

ARO Technology.
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Cloud Support Services

ARO





The reality is, it's no longer about
the technology.

Today, every organisation can
access pretty much the same IT.

But not the same
IT performance.

We are an Enterprise Performance Partner.

We provide our clients with sustainable competitive advantages by wrapping world-class cloud technologies in first-class service.

Our Platinum and Gold partnerships include:



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Cloud

Microsoft and Cloud Services

365, Dynamics, Power Platform, Teams

Hybrid Cloud Infrastructure

Full Hybrid Capabilities, Public, Private, Hyper Converged

Next Generation Networking

Campus and DC, Large scale indoor/outdoor

IPAM, Network access, WAN, LAN

Backup and Protection

Immutable, Offsite, Data Replication, DR

Cyber Security

Next Generation Firewalls, DDI Security, SIEM, SOC



Collaboration

Unified Communications

Unified Communications

In house Mitel Cloud platform

In house Microsoft Teams Cloud Voice platform

Contact Centre

Full AI and workforce management options

Business Mobiles

ISP for O2 and Vodafone, Strategic Partner for EE

Connectivity

Broadband, Leased Line, SD-WAN

SIP and Business Voice

AV and Meeting Room Solutions



Data Centre Services

Public and Private Sector

Private Cloud

SaaS

TRE

Secure storage / retrieval

Managed Data Centre Services

Managed connectivity

Managed firewalls

24/7 Operations Centre (OC)

Co-Managed Services

WAN Design and Implementation



Sustainability

Net Zero Journey

Carbon and consumption reduction plan to Net Zero

Energy Procurement and Tenders

Independent tender driven purchasing for fixed or flexible energy trading solutions

Energy Optimisation

Consultancy to help optimise facility consumption

Energy Compliance

Assistance with government energy legislation

Total Account Management

All aspects of daily energy management

POD Energy and Carbon Management Software

In house, bespoke reporting portal and EMS



Trusted advisors in Public Sector

Join hundreds of public sector clients who trust us with their critical infrastructure, processes and services. Everything from providing resilient networks for 999/111 command and control centres, to delivering highly secure data safe havens for the NHS. Our experience and expertise is accredited and certified to help you deliver service excellence.



20

Social Housing
organisations
supported

220

Universities,
Academies and
Schools

350

NHS establishments
from Acute hospitals
to GP surgeries

15

Regional
Councils

999 Services

Design, build and
operate command and
control networks

100

Charities across
the UK

Cloud Transition Framework

Discover



Develop



Deliver



Deploy



Defend



Manage



With over 25 years of IT experience, assisting thousands of customers, ARO recognise that no organization's journey to the cloud will be the same.

Our Cloud Transition Framework outlines the steps all journeys need to carefully navigate for a successful migration. These steps can apply to a whole organization or to individual processes or systems. No matter how unique your challenge may appear at first, our fully qualified and accredited Microsoft engineers work carefully through this process from Discovery to Support as your partner and trusted advisor.

Such extensive experience, over many years, makes ARO perfectly placed to not only support your migration but also continue to provide the service required to ensure successful ongoing performance.

Discover



[Microsoft 365 Assessment](#)
[Microsoft Azure Cloud Readiness Assessment](#)
[Microsoft 365 Security Assessment](#)
[Microsoft Azure Security Assessment](#)
[Microsoft Teams Telephony Assessment](#)

Develop



[Microsoft 365 Strategy](#)
[Microsoft Azure \(Cloud\) Strategy](#)
[Microsoft 365 Security Strategy](#)
[Microsoft Azure Security Strategy](#)
[Business Continuity & Disaster Recovery Strategy](#)
[Microsoft 365 Data Security Strategy](#)

Deliver



[Microsoft 365 Workshops](#)
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[Azure Virtual Desktop Workshops](#)
[Microsoft Teams Planning Workshop](#)

Deploy



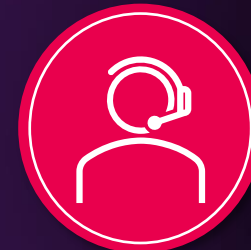
[Microsoft 365 Services Deployment & Migration](#)
[Microsoft Azure Deployment & Migration](#)
[Azure Virtual Desktop Deployment](#)
[Microsoft Teams Deployment & Migration](#)

Defend



[Microsoft 365 Security Deployment](#)

Manage



[Microsoft License Management and Support](#)
[Microsoft 365 Management and Support](#)
[Microsoft Azure Management and Support](#)
[Managed Backup and Disaster Recovery](#)
[Microsoft Teams Telephony Management & Support](#)

Microsoft 365 Assessment

Service Description

A Microsoft 365 Assessment will provide your organisation a clear understanding of where they are with their Microsoft 365 deployment, services already consumed and what configuration areas are aligned to industry best practices and standards.

The service will provide your organisation with the information needed to make key decisions to further migrate services and/or adopt other capabilities within the Microsoft 365 suite of products, ranging from collaboration to security.

This service can be delivered in part or as a full M365 Adoption assessment.

Features

- Delivered by Microsoft 365 certified Consultants.
- Review of current organisational adoption of the MW
- End User Compute Evaluation
- Microsoft 365 Adoption & Security Review
- Stakeholder Playback

Benefits

- Commence the journey towards the Development of a Modern Workplace Roadmap
- Delivered by Microsoft 365 certified Consultants.
- Educates on Modern Workplace Concepts & Benefits
- Take advantage of Eligible Funding support
- Identify Security Risks and identify the need for Security plan in line with MW Roadmap
- Identify Collaboration challenges and educate on collaboration benefits gained through adoption of the MW



Microsoft Azure Cloud Readiness Assessment

Service Description

Many organisations need assistance with understand how they can migrate services to Azure, see what apps are capable of being migrated and what the journey will hold.

A Microsoft Azure Cloud Readiness Assessment will provide your organisation with the insights necessary to determine which services are capable of being migrated to Microsoft Azure, which need work to achieve this as well as the ones which are not suitable. (Inclusive of Servers & Applications)

This will also provide indicative costs associated with the systems which are assessed.

A list of proposed services to be consumed within Microsoft Azure will be produced to form an estimated bill of materials required.

Features

- Evaluation storage and database needs
- Review resource usage on current platform to prepare Cloud Resource requirements
- Determine cost effective and feature specific licence options
- Determine estimated infrastructure costs
- Determine estimate running costs
- Assess cloud platform options
- Conduct compatibility tests and trial migrations

Benefits

- Delivered by Azure Solution Experts
- Commences the journey towards the Development of the Azure Migration Roadmap
- Discover ROI for Investment in Cloud Services
- Support the Development of the value in Cloud Adoption to support Business Case



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Microsoft 365 Security Assessment

Service Description

A Microsoft 365 Security Assessment will provide your organisation a clear understanding of where they are with their Microsoft 365 security services within the procured license types and native features within Microsoft 365.

The service will provide your organisation with the information needed to make key decisions to further migrate services and/or adopt other capabilities within Microsoft 365 suite of security products. An output of a gap analysis will be provided which will assist with the transition to native Microsoft 365 security products and what products could be removed in favour of these.

Using Microsoft Secure Score we gain a measurement of the organisation's security posture, identifying areas for improvement and actions to be taken.

Features

- Report on the current state of the organisation's Microsoft 365 security posture.
- Identify potential improvements in the security posture.
- Compare current posture against industry benchmarks

Benefits

- Delivered by Microsoft 365 Certified consultants
- Allows for the Development of a Security Plan
- Support the Security awareness program for Key Stakeholders through Risk awareness.
- Native assessment tools for security review

Microsoft Azure Security Assessment

Service Description

Many organisations don't understand or believe they have the necessary security measures in place already. This is often highlighted after an incident takes place, which breaches the supposed security which has been put in place.

A Microsoft Azure Security Assessment will provide your organisation a clear understanding of where they are with their Microsoft Azure tenant, subscriptions and resource groups, aligning these deployments to industry standards such as ISO27001, ISO and NIST.

Features

- Report on the current state of the organisation's Microsoft Azure security posture.
- Identify potential improvements in the security posture.
- Compare current posture against industry benchmarks and actions for remediation.

Benefits

- Delivered by Microsoft Azure Certified consultants
- Allows for the Development of a Security Plan
- Support the Security awareness program for Key Stakeholders through Risk awareness.
- Native assessment tools for security review

Microsoft Teams Telephony Assessment

Service Description

A Microsoft Teams Telephony Assessment service will provide your organisation with the expertise needed to review the current capabilities and requirements of a phone system, numbers and features needed to complete a successful migration to Teams Telephony, either via Direct Routing or native Teams.

The service will provide customers with the information needed to make key decisions to migrate their telephony services to Microsoft Teams.

Features

- Network assessment of infrastructure & Current usage
- Determine use cases & bandwidth requirements
- Review of current telephony system, numbers & Features

Benefits

- Delivered by Microsoft 365 Certified Consultants
- Supports the development of the Teams migration Strategy
- Demonstrate ROI for Investment in Cloud Services
- Support the Development of the value in Cloud Adoption to support Business Case

Microsoft 365 Strategy

Service Description

Leveraging all of the services available as part of Microsoft 365 is paramount to obtain ROI on the licenses and enhance the proficiency of users. A Microsoft 365 (Modern Workplace) Strategy will engage key stakeholders in your organisation to develop a strategy to consume/migrate services into Microsoft 365 from on-premises or other systems.

The strategy will align to key business priorities and goals along with associated timelines for migration of services focusing on consumption of all available features within the M365 suite of products for collaboration and security, working to identify key services which can be replaced by these as well as the associated licenses required to deliver this service.

A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

- Assesses current business technology provision to develop the following:
- Deployment Strategy
- Migration Strategy
- Security Strategy
- Sensitive data Strategy
- Desktop Modernisation
- Voice & Calling Strategy for connected Experience and Collaboration
- Determine business case for cloud transformation. .
- Educate on key MW concepts.
- Defines success criteria for cloud platform transformation.

Benefits

- Clear Strategy for adopting Microsoft 365 services
- Consultative approach for adoption
- Development of CSI Strategy

Microsoft Azure (Cloud) Strategy

Service Description

Developing a cloud first strategy requires knowledge and understanding of how things can be migrated, in what order and cost estimates to determine feasibility of this approach.

A Microsoft Azure (Cloud) Strategy will engage key stakeholders in your organisation to develop a strategy to consume/migrate services into Microsoft Azure.

The strategy will align to key business priorities and goals along with associated timelines for migration of services focusing on consumption of all available features within Azure.

A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

- Assesses current business technology provision.
- Determine business case for cloud transformation. .
- Educate on key cloud concepts.
- Defines success criteria for cloud platform transformation.
- Define cloud platform Strategy.

Benefits

- Delivered by Certified Azure Experts
- Drives Cultural Change towards Cloud Computing and the business benefits of adoption.
- Identify Opportunities to adopt SAAS / PAAS
- Development of CSI Strategy

Microsoft 365 Security Strategy

Service Description

Security is a key focus for many organisations and understand how Microsoft 365 Security plays into the wider ecosystem of security products enables you to potentially consolidate a number of third-party solutions. We can also help you build a robust and secure 365 environment through identifying capabilities and features that can be delivered through Microsoft 365.

A Microsoft 365 Security Strategy will engage key stakeholders in your organisation to develop a strategy to consume/migrate services from incumbent services to consume services available within Microsoft 365.

A security strategy will aim at aligning best practices and any regulatory requirements to toolsets and services to be consumed to enhance, adopt or replace existing toolsets which are in use and also identify any additional areas to be addressed.

A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

- Secure your Remote workforce
- Develop strategy for the adoption of Identity Management
- Develop strategy for the adoption of Endpoints Management
- Develop Strategy for the Management of Cloud Services
- Develop Strategy for the Management of Cloud Apps
- Develop CSI Plan

Benefits

- Delivered By Certified Microsoft 365 Experts & Business Analysts
- Supports the development of a MW adoption strategy
- Development of CSI Strategy

Microsoft Azure Security Strategy

Service Description

Azure Security is fundamental to the delivery of cloud migrations and consumption of public cloud services, the same as your on-premises security stacks were operated, similar considerations need to be made for Azure.

A Microsoft Azure Security Strategy will engage key stakeholders in your organisation to develop a strategy to aligned to the industry standard best practices such as NIST, ISO27001 or PCI and the Microsoft Azure Well Architected Framework.

A security strategy will aim at aligning best practices and any regulatory requirements to toolsets and services to be consumed to enhance, adopt or replace existing toolsets which are in use and identify any additional areas to be addressed.

A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

Establish Strategy to incorporate the adoption of Essential Security Practices as below:

- People
 - Educate Teams on cloud security journey
 - Educate Teams on Cloud security Technology
- Process
 - Assign Accountability for cloud security decisions
 - Update Incident management for Cloud
 - Establish Security posture Management
- Technology
 - MFA
 - Native FW & NW Security
- Native Threat Protection
- Modernise security Strategy
- Develop security Strategy
- Strategy to Secure New Workloads
- Strategy to Secure Existing Workloads
- Strategy to Govern to Manage & improve Security Posture

Benefits

- Delivered By Certified Microsoft Azure Experts
- Supports the development of a overall IT Security Plan
- Development of CSI Strategy

Business Continuity & Disaster Recovery Strategy

Service Description

Providing your on-premises or cloud solution with business continuity and disaster recovery has always been seen as foundational services. We will help you understand what how this adapts utilising public cloud services and map your services to the right RPOs/RTOs for the organisation.

A Business Continuity & Disaster Recovery Strategy service will provide your organisation with the necessary guidance and consultancy to create a business continuity and disaster recovery that's fit for purpose, providing the organisation with the insights necessary to develop service led RPOs and RTOs that are not only cost effective but provide the security and confidence in a BC and DR solution.

A documented strategy will be created and shared with you post the conclusion of the engagement.

Features

- Provides strategic alignment for cloud based service continuity and disaster recovery
- Support a cloud enablement strategy
- Supports the development of:
 - Business Continuity Plan
 - Disaster Recovery Plan
 - Incident Response Plan
 - Emergency Management Plan
 - Business Resilience Plan
 - Business Impact Analysis
 - Risk analysis & Management
 - Testing & Exercising
 - Emergency Comms

Benefits

- Enhances IT Resilience through the adoption of cloud services
- Supports cloud enablement strategy
- Supports strategic commercial modelling to reduce IT Costs.
- Development of CSI Strategy

Microsoft 365 Data Security Strategy

Service Description

Providing services to protect company data, whether this be on organisational or personal devices is becoming more prevalent given the hybrid-working scenario and protections need to be considered for items such as Cyber Essentials Plus certifications. A Microsoft 365 Data Security Strategy will provide your organisation with the insights and guidance necessary to secure the information held within your Microsoft tenant. The strategy will aim to review what content, solutions and requirements there are to correctly define the strategic goals and approach to securing the content within the Microsoft 365 platform. Utilising items such as DLP, Azure Information protection (AIP), Azure Rights Management (ARM) and many other services, these can be incorporated into the strategy to secure the data held. A documented strategy will be created and shared with the customer post the conclusion of the engagement.

Features

- Develop understanding of data landscape
- Develop Strategy for flexible data protection controls including encryption, access restrictions & Visual Markings
- Develop strategy to detect risky behaviour and prevent data loss, leakage or over sharing

Benefits

- Delivered By Certified Microsoft 365 Experts
- Identify risks in the current data landscape architecture
- Identify risks is data Access & Sharing.
- Supports the development of a MW adoption strategy
- Supports the development of the IT Security plan

Microsoft 365 Workshops

Service Description

Kick-start your deployment of Microsoft 365 services with highly qualified Microsoft 365 experts to deliver an interactive workshop with your team, discussing all of the services available within the suite.

The output of the workshops are detailed deployment schedules & design documents inclusive of configurations necessary to enable your organisation to migrate services to Microsoft 365.

Features

- Microsoft 365 Overview Workshop
- Security Workshop
- Collaboration Workshop (Teams / SharePoint \Online)
- Sensitive Data Workshop
- Microsoft 365 Deployment workshop
- Microsoft 365 Migration Workshop
- CSI Workshop

Benefits

- Delivered By Certified Microsoft 365 Experts
- Supports the development of the wider MW adoption strategy

Microsoft Azure Workshops

Service Description

Kick-start your migration to Azure with highly qualified Microsoft Azure experts to deliver an interactive workshop with your team.

A Microsoft Azure Workshop service to provide your organisation with an interactive session, covering off migration approaches, architectural conversations, detailed discussions on current services and migration techniques to enable migration to Azure services. Complemented by previously completed Azure Assessments (Optional).

The output of the workshops are detailed deployment schedules inclusive of configurations necessary to enable your organisation to migrate services to Microsoft Azure.

Features

- Business Requirements & Priorities
- Infrastructure management & sizing
- Architecture current, preferred & possible
- Delivery Planning, timescales, delivery velocity, implementation preference
- Ongoing support requirements
- Development of Technical Design Document

Benefits

- Delivered By Certified Azure Experts
- Supports the development of the Cloud Migration strategy



Azure Virtual Desktop Workshops

Service Description

A Modern Desktop Workshop service to provide your organisation the support required to understand the capabilities of Azure Virtual Desktop to complement, replace or introduce a virtual desktop environment into your organisation.

The output of the workshops are detailed deployment schedules inclusive of configurations necessary to enable your organisation to migrate services to Azure Virtual Desktop.

Features

- Minimum Viable Project Creation
- Application architecture
- Data Architecture
- Implementation Plan
- Finalise Migration approach
- Finalise Network & Security Design
- Load Balancing / HA topology
- Scalability
- Azure Pricing Calculations

Benefits

- Delivered By Certified Azure Experts
- Supports the development of the Cloud Migration strategy



Microsoft Teams Planning Workshop

Service Description

A Microsoft Teams Planning Workshop service to provide your organisation the support required to understand the capabilities and cultural changes required to adopt a successful Microsoft Teams implementation.

The output of the workshops are detailed deployment schedules inclusive of configurations necessary to enable your organisation to migrate services to Microsoft Teams

Features

Focusing on the following:

- Team Structure
- Data Migration
- Deployment
- Adoption
- Voice
- Applications
- Automation

Benefits

- Capability in Microsoft Teams Direct Routing Integration - On prem SBC / Cloud SBC / Gamma DR
- Delivered by Microsoft Office 365 – MCSA (Microsoft certified Solutions Associate)
- Delivered by Microsoft Lync /Skype for Business – MCP (Microsoft certified Professional)

Microsoft 365 Services Deployment & Migration

Service Description

Following the Microsoft 365 Assessments, Strategy Development and detailed design workshops, we deliver the solutions identified to specifically meet the clients needs as part of their overall cloud enablement strategy. This service incorporates the Deployment & Migration of Microsoft of all associated Microsoft 365 Services.

- Microsoft Teams
- Microsoft Sharepoint Online
- Microsoft OneDrive
- Microsoft Exchange Online
- Microsoft Planner
- Data Migration

The solutions developed are aligned to Industry standards and are delivered to ensure enhanced collaboration & best in breed security standards.

Features

- Delivered by certified Microsoft 365 specialist consultants.
- standard delivery engagement with Agile Project Delivery
- MS Teams Design including Telephony Integration
- Includes Teams and Channel configuration
- Provides device integration for smartphones, laptops/desktops.
- Standard training for IT service teams.

Benefits

- Delivered By Certified Microsoft 365 Experts
- Supports the development of a MW adoption strategy
- Agile Project Delivery



Microsoft Azure Deployment & Migration

Service Description

This services incorporates the Deployment & Migration of Microsoft Azure Services including IaaS, PaaS, SaaS.

Following the Azure assessments, Strategy Development and detailed design workshops, we deliver the solutions identified to specifically meet the clients needs as part of their overall cloud enablement strategy.

The solutions developed are aligned to Industry standards and are delivered in line with the Microsoft well architected Framework ensuring best in breed security standards.

Features

- Delivered by Azure Certified Experts
- Allows clients to adopt cost-effective cloud services.
- Allows for fast Track adopt of configuration and testing through automated deployment processes.
- Allows design and configuration of hybrid services where necessary to minimise business risk.
- Supports cultural change and skills shift for Cloud Enablement.
- Provision of server and application testing through UAT Cycles within the migration.
- Leverage value using cloud pricing Models.

Benefits

- Delivered By certified MS Azure Experts
- Delivered in line with Best Practice Frameworks
- Supports the development of a Cloud adoption strategy
- Agile Project Delivery

Azure Virtual Desktop Deployment

Service Description

Following the Azure Virtual Desktop Assessments, Strategy Development and detailed design workshops, we deliver the solutions identified to specifically meet the clients needs as part of their overall cloud enablement strategy.

The solutions developed are aligned to Industry standards and are delivered in line with the Microsoft well architected Framework ensuring best in breed security standards.

Creation, deployment, migration and consultation on all associated Microsoft Azure Virtual Desktop services.

Features

- Provision the workforce with Secure remote access to business applications from any location across any device
- Adopt Enhanced Azure Security Features
- Highly Scalable
- Multi Session for Windows & Applications
- Rapid Deployment & Migration

Benefits

- Gain increases in productivity & Efficiency
- Take advantage of flexible pricing model with automation and reserved instances
- Delivered by Azure Certified Experts
- Agile Project Delivery with Automated Deployments
- Enhanced security for your business Applications & Data

Microsoft Teams Deployment & Migration

Service Description

Deployment and consultation on all associated Microsoft Teams Services.

- Microsoft Teams Planning
- Data Migration
- Automation
- Templates
- Telephony
- Viva
- Teams Meeting rooms

Ongoing management and configuration of associated services relating to the Microsoft 365 toolsets above

Features

- Delivered by certified Microsoft 365 specialist consultants.
- standard delivery engagement with Agile Project Delivery
- MS Teams Design including Telephony Integration
- Includes Teams and Channel configuration
- Provides device integration for smartphones, laptops/desktops.
- Includes peripheral devices, including headsets, conference and fixed desk phones.
- Standard training for IT service teams.
- Skype for Business Migrations

Benefits

- Delivered By Certified Microsoft 365 Experts
- Supports the development of a MW adoption strategy
- Agile Project Delivery

Microsoft 365 Security Deployment

Service Description

Following the Microsoft 365 Security Assessments, Strategy Development and detailed design workshops, we deliver the Security solutions identified to specifically meet the clients needs as part of their overall cloud enablement strategy. The solutions developed are aligned to Industry standards and Microsoft Best Practice.

Deployment inclusive of all associated Microsoft 365 Security services as follows:

- Identity Management
- Endpoint management
- Cloud Security
- Cloud App Security
- Microsoft Sentinel

Features

- Secure your Remote workforce
- Implement Defender for Identities
- Implement Defender for Endpoints
- Implement Defender for Cloud
- Implement Defender for Cloud Apps
- Collect security Analytics through Azure Sentinel

Benefits

- Delivered By Certified Microsoft 365 Experts
- Supports the development of a MW adoption strategy
- Agile Project Delivery

Microsoft License Management and Support

Service Description

This service is delivered by an experienced License Management team who can provide support for management, procurement, moves, additions and changes of licenses and subscription management for your organisation within the M365, D365 and Azure platforms.

This service allows the Partner to understand the current and future strategy and how to maximise the benefits of adopting Microsoft technologies with emphasis on Microsoft licencing, service & Feature adoption.

Features

- Discovery of Organisational Requirements
- Identify Microsoft Licensing cost savings.
- Identify Product and Support cost savings.
- Transparent Commercial Modelling
- Demonstrate ROI for Investment in Cloud Services
- Support the Development of the value in Cloud Adoption to support Business Case

Benefits

- Single point of contact for all License provisions
- Access to Tier 1 Premier Support for on-premise, Hybrid & Cloud support
- License optimisation
- Budgets Managed in Azure

Microsoft 365 Management & Support

Service Description

This service is delivered by an experienced and Microsoft certified cloud support team, capable of providing proactive and reactive support for all workloads within Microsoft 365 to either outsource, complement or extend existing support capabilities.

This service allows the Partner to understand the current support provision and to develop a Cloud support model that will maximise the benefits of adopting Microsoft Tier 1 support for Microsoft licencing, Cloud service & Feature adoption.

Features

- Reactive or Proactive Support Models
- Access to Tier 1 Microsoft Premier Support
- Security Recommendation Monitoring
- 1st, 2nd and 3rd line support
- 24x7 Critical Hours Support
- Service Delivery Management

Benefits

- Extend existing internal support capabilities
- Take advantage of Microsoft Tier 1 premier support capabilities
- Delivered by Microsoft Certified Experts
- Gain access to Premier advisory services including personalized time with Microsoft Engineers for deployment and migration
- Gain access to proactive services focused on education, planning, implementation, optimization, and maintenance for cloud services.

Microsoft Azure Management & Support

Service Description

This service is delivered by an experienced and Microsoft certified cloud support team, capable of providing proactive and reactive support for all items within Azure (IaaS, PaaS & SaaS) to either outsource, complement or be specific with items which aren't core part of what the customer is capable of.

This service allows the Partner to understand the current support provision and to develop a Cloud support model that will maximise the benefits of adopting Microsoft Tier 1 support for Microsoft licencing, Cloud service & Feature adoption.

Features

- Reactive or Proactive Support Models
- Access to Tier 1 Microsoft Premier Support
- Security Recommendation Monitoring
- 1st, 2nd and 3rd line support
- 24x7 Critical Hours Support
- Service Delivery Management

Benefits

- Extend existing internal support capabilities
- Take advantage of Microsoft Tier 1 premier support capabilities
- Delivered by Microsoft Certified Experts
- Gain access to Premier advisory services including personalized time with Microsoft Engineers for deployment and migration
- Gain access to proactive services focused on education, planning, implementation, optimization, and maintenance for cloud services.

Managed Backup & Disaster Recovery

Service Description

This service is delivered by an experienced and certified cloud support team, capable of providing proactive and reactive support for all Disaster Recovery testing scenarios to either outsource, complement or extend existing support capabilities.

This service allows the Partner to understand the current support provision and to develop a BCPDR support model that will support the overall BCPDR Strategy.

Features

- BCPDR Plan Review
- Table Top run through
- Scenario simulations
- Full Disaster Recovery Simulation

Benefits

- Extend existing internal support capabilities
- Supports the Development of the BCP DR Strategy
- Assurance for core system / data recovery in disaster scenarios
- Ensure the BCPDR Plan meets objectives .
- Identify vulnerabilities that should be addressed.



Microsoft Teams Telephony Management and Support

Service Description

ARO has a fully capable cloud support team, capable of providing proactive and reactive support for all items within Microsoft Teams Telephony Management & Support to either outsource, complement or be specific with items which aren't core part of what the customer is capable of.

Features

ARO can provide the following:

- Reactive Support
- Proactive Support
- Access to Microsoft Premier Support
- 1st, 2nd and 3rd line support
- 24x7 Critical Hours Support
- Moves, Additions, Changes
- Number Porting
- Contact Centre
- Reporting
- Call Recording

Benefits

- Extend existing internal support capabilities
- Take advantage of Microsoft Tier 1 premier support capabilities
- Delivered by Microsoft Certified Experts
- Gain access to Premier advisory services including personalized time with Microsoft Engineers for deployment and migration
- Gain access to proactive services focused on education, planning, implementation, optimization, and maintenance for cloud services.



Microsoft 365 Security Operations Service

Service Description

Secure+ is a service that provides proactive management and monitoring of your Microsoft 365 environment for the security services available to you within your Microsoft 365 subscription, covering Identity, Device, Application and Data services. Secure+ enables you to minimise security risks by providing a service, evaluating both your present and past security postures. The service includes comprehensive dashboards, detailed reports, and engaging interactive experiences such as Microsoft Secure Score. Secure+ is tailored to provide you with the clarity, control, and guidance necessary to achieve significant improvements in security posture. Through this service, our team will proactively provide preventative, remediation and security incident and event management, ensuring that your Microsoft 365 environment is thoroughly safeguarded.

Features

ARO can provide the following:

- Quarterly Baseline Updates: Quarterly security configuration updates for Microsoft 365, ensuring that your environment is aligned with the latest best practices and security protocols.
- Baseline Monitoring: Configuration drift and baseline monitoring for Microsoft 365, detecting and alerting any deviations or anomalies from the standard expected configuration.
- Security Information and Event Management (SIEM): SIEM collects information from all over the Microsoft 365 estate, utilising this information to detect unusual activity that might indicate a cyber threat, allowing teams to swiftly react and respond to any unusual activity.
- Health Check: Health and Adoption checks for Microsoft 365, assessing the overall health, performance and security of your environment, and identifying potential vulnerabilities, inefficiencies, or areas that require improvement.
- Tenant Housekeeping: Routine maintenance for Microsoft 365, removing redundant, outdated or unnecessary users and devices and associated assets where applicable.
- License Management: Procurement and ongoing management for Microsoft 365 licensing, ensuring cost efficiency, compliance and optimal utilisation across the Microsoft environment.

Benefits

- Improved security and compliance: Secure+ helps you to achieve and maintain a high level of security and compliance across your Microsoft 365 environment, reducing the risk of data breaches, cyber attacks, and regulatory violations.
- Cost savings and efficiency: Secure+ helps you to optimise your Microsoft 365 licenses, eliminating unnecessary or underutilised licenses, and ensuring that you have the right subscription plan for your needs. Secure+ also helps you to streamline your security operations, reducing the time and resources required for maintenance, updates, and incident response.
- Peace of mind and confidence: Secure+ gives you peace of mind and confidence that your Microsoft 365 environment is well-protected and well-managed by our team of experts, who are always ready to assist you with any security issues or queries. Secure+ also gives you the confidence to leverage the full potential of Microsoft 365, knowing that you have a robust security solution in place.

ARO Technology. Only better.

Your enterprise performance partner for Cloud, Collaboration, Data Centre Services and Sustainability

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