



# **Service Definition**

## Office 365 Migration Services

# About Excellence IT

At Excellence IT we've formed a strong team that lives, breathes and sleeps IT.

We have a wealth of experience supporting organisations across a wide range of sectors. From not for profit organisations to manufacturing businesses, we're adaptable to all different types of work environments.

Our highly accredited team are on hand to offer customers IT advice and reliable support. We additionally operate alongside a 24/7 customer support portal aligned to customer SLAs. Meaning your problems are always solved. We are approachable, dependable and genuinely care about our clients.

The journey began in 2002, and our hard work ensures it will continue into the future.



# Mission statement and Our values

Our mission statement defines the purpose of Excellence IT while our values sit at the heart of all our actions and decisions day to day.

**“To focus on our customers’ requirements to deliver exceptional IT solutions through excellence in IT and strategic partnerships.”**

We care about **people** not just technology. Our values are not empty promises. With these in mind we maintain our focus to deliver an excellent service every day. They guide us in our dealings with each other and with our customers; ultimately, they are the foundation of our company culture.



## Professionalism

We will always deliver a service with the highest level of professionalism. This means meeting deadlines, dealing openly in discussion about costs and operating at a professional level throughout the organisation.



## Integrity

We will tell you what we think in all situations, but we will always respect customer sensitivity. We will always strive to respect confidentiality and never compromise colleagues or customers in any way.



## Flexibility

We organise ourselves around the job in hand to provide the best level of service possible. Our adaptable approach ensures customer needs are at the forefront of how we operate at all times.



## Understanding

We make it our business to get to know your business. When we gain understanding of customers we then design and implement solutions based on their needs. We don't believe that 'one size fits all'.

# Our accreditation's

As a technology company, systems and services are ever evolving and improving. Because of this, we are constantly acquiring new qualifications and accreditation's that give evidence to our clients that we are the technology experts they need.

Here are our current badges of honour, with a little bit of information explaining what they add to our IT services.



## ISO:9001 & ISO:27001

Our management standards have been measured so we have all the requirements for standardisation and quality assurance.



## Cyber Essentials Plus

This proves our commitment to cyber security. Ensuring ourselves and our clients are protected against cyber threats.



## Microsoft Silver Partner

Our commitment to using Microsoft applications effectively for our clients, means security and efficiency are prioritised.



## SonicWall Silver Partner

As a chief cyber security force, we are able to distribute advanced hardware to protect business networks 24/7.

# Whats included in Office 365?

Office 365 is Microsoft's suite of **cloud-based** applications and tools that are proven to bring new levels of efficiency to your business, without the task of managing multiple licenses and products. The subscription provides all your users with the latest versions of their software applications as well as these **extra** cloud-based services:

- **Word**
- **Excel**
- **PowerPoint**
- **Outlook**
- **Publisher**
- **Access**
- **Microsoft Teams**
- **Exchange Online Hosted Email**
- **SharePoint**
- **OneDrive**

Office 365 streamlines productivity but doesn't over complicate IT management. The subscription includes powerful security features to **ensure user data is protected**, without having to actively manage accounts. Users also discover the ease of having a suite of applications that integrate and communicate with each other to increase productivity. In short, Office 365 provides users with the perfect tools to collaborate and communicate day to day.

## Key benefits of migrating your organisation

1

### **Reduced Infrastructure**

Without the need for servers and software required to run the applications, you can focus on more pressing issues affecting your business.

2

### **Flexible and Predictable Costs**

Add and remove licensing as and when you need it. Office 365 provides the ability to scale up or down your licensing to control your costs.

3

### **Anywhere Access**

Users can feel less pressure of having to work from the office and be enabled to work remotely. All with peace of mind that their data is secure.

4

### **Synchronised Data**

As SharePoint is cloud-based, you only need an Internet connection in order to access your business files. Make changes on one device, and pick up on another.

5

### **Integrated Application Software**

Office 365's integration between SharePoint, Exchange, Teams and Office makes performing daily tasks as easy as possible.

# What does our migration look like?

## What is our Office 365 service features?

- Office 365 migration from legacy email platforms
- Office 365 planning, configuration, migration & support
- Adoption of Office 365 security features
- End User engagement and inclusion throughout the project lifecycle
- Data migration to OneDrive, SharePoint, Microsoft Teams
- Specialised application training ensuring users confidence
- Expert change management program, we manage the human as well as the technology

## What makes our Office 365 service stand out?

- Increase flexibility with always-on access to Office 365
- Access to proven migration and adoption methodologies for Office 365
- Engaged workforce with familiar Microsoft Office applications
- Aligned values and knowledge transfer at stage of your journey
- Improve teamwork and collaboration with Microsoft Teams and SharePoint
- ISO 27001 and ISO 9001 accredited
- Cyber Essentials PLUS, IASME Gold accredited

## How else do we support our Office 365 service?



### **Microsoft Application Training**

Expert training courses designed to boost productivity and efficiency, through effective bite-sized learning.



### **IT Support Expertise and knowledge**

Alongside any projects we undertake, our experience and expertise as IT support consultants provide extra care for our clients.



### **Cloud Migration and Computing services**

Office 365 is a cloud based option to help organisations, we can also offer a wider range of cloud solutions to increase success.



### **A Trusted provider with decades of experience**

We have been supporting organisations for over 18 years and pride ourselves on our high client retention rate.

# How has migrating to Office 365 helped other organisations?

We pride ourselves on our expertise and experience. We have long been migrating clients over to Office 365, and always been impressed at how well their users have adapted to their new tools and applications. Here's a brief breakdown of our service:



We have successfully migrated **over 100** clients onto Office 365



Based in multiple sectors such as **Legal, Non-for Profit, Manufacturing** and **Healthcare**



With **extra application training** to provide users with confidence in using their new tools

## How do we protect client data?

At Excellence IT we take data handling very seriously. With an in house Cyber Essentials Auditor always on hand, we are acutely aware how vital cyber security is for any client we engage with. Our network is protected by multiple layers of cyber security, including 2-factor authentication, password vaults and employee user permission levels.

All our services are GDPR compliant, meaning your data is never shared and only stored with your permission. We are transparent with our service, meaning you can request your data to be viewed, edited or deleted at any time.

# What other services do we provide?

Along with Office 365 Migration, we also provide the following services.



## IT Infrastructure

Industry leading solutions to improve, innovate and transform your business. Work environments rely on agile and flexible and solutions.



## Cloud Services

Maximise cloud computing in your organisation with our trusted cloud services. It enables flexible and collaborative working to boost productivity.



## Disaster Recovery

When disaster strikes our recovery services are a lifeline for your business. These solutions are essential to building a secure workplace.



## VoIP Telephone Solutions

Revolutionise your telecommunications with hosted VoIP solutions, benefiting your employees and client relationships.



## Cyber Security

Cyber threats are a danger to businesses of all sizes. Our systems keep them at bay,



## Software Development

Solve problems in your business with our customised software development services.



## IT Training

Our in house training department offer bespoke training across the whole Microsoft Office suite.



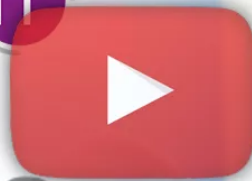
## Managed IT Support

Proactive IT Support to give your organisation expert support 24/7.



## What our customers say

excellence IT



Watch the video case study here:

[https://www.youtube.com/watch?v=t1e6DOU\\_vmw&feature=emb\\_logo](https://www.youtube.com/watch?v=t1e6DOU_vmw&feature=emb_logo)

**"The support that we've had off the guys has been incredible, and there's no way this business would be where it is today without Excellence IT"**

Jason Edwards, Director, Edwards Coaches

## What did we do for Edwards Coaches?

**99.70%**

SLA response Rate (Q1 2020)

**5 / 5**

Satisfaction Rate (Q1 2020)