



Span M365 Services Portfolio

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Content

Microsoft 365 Services

- About Span
- What is Microsoft 365 (M365)?
- What M365 includes
- Benefits of M365
- M365 Bundles
- Span M365 Services

About Span

- Digital Solution Provider company, based in Croatia, with offices in Slovenia, UK, USA, Azerbaijan, Switzerland, Ukraine and Germany
- Since 1993, we design, develop and manage IT systems based on Microsoft technologies
- Thousands of customers in 100 countries on 5 continents
- Microsoft Gold Certified Partner with LSP status for EU/EFTA/Ukraine/Azerbaijan + BS and CIS



ISO 9001
Quality
Management
System



ISO 27001
Information
Security
Management



ISO 20000
IT Service
Management
Standard



500+ employees



€65 mil revenue in 2019



>15% growth YoY



+10,000/mo resolved incidents
and customer requests



58% of international revenue



60+% of recurring
revenue



Leading **Microsoft**
partner in the region



4 major operational segments:

- Solution Consulting Services (Infrastructure)
- Service & Solution Management (Support)
- Software Solutions (Software Development)
- Software Asset Management and Volume Licensing



Span Microsoft Competencies

As a respectable partner that Microsoft has chosen for collaboration, development and testing of their products, we expanded our expertise to all existing Microsoft solutions, most recently with a special emphasis on Microsoft Office 365 in combination with the Microsoft Windows Azure.

Microsoft Partner



Gold Cloud Productivity
Gold Cloud Platform
Gold Enterprise Mobility Management
Gold Security
Gold Small and Midmarket Cloud Solutions
Gold Data Platform
Gold Data Analytics
Gold Messaging
Gold Application Integration
Gold DevOps
Gold Communications
Gold Application Development
Gold Collaboration and Content
Gold Datacenter
Gold Windows and Devices
Gold Project and Portfolio Management
Silver Cloud Business Applications

Certificates are important to us because they prove personal and organizational competencies and strength to implement and support specific technologies.



Microsoft 365 Services

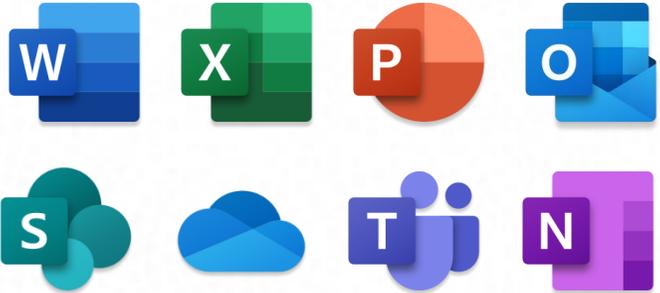
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Components of M365



Windows 10

Addresses the needs of both large and midsize organizations, providing users with the most productive and secure version of Windows and IT professionals with comprehensive deployment.



Local and cloud-based apps and productivity services

Includes the latest Office apps for PC and Mac (such as Word, Excel, PowerPoint, Outlook, and others), and a full suite of online services for email, file storage and collaboration, meetings, and more.



Enterprise Mobility + Security



Advanced Mobility and Security services

Includes cloud-based enterprise mobility management (EMM) service that helps enable workforce to be more productive while keeping corporate data protected.

Provides enterprise security solutions helping to protect critical data, guard against threats and manage access with full control.

Benefits of M365

User perspective



Have access to the latest business software all the time, across all devices.

Security features within EMS are discreet from a user point of view, especially those using their personal devices, and not intrusive.

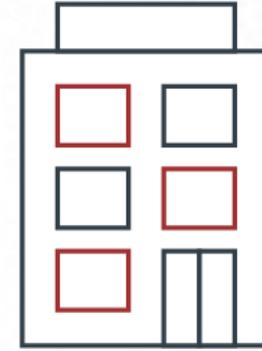
Management perspective



Manage both Microsoft 365 Apps for Enterprise and Enterprise Mobility + Security (EMS) user settings and preferences from one central management portal.

Can be accessed from anywhere on any device making the management quick and easy.

Business perspective



Gives organizations reassurance that their employees are empowered to work more efficiently using the latest business software and that business data is secure and protected.

Security features within Microsoft 365 are beneficial for organizations achieving ISO 27001 and GDPR compliance.

M365 Bundles

There are three primary bundles currently available:

- **Microsoft 365 Business Premium** is designed for small and medium-sized businesses with no more than 300 employees and not much of an IT presence to speak of.
- **Microsoft 365 Enterprise** is made for larger organizations that need additional features, and offers increased data security and mobility management.
- **Microsoft 365 Education** is made for schools and other educational organizations.

Microsoft 365

Microsoft 365
Enterprise

Microsoft 365
Business Premium

Microsoft 365
Education



Span M365 Services

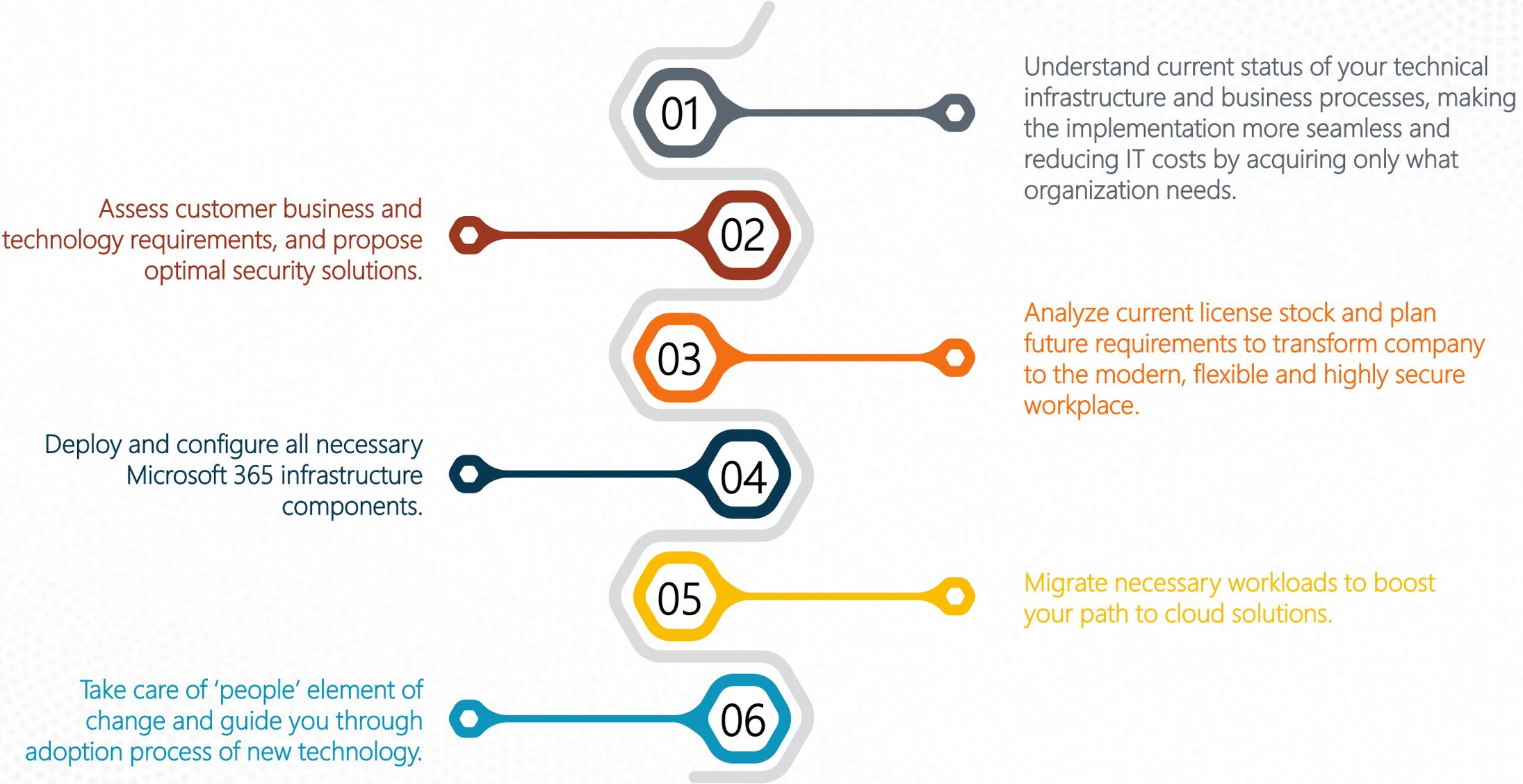
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Span M365 Service Portfolio

Span offering consists of services from one or more areas that design custom-made projects for specific business needs.



How can our services help you?



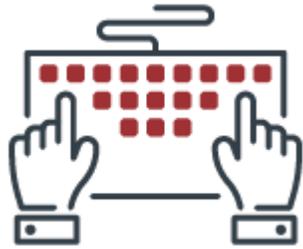


Readiness Assessment and
Design Services

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Modern Workplace Assessment

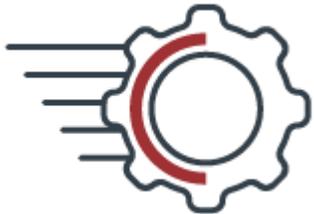
Simplifies cloud adoption and reduces risk with visibility into your desktops, applications and on-premises environment, helping you to improve end user productivity.



ACTIVITIES

What we do

- Analyze your existing environment and determine the implementation model best suited for your business.
- Identify the business areas and workloads that, when migrated to M365 services, can enable you to reduce costs and improve service delivery.
- Conduct a gap analysis and summarize various IT improvements required to implement the target delivery.
- Provide detailed, actionable roadmap that recommends changes needed to address gaps and facilitate smoother transition, taking into consideration all aspects of your environment and its interdependencies.



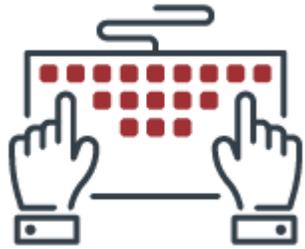
DELIVERABLES

What you get

- A high-level summary of project background and scope (analysis of gathered data and key data points presented in a structured way).
- Detailed Microsoft 365 implementation roadmap document.

Teams Assessment

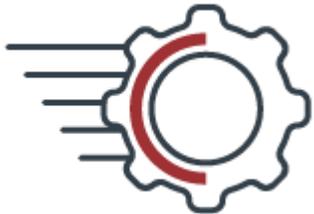
Helps organizations to get the most out of workplace applications and drives collaboration.



ACTIVITIES

What we do

- Check existing voice and collaboration infrastructure and define needed future investments.
- Determine overall organizational readiness for adoption including user groups, technical, governance, security, support and feedback.
- Define roll-out cadence based on proof of concepts (pilots).
- Create actionable roadmap to ensure employees can collaborate more effectively and share information securely.



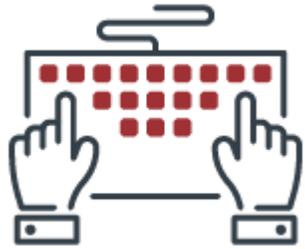
DELIVERABLES

What you get

- Detailed report mapping Teams adoption journey resulting in measurable business value for your organization.
- Hardware and network readiness review for implementation of communication and collaboration platform.

Software Asset Assessment

Makes sure Microsoft software licences adequately cover the software you use in your business.



ACTIVITIES

What we do

- Discover complete background of your existing IT infrastructure and environment.
- Analyze deployment inventory data for each location where Microsoft software is installed and reassign unused licenses.
- Plan costs and estimation of number and types of licenses needed according to specific business needs.
- Define pre-packaged license plans with different products and services which are best aligned with business workloads.



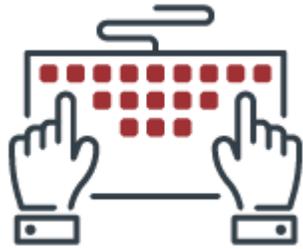
DELIVERABLES

What you get

- Complete consulting service according to Microsoft best practices and guidelines.
- Detailed overview of IT infrastructure and licenses applied to it.
- Gap analysis of any inadequate software license.

Cyber Security Assessment

Receives key insights to establish the right solutions and policies for security risk reduction in the cloud and on-premise.



ACTIVITIES

What we do

- Get insight into current security posture.
- Perform detailed analysis of collected data and identify gaps based on use of well respected security frameworks.
- Define measures and recommendations for gap closing and set priorities based on best practices.
- Deliver tailored and actionable report.
- Discuss our final recommendations and engage in data-driven discussions to ensure optimal security solutions and actionable security roadmap.



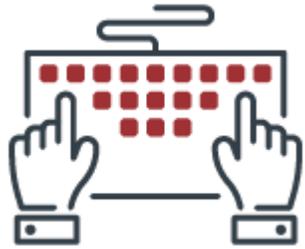
DELIVERABLES

What you get

- Executive Summary of project background and scope.
- Analysis of gathered data and key data points.
- Assessment of the overall cybersecurity state vs. CIS Controls™ (v7).
- Prioritized roadmap based on the biggest ROI.
- High level Statements of Work (SOW) for deployment services related to key gaps.

Office 365 Security Assessment

Gets insight into your Office 365 security status and prioritized roadmap for security controls that will reduce the risk of being breached.



ACTIVITIES

What we do

- Collect and review Secure Score.
- Review licensing requirements.
- Provide Remediation recommendations.
- Provide prioritized list of recommendations and an actionable security roadmap.



DELIVERABLES

What you get

- Customized Secure Score report.
- Prioritized list of recommendations and actionable security roadmap, related to licences and security functionalities / components.



Deployment and Migration
Services

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Span Microsoft 365 Deployment Services

M365 components and types of deployment

Deployment services cover all processes involved in getting new software or hardware up and running properly in its environment.

IDENTITY DEPLOYMENT



- Azure Active Directory
- Azure Multifactor Authentication
- Conditional Access
- Self-Service Password Reset
- Windows Hello
- Privileged Identity Management
- Identity Protection

DEVICE DEPLOYMENT



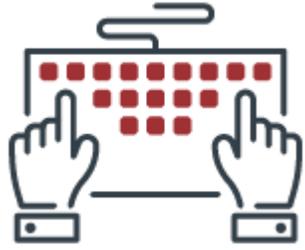
- EndPoint Configuration Manager
- Microsoft 365 Admin Center
- In-place Upgrade
- Microsoft Intune
- Windows AutoPilot
- Windows Analytics Device Health

APPLICATION DEPLOYMENT



- Office Deployment Manager (ODT)
- System Configuration Manager

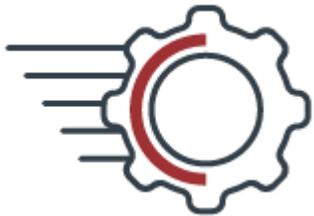
Span Microsoft 365 Deployment Services



ACTIVITIES

What we do

- Plan and design specific solution architecture.
- Prepare existing infrastructure.
- Choose the best deployment method for specific business scenario.
- Install and configure all necessary Microsoft 365 components and features.
- Fix potential deployment blockers.
- Check and validate all deployed devices, applications and systems.



DELIVERABLES

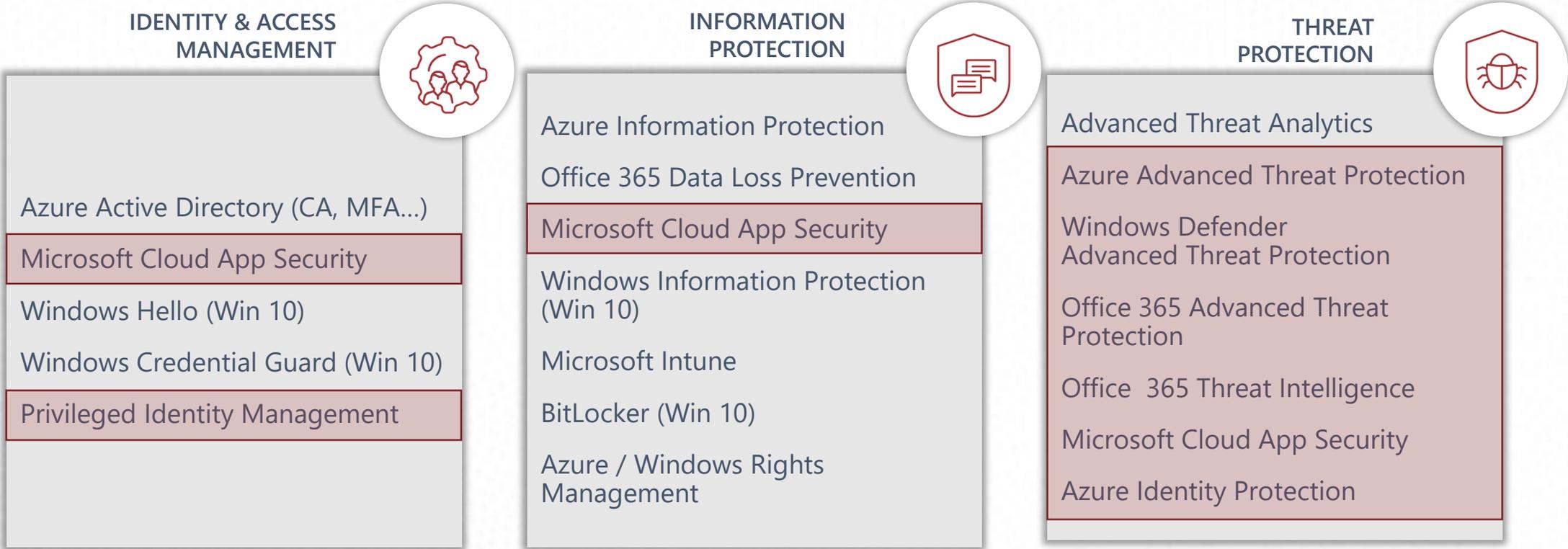
What you get

- Installed and configured hardware, software and networking components.
- Implemented all agreed Microsoft 365 features.
- Deployed key productivity workloads and scenarios on top of infrastructure.
- Project documentation.

Span Microsoft Mobility and Security Deployment Services

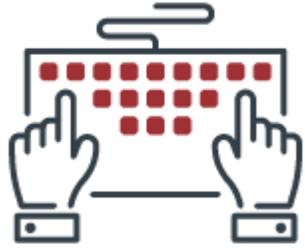
M365 Mobility and Security components

Security deployment services define and implement security requirements to ensure desired level of user, informational and threat protection.



 EM+S E5 components

Span Microsoft Mobility and Security Deployment Services



ACTIVITIES

What we do

PLAN & DESIGN

- Plan and lead the whole deployment project.
- Plan and design specific solution architecture and deployment options.

ENABLE

- Install, configure and adjust all required components.
- Review, define and set-up security roles and access controls for specific components.
- Configure notifications.

TEST & HAND OVER

- Check and validate deployed security components.
- Provide basic education on use of security components.
- Deliver project documentation.



DELIVERABLES

What you get

- Solution design (solution architecture, deployment plan...).
- Installed and customized all agreed Microsoft 365 components.
- Basic education.
- Project documentation.

Span Migration Services

Types of migration

Migration solution determines which aspects of on-premise environment is good fit for the cloud, chooses appropriate migration methodology and tools, and moves required workloads to target place.



Identity migrations
(from Active Directory
on-premise to Azure
Active Directory)



Mailbox migrations
(from Exchange on-
premise to Exchange
Online)

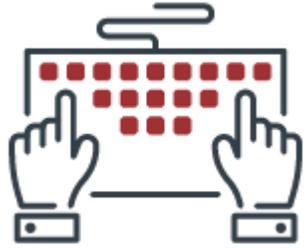


Content migrations
(from on-premise data
storage to SharePoint
Online, OneDrive, etc.)



Applications migrations
(from on-premise
servers to cloud)

Span Migration Services



ACTIVITIES

What we do

- Define migration priorities and objectives.
- Compile inventory of the physical and virtual servers, users, applications and content in current environment.
- Define migration of users and data for specific Microsoft 365 workloads.
- Execute data migration plan.
- Verify data migrated in the system.



DELIVERABLES

What you get

- Data and applications migrated based on identified workloads.
- On-premise infrastructure migrated from the existing environment to cloud.
- Fine-tune application configurations for any operational issues.
- Tests and validation to ensure that new environment is ready for use.
- Migration procedure and statement of work documentation.



Cloud Adoption and Change
Management Services

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Adoption and Change Management in Business

It is more than just a training

- Every business and IT project should include technology adoption and change management in the planning and implementation phases in order to ensure business value cascading from day 0 to the formal end of the project.
- Adoption and Change Management portfolio is focused on how to utilize and implement these applications and tools through practical business scenarios.
- Implementation of every new service brings change to:

PEOPLE

End users will change the way they work



PROCESSES

Processes may be modified



ACTIVITIES

Transparency of activities may be increased



PROJECTS

Success of new projects will depend on user adoption



Challenges

in process of change



Adoption of new technologies can be difficult and does not happen automatically



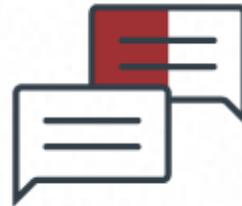
Each change implicates natural resistance to change – it can be managed, if planned carefully



Users need to learn new ways of working, not just how to use new technology



Different users have different needs and expectations from technology



Technical implementation of the solution does not guarantee that the solution will be adopted by end users



Some users will continue to use old technology

Benefits

of adoption and change management process



Raise awareness of new ways of doing things and help users to become more receptive to change



Align business and technical needs and assess organizational readiness to change



Build internal capabilities – change management can be essential organizational capability and individual competency for employees, and can help realize the full value of employee-centric outcomes



Help organizations to adopt a standard of constant change so that they remain competitive and successful on the market

Span Adoption and Change Management Framework

DISCOVER

- AS-IS: Identify important business objectives and challenges
- Identify core project team and extended project team
- TO-BE: Identify and prioritize use cases

PREPARE AND LAUNCH

- Build Customer Success Plan
- Develop and build communication and education strategy
- Launch cloud services across organization

ENGAGE AND DRIVE VALUE

- Implement Customer Success plan according to agreed business scenarios
- Monitor end user adoption: analyze reports and collect feedback
- Discover new use cases

DELIVERABLES

- Project goals and success measures
- KPI metrics
- Clearly assigned roles and responsibilities of team members
- Project governance
- Use case catalogue
- Prioritization matrix

- Implementation roadmap
- Communication plan and collateral
- Training plan and materials

- Monthly adoption activities
- Recommendations based on feedback analysis
- Best practice sharing
- Implementation of use cases
- Identification of new use cases



Thank you for your attention!

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