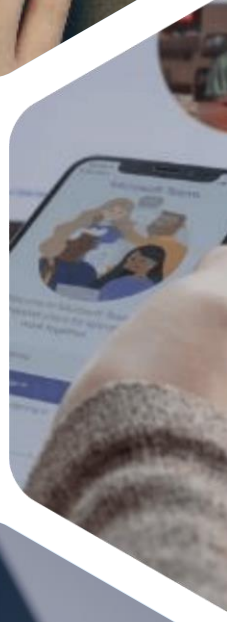


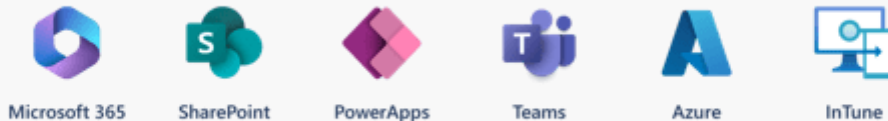
Valto

Microsoft Intune Deployment and Support

Service Definition



Valto the best Microsoft Partner in the world



Valto is a Microsoft specialist committed to helping customers get more from Microsoft.

As a Microsoft Solutions Partner, we are experts in Microsoft Technologies including Modern Workplace, Microsoft 365, Azure, Business Applications, Data & AI.

One of our primary goals is to help "Change the World" by Impacting 1 million lives positively through social initiatives and working with non-profits.

Our Vision



Best place



Biggest and best



Happiest



Change the



Best Culture



Best Talent



MODERN WORKPLACE

DEVELOPING INTRANET, DOCUMENT MANAGEMENT AND HYBRID WAYS OF WORKING SOLUTIONS USING MICROSOFT TEAMS, SHAREPOINT, VIVA, AND OTHER MICROSOFT 365 SERVICES



MICROSOFT 365 & AZURE

ASSISTING ORGANISATIONS MANAGING DEVICES INCLUDING DESKTOPS / MOBILES AND MIGRATING TRADITIONAL SERVERS INFRASTRUCTURE TO THE AZURE PUBLIC CLOUD



BUSINESS APPLICATIONS

PROVIDING DEVELOPMENT SOLUTIONS AROUND THE MICROSOFT POWER PLATFORM INCLUDING POWER APPS, POWER BI AND POWER AUTOMATE



DATA & AI

PROVIDING AI SOLUTIONS INCLUDING FABRIC, POWER BI, AZURE PRO CODE DEVELOPMENT AND COPILOT



MANAGED SERVICES

PROVIDING MANAGED SERVICES FOR ALL THE PILLARS OUTLINED INCLUDING IT SUPPORT FOR ORGANISATIONS.

Microsoft Solutions Partners



Modern Work

Specialist

Adoption and Change
Management

Microsoft Solutions Partner in Modern Work

Modern Work Solution Partners have demonstrated the capabilities to deploy for SMB & Enterprise based on performance, skilling and customer success.

We also hold the less common [Microsoft Adoption and Change Management Advanced Specialization](#), which, in short, means that our projects stand an extremely high chance of successful adoption.

Microsoft Solutions Partner in Digital & App Innovation

As a Solutions Partner for Digital & App Innovation we have demonstrated our broad capability to help customers build, run, and manage applications across multiple clouds, on premises, and at the edge.

Additionally, we hold the [Low Code Application Development Advanced Specialization](#) which includes Microsoft Power Apps and Microsoft Power Automate, to rapidly develop custom and flexible low-code line-of-business solutions.



Digital & App Innovation
Azure

Specialist

Low Code Application
Development

Valto Intune Services

Valto are specialist in the SharePoint and have worked with public sector organisations to implement and get the most out of SharePoint solutions. We work with solutions including:

- Intune Health Check
 - Health Check of existing InTune environment
 - Scoping Session to determine any bespoke requirements for EMS
 - Recommended Architecture Design and Report
- Intune Managed Service
 - Management of Intune on behalf of your organisation.
 - Security monitoring.
 - Automated policy upgrades and testing.
- Intune Best Practice Deployment
 - Autopilot Enrolment Configuration
 - Remote Deployment of automated rollout for enrolled devices via Azure AD.
 - Configuration of Policies including,
 - Windows Defender
 - Device Enrolment (Windows)
 - Device Compliance Recommended Settings
 - Mobile Apps – Automated Deployment of
 - Office365
 - Windows Apps
 - Mobile Application Management Policy
 - Software Updates
- Intune App Management Deployment
- Defender for Endpoint
 - Defender for Deployment
 - Best Practice Deployment Settings
 - Web Filtering
 - Tamper Protection
 - Automatic Investigation
 - EDR Block Mode
 - Conditional Access Policies Update
 - Intune Policies Update
- Apple DEP Setup
- GPO / Hybrid Azure AD Join Guidance

Our services help organisations deploy, develop, adopt, and develop an effective strategy on these platforms. We provide support, training, and expert guidance on projects, ensuring success and speed of delivery.

Deliverable

Full Deployment Onsite with Valto

The configurations above are to remotely deploy the barebones recommended settings with [Company]. An option for complete rollout and handholding throughout the process can be bolted on at an additional cost.

EMS Advanced Training Sessions

- Bespoke 1 Day Onsite or Remote Sessions for [Company] for EMS Training

Agenda

- All EMS Components can be included on this course including,
 - InTune
 - Microsoft Azure AD Premium P2
 - Azure Information Protection P2
 - Self-Service Password Reset
 - Conditional Access & Risk Based Conditional Access
 - Cloud App Security
 - Privileged identity management
 - Advanced Threat Protection
 - Azure Identity Protection

Microsoft Defender for Office 365 Plan 2 – Phishing Service

Our phishing service is designed to maximise one of the benefits of Microsoft Defender for Office 365 Plan 2. The service includes deployment of attack simulation, so it is run on an automated basis and handed over to Valto to continue running. The setup includes the following:

- Definition / Tailoring of Attack Simulations
 - Credential Harvest
 - Malware Attachment
 - Link in Attachment
 - Link to Malware
 - Drive-by URL
 - OAuth Consent
- Tailoring of Branding / Messaging within solutions
- Automations to define run frequency
- Training & Handover with Client
- Reporting Configuration & Deployment

Our Professional Services

Valto is a certified Microsoft Cloud solution provider. Valto provide support services for both cloud and on premises solutions. Valto provide services for all Microsoft 365 and Azure via G-Cloud including:

Products	Scope	Design	Deploy	Support
Microsoft 365 Backup	✓	✓	✓	✓
Email Protection	✓	✓	✓	✓
Microsoft 365 Security including Purview	✓	✓	✓	✓
Microsoft 365 Support	✓	✓	✓	✓
Microsoft Azure Development, Deployment and Support	✓	✓	✓	✓
Microsoft Intune Deployment and Support	✓	✓	✓	✓
Microsoft 365 Security Assessment	✓	✓	✓	✓
Microsoft Teams	✓	✓	✓	✓
SharePoint Support	✓	✓	✓	✓
SharePoint Intranet	✓	✓	✓	✓
Microsoft 365 File Migration	✓	✓	✓	✓
Microsoft 365 Tenant to Tenant Migration	✓	✓	✓	✓
Microsoft 365 Email Migration	✓	✓	✓	✓
Microsoft 365 Security Hardening - Advanced	✓	✓	✓	✓
Microsoft Copilot	✓	✓	✓	✓
Microsoft Viva	✓	✓	✓	✓
Tokens (Pre purchased hours)	✓	✓	✓	✓
Power Apps and Power Platform Development	✓	✓	✓	✓
Dynamics 365 Deployment and Adoption	✓	✓	✓	✓
Fabric and Power Bi	✓	✓	✓	✓
AI Bespoke Development	✓	✓	✓	✓
SharePoint SPFX Development	✓	✓	✓	✓

Our Managed Services

Managed IT Support

Products	Essential	Advanced	Advanced Security
Remote Desktop Support	✓	✓	✓
Core Business Hours - Mon- Fri (exclude Bank Hols)	✓	✓	✓
Valto Support Portal	✓	✓	✓
Annual Reporting and Service Review	✓	✓	✓
Out of Hours – Weekends, 24X7	Optional	Optional	Optional
On-site Core Services*	Billable	Billable	✓
3 rd Party Vendor Management	✓	✓	✓
Starter / Leaver Process	✓	✓	✓
Major Incident Management	Billable	✓	✓
Change Management**	Billable	✓	✓
Service Request Management	Billable	✓	✓
Teams Telephony	Billable	✓	✓
Desktop Monitoring	X	X	✓
Desktop Patch Management	X	X	✓

Server Support

Products	Essential	Advanced
Server Monitoring	✓	✓
Server Patching	✓	✓
Server Backup*	X	✓
Server Disaster Recovery*	X	✓
On-site major incident	Billable	✓

Managed Microsoft 365

Products	Free Tier*	Essentials	Advanced	Advanced Security
Microsoft Support Management	✓	✓	✓	✓
License Management	✓	✓	✓	✓
Basic Service Health Monitoring	✓	✓	✓	✓
Annual Free Health Check	✓	✓	✓	✓
Account Manager	X	✓	✓	✓
Monthly Reporting	X	✓	✓	✓
Quarterly Review and updates	X	✓	✓	✓
Annual Security Hardening	X	✓	✓	✓
Technical Consultant for Monthly Reviews*	X	X	✓	✓
Intune and Endpoint Security Management*	X	X	✓	✓
Secure Score Management**	X	X	✓	✓
Proactive Security operations & Monitoring	X	X	X	✓

Managed SharePoint

Products	Essentials	Advanced
Support Portal	✓	✓
Incidents of SharePoint components	✓	✓
Authorised Users	2	5
Service health monitoring	✓	✓
Customer Success Manager with quarterly reviews	X	✓
Annual SharePoint Review	X	✓

Network Support

Products	Essential
Wireless Network	✓
Wired Networks	✓
Internet Connections	✓
Firewall	✓
On-Site services	Optional

Our Delivery

We deliver our services through significant stages outlined below. While we are adept at supporting diverse project methodologies, we are fully adaptable to adhering to your preferred project approach.

In addition to offering technological solutions, we harness the expertise of our in-house consulting and project service teams to craft a bespoke solution. This encompasses a thorough consideration of your organisational culture, operational environment, and the skillset of your personnel. Our responsibility extends to overseeing the project's progress from initiation to completion, ensuring it stays within budget and meets agreed-upon specifications.

Stage	Actions
Requirements Gathering	<p>An onsite or remote workshop to understand the stakeholders' specific requirements. Agree the scope of the project and how success will be measured.</p> <p>A follow up workshop report to be provided within one working week with a full break down of requirements and proposed suggestions.</p> <p>Agree the next steps including key milestone dates, approach to how testing will be completed, development environments and project reporting.</p>
Implementation	<p>Valto technical team to deliver the project and our project management team will schedule regular project update meetings throughout the implementation phase.</p>
Testing	<p>Creation of bespoke testing scripts to determine user journeys and expected outputs from the testing phase. Valto to carry out internal testing then handed over to the client for their own testing.</p> <p>All bugs and agreed changes to be made within a the user acceptance period.</p> <p>Deployment between development to pre-production environments.</p>
Sign Off and Go Live	<p>A full review of the solution with the client to ensure all requirements have been achieved. Once we have agreed sign off we will set the solution to be live and or transition into a production environment.</p>

Case Studies



Chester Zoo Case Study

Reducing waste through an efficient uniform ordering app to save money.

Chester Zoo staff members needed a way to keep track of previous orders and collections and an easier way to approve or reject any uniform related requests.

Click [here](#) to read more.

City of London Case Study

The City of London previously managed its gardens with pen and paper.

Their goal was simple: build a Microsoft Power App solution that would streamline garden management for London's fieldworkers and administrators alike. The solution would have to be easy to use, scalable, and securely available on employee mobile devices.

Click [here](#) to read more.



North Wales Fire and Rescue Services Case Study

NWFRS enhances emergency response with secure intranet deployment.

NWFRS needed to upgrade their on-premises information systems. By leveraging existing Microsoft 365 licenses, NWFRS achieved streamlined workflows and improved communication without incurring extra costs.

