

Collaboration Services – MS 365 Managed Cloud Virtual Machine Service

Managed Cloud Virtual Machine Services

QuickStart Bundle	Light Service Bundle	Full Service
The package is a one-time service. Telekom sets up Microsoft 365 Azure virtual Desktop with the basic functions and instructs key users of the customer, in a dedicated appointment, to administer, to respond to user requests and to enable further admins to familiarize themselves with new virtual solutions.	Telekom designs and implements the entire service and provides operational guidance as part of its consulting services. Furthermore, in addition to the services already included, individual services for operation can be called up by the customer as part of changes for which a charge is made.	Telekom designs, implements and operates the entire service.
		Customer centric Module-based bundle
		Telekom designs and formulate a custom module based bundle that fits customer's need and requirements

Challenges

- Need for stable, customized, flexible and future ready solution to be ready for the Digital Edge
- Lack of information and experience around Data privacy and security guidelines
- Need for custom managed solutions (business oriented) instead of standard out of the box Microsoft solutions.
- Know-How to customize, manage, operate and governance
- High dynamic in Microsoft Evergreen changes and new features functions
- Risks involved using Third party tool integration
- Scope for cost reduction and optimization
- Integrating existing interfaces like Order shop, ITIL and more

Solution

- Managed Cloud Virtual Machine services using Microsoft 365 Azure Virtual Desktops
- Tailor-made, standardized and module-based bundles as per customer request
- Comprises of Third-Party tool integration
- Custom Hybrid or Cloud-Only based solutions with Telekom Security Baseline
- Predictive Monitoring & Reporting
- Supports Partner Management
- Complete service chain integration and management

Added Value

- ✓ Full integrated Microsoft 365 Azure Virtual Desktops (Published Desktops and Published applications) in a robust hybrid/ cloud-based Digital Workspace solution
- ✓ Full cycle Service Chain
- ✓ On-demand consultancy services in German & English language
- ✓ Cost & Risk Reduction via Automations and Continuous Improvement plans from Telekom
- ✓ Complete know-how and expertise on Data protection, compliance and data security for public clouds
- ✓ Implementation & Migration to Multi Cloud based solutions
- ✓ Expertise in migrating from any platform or cloud-based solution to our Managed services
- ✓ Flexible solutions dedicated to customer's need (customization) and full support
- ✓ Expertise on Third Party Tool integration, Operation Manual and closed Service Chain

