organisations completely new to Microsoft Cloud Services and also clients already on their cloud journey that just hadn't gotten around to the deployment, adoption and training for their remote working initiatives.

Which clients are eligible for the 6-month free trial?

- New customers with or without an Office 365 Tenant
- Exchange Online Plan 1
- Exchange Online Plan 2
- Office 365 ProPlus
- Office 365 Business
- Customers with Dynamics 365 and no Office 365

Which clients are not eligible for the trial?

Organisations are not eligible for the trial if:

- They are a Syndication Partner customer
- They are an Education customer (Education customers can still benefit from the risual Teams QuickStart service but will need to speak with their Microsoft Account Manager to make sure they have suitable licenses)

How long does the trial last and when does it start?

The trial lasts for six (6) months from the date it is initiated and starts on the date it is initiated in the tenant, not the date the first license is assigned.

Client benefits

The six-month, partner-initiated trial provides the full Teams experience and functionality, including scenarios that support strategic small and medium business (SMB) customer needs.

- Online file storage
- Document sharing
- Co-authoring
- Chat
- Teams meetings

Our admins can assign or unassign licenses provided through the trial for you, letting you focus on ensuring users take full advantage of Microsoft Teams.

You can upgrade from the Trial at anytime via risual as a Cloud Solution Provider.

3 months of support provided free of charge!

Commercial Summary

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| Service | Teams Trial via CSP | Office 365 E1 Trial |
|-------------------------|---------------------|---------------------|
| Exchange Foundation | ✓ | |
| Exchange Online | | ✓ |
| Office 365 ProPlus | | ✓ |
| Power Automate | ✓ | |
| Flow | | ✓ |
| Forms | ✓ | ✓ |
| Microsoft Planner | ✓ | ✓ |
| Microsoft Whiteboard | ✓ | ✓ |
| Microsoft Teams | ✓ | ✓ |
| Office Online | ✓ | ✓ |
| PowerApps | ✓ | ✓ |
| SharePoint Online Kiosk | ✓ | ✓ |
| Stream | ✓ | ✓ |
| Sway | ✓ | ✓ |
| Yammer Enterprise | ✓ | ✓ |
| License optimisation | ✓ | |

risual Pricing

Configuration of your Teams environment based on our standardised Teams template, and the Launch, Adoption and Training for Microsoft Teams, in a one off, upfront cost: **£3,000.00**

Managed Services, providing management and support of your Teams environment, licensing and end users for 12 months, with the **first three months free**, followed by monthly costs as follows:

| Number of Users | Price per Month | Assumptions |
|-----------------|-----------------|----------------------|
| 1-100 | £750.00 | 1 call per user |
| 101-500 | £1,500.00 | 1 call per 2.5 users |
| 501- 1000 | £2,100.00 | 1 call per 3.5 users |
| 1001 - 5000 | £7,300.00 | 1 call per 5 users |
| 5001 - 10000 | £10,500.00 | 1 call per 7 users |
| 10000+ | £Bespoke | |