



G-Cloud 14

Avanade Modern Workplace Work From
Anywhere Services

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1. Scope of our Services

1.1. M365 Work from Anywhere Services Overview

Organisations are looking to Avanade as experts in remote working now more than ever. We have mobilised our team and worked with both Accenture and Microsoft to respond to our clients' changing needs. Below are examples of what we have done to help some of our clients.

Avanade has helped an oil company to go from 0 to 60k people working remotely in a week. At a multinational conglomerate, we swiftly transitioned a bulk of their 170k workforce to work from home and at a health service organization where we enabled 1.3M Teams users to collaborate and communicate through the crisis in a week with an incredible response from their people.

As one of the leading global experts in enabling remote working, we are best placed to provide guidance to our clients and others who are now looking to enable remote working across their organisation's and grappling with the technology and cultural impacts of doing so. We also hope to position Avanade as a trusted advisor and provide the thought leadership our clients have asked us to bring.

Avanade's M365 Work from Anywhere services enable organisations to realise the hybrid workplace to support a distributed workforce of both in-office and remote workers. It provides workers with the flexibility to work wherever they are most productive: in the office, from a remote location, or a combination of the two. Beyond the key criteria of a mix of in-office and remote workers, the most important pillars of a hybrid workplace are flexibility and support.

Avanade can help organisations develop a rapid enablement plan to deploy a hybrid workplace for the short and long term.



Figure 1: Rapid Enablement Plan

The three sub-offerings within Work from Anywhere that will help organisations implement remote working quickly are:

- Teams Rapid Deployment
- Azure Virtual Desktop Rapid Deployment
- Secure Remote Working Rapid Deployment

The next sections describe each of these solutions in more detail.

1.2. Teams Rapid Deployment

The COVID-19 pandemic has transformed the way we work. This transformation has increased the demand for employees to have the flexibility to work from any location, device, and time. The implementation of hybrid workplace solutions will help you protect your business continuity while reducing the exposure of your employees. Avanade has created a fast, adaptive approach to help our clients to provide employees with the tools they need to work from home. Our digital framework helps to enable a more secure way to sustain productivity at scale. Microsoft Teams can help you simplify remote work and collaboration for your employees, customers, and partners.

The goal of the Teams Rapid Deployment service is to quickly implement key Microsoft Teams functions such as chat, conversations, file sharing, and meeting capabilities in an agile manner suited to your specific needs. It offers expanded features including audio conferencing and virtual war rooms to enhance communication. The service involves skilled experts to speed up the process while also managing potential risks. Guidance is provided on maintaining the quick setup long-term and through service recovery phases, along with foundational training to help employees effectively utilize these essential features.

Below shows the timeline and approach.

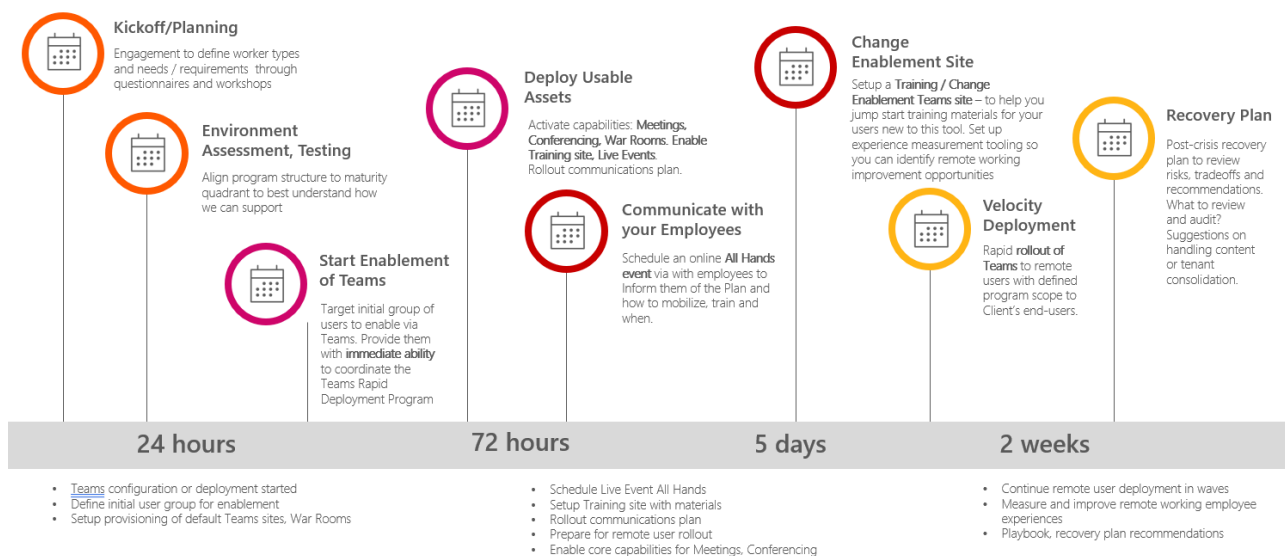


Figure 2: Avanade's Teams Rapid Deployment

1.3. Azure Virtual Desktop (AVD) Rapid Deployment

Azure Virtual Desktop (AVD) facilitates remote work by offering an experience akin to traditional desktop environments. The AVD Rapid Deployment service aims to swiftly implement core AVD features tailored to fit your specific requirements. It includes basic features such as Exchange, Microsoft Office, file sharing, and a standard Marketplace Windows Image, along with optional advanced applications. Skilled professionals will be on hand to mitigate risks and navigate complexities. Additionally, the service includes post-crisis management advice and foundational training to ensure employees can effectively utilize AVD's functionalities.

Below shows the timeline and approach for Avanade's AVD Rapid Deployment.

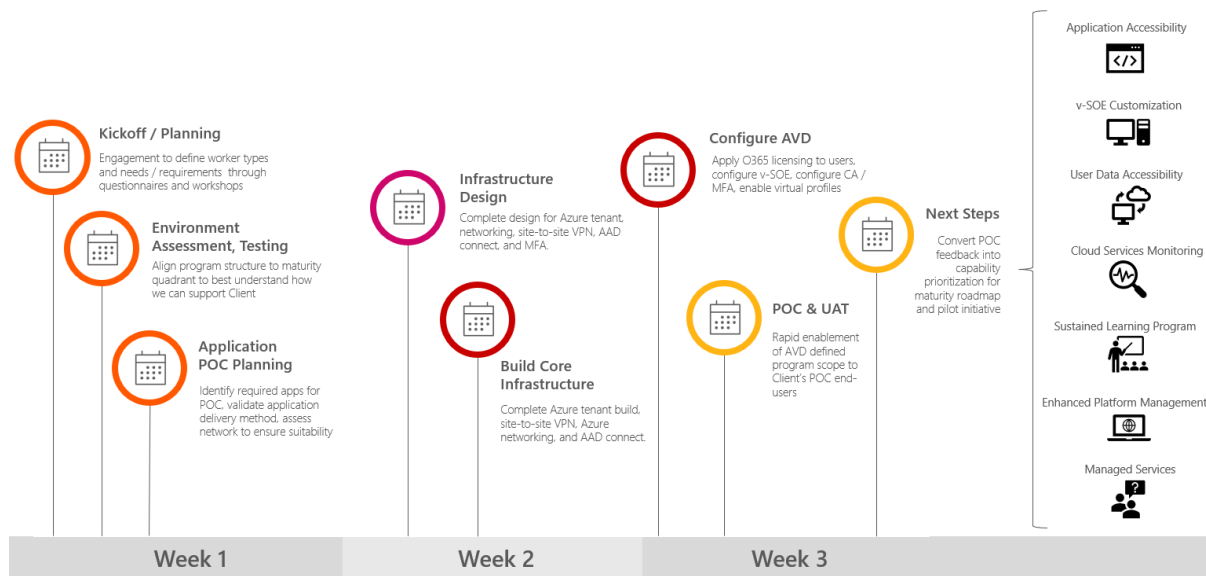


Figure 3: Avanade's AVD Rapid Deployment

1.4. Secure Remote Working Rapid Deployment

Avanade's Secure Remote Working Solutions are designed to shield your workforce from heightened cybersecurity risks associated with remote operations while ensuring regulatory compliance. The service is customized to swiftly integrate Microsoft and Partner Security technologies that actively monitor and address security threats. With a strategy rooted in understanding your specific challenges related to remote work, our expert practitioners guide you in risk management. Support includes strategies for maintaining these solutions long-term, alongside streamlined training to help employees navigate security features confidently.

To help our clients secure their remote workforce, we have developed a structured approach:

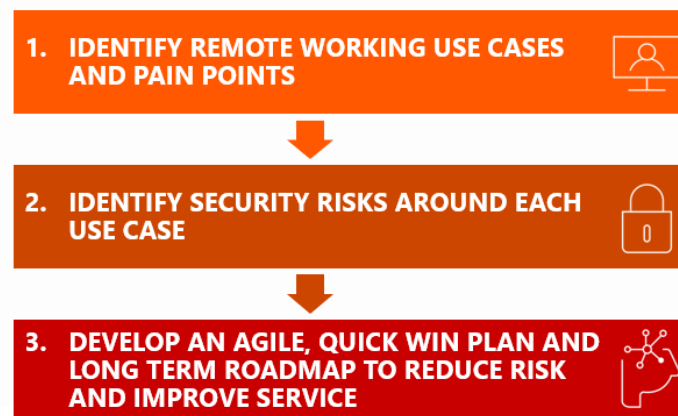


Figure 4

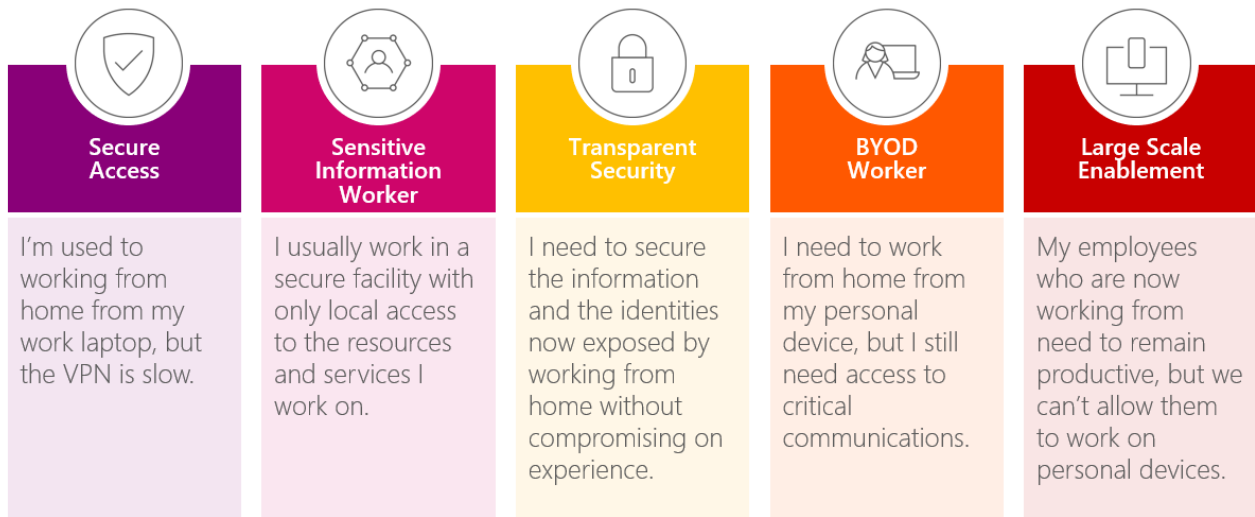


Figure 5: Remote Working Use Cases

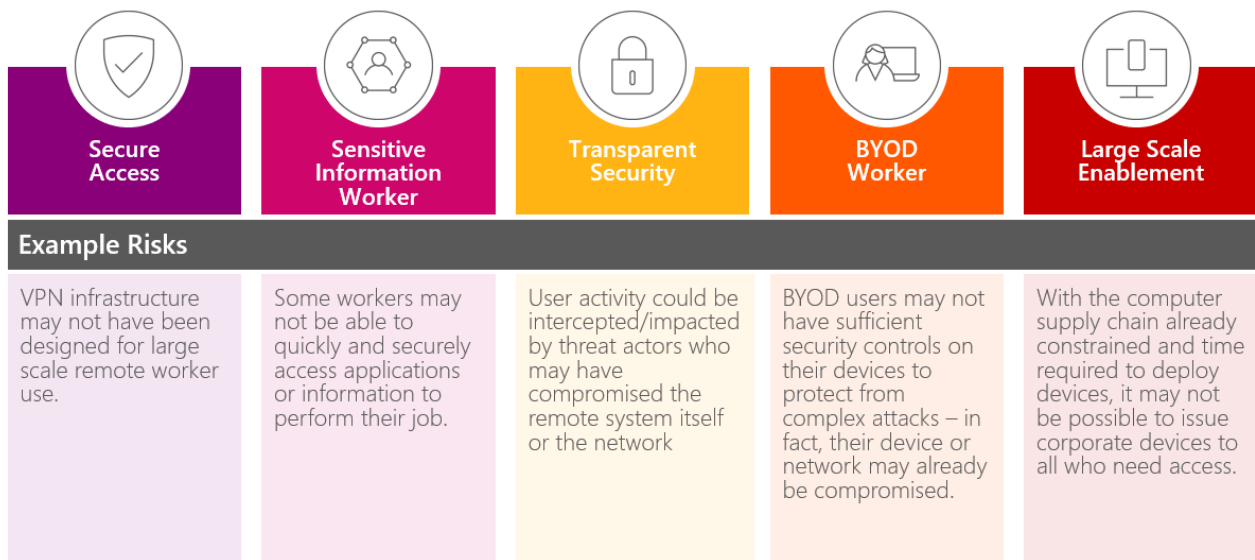


Figure 6: Example Remote Working Risks

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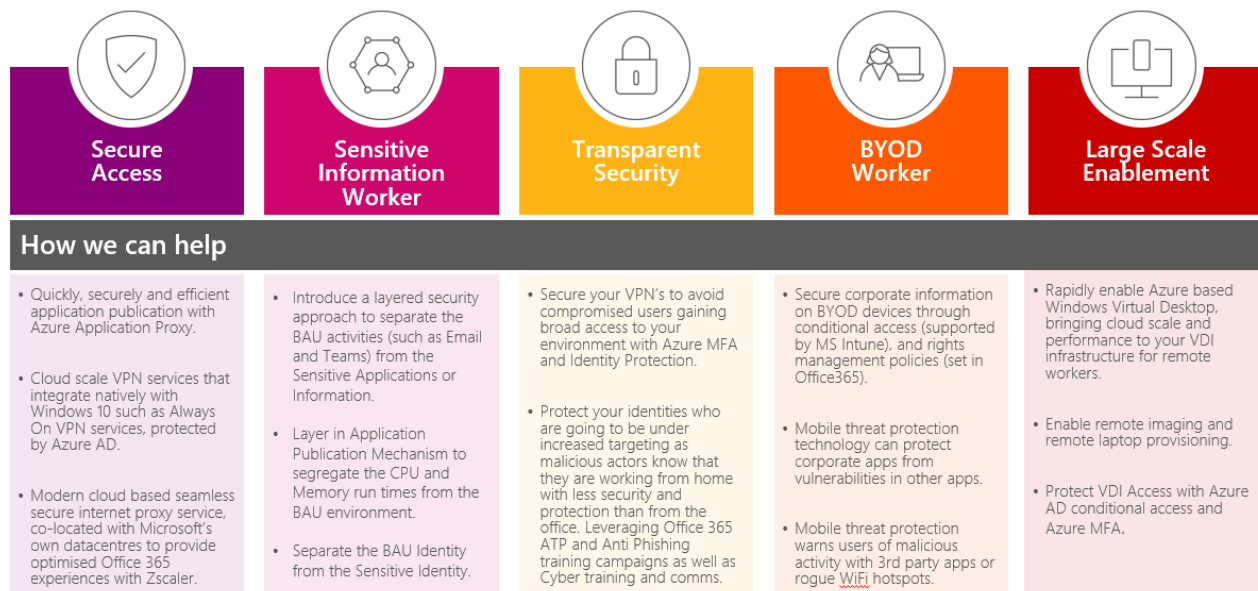


Figure 7: How Avanade Can Help

Below shows the timeline and approach for Avanade's Secure Remote Working Rapid Deployment.

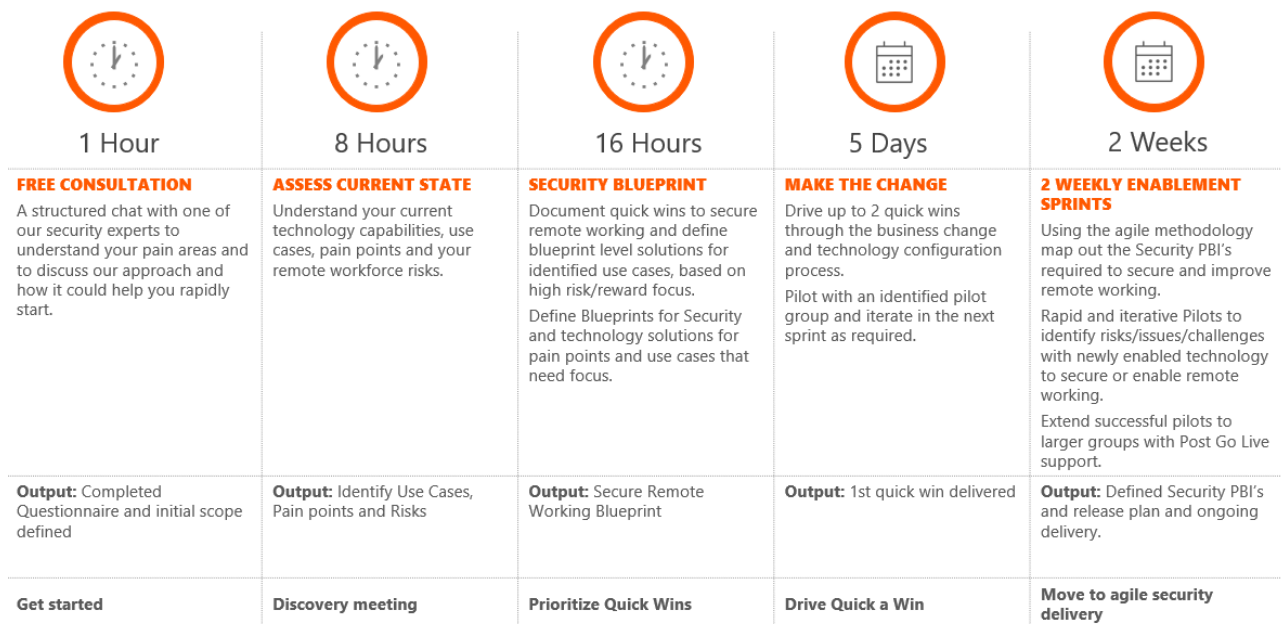


Figure 8: Avanade's Secure Remote Working Rapid Deployment

2. Assets and tools

2.1. Workplace Diagnostic

The Workplace Diagnostic is a powerful tool designed to facilitate conversations and assess an organization's current capabilities and capacity to support a remote workforce. The primary focus of the diagnostic is on digital workers who could be enabled to perform their work functions remotely. Rather than providing an exhaustive study of the current state, the diagnostic tool offers a high-level model and critical thinking exercise for co-creating an understanding of an organization's maturity.

The main objective is to conduct a guided assessment to identify the immediate pain points that an organization faces across six key dimensions:

1. Culture and Adoption
 - Provide technology and optimizations to enable effective remote working
 - Activate a communications plan to provide policy guidance
 - Enable workplace champions to support the remote work culture
2. Elastic Collaboration
 - Rapidly deploy and scale collaboration tools across the organization
 - Build bridges with employees, customers, partners, and suppliers to enhance collaboration
3. Virtual Work Environment
 - Accelerate device deployments to support remote work
 - Leverage virtual environments to accommodate increased mobile demand
 - Facilitate large-scale virtual conferences and workshops
4. Seamless Networking
 - Enable reliable, secure, and ubiquitous remote network connectivity for employees
 - Ensure seamless integration with customers and partners
5. Distributed Continuity
 - Enhance business continuity plans to address mass sick leave, travel restrictions, and large-scale remote working environments
6. Adaptive Security
 - Leverage exception-based processes to maintain security in a remote work setting
 - Expand the zero-trust network access approach
 - Automate endpoint management detection and response

The primary output of the diagnostic is a comprehensive report that provides an overall view of an organization's maturity across the six dimensions. The report offers a single, consolidated view that can be used to identify areas where an organization may require specific ongoing support. Additionally, the report includes:

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- A detailed heat map across the question matrix, providing an at-a-glance RAG (Red, Amber, Green) view of the organization's maturity
- Detailed spider graphs for each category to help interpret the results
- A set of high-level recommendations based on the organization's maturity level (advanced, average, or basic), determined by the weighted scoring

By leveraging the Workplace Diagnostic Tool, organizations can gain valuable insights into their remote work readiness and identify areas for improvement. This information can then be used to develop targeted strategies and initiatives to enhance the organization's ability to support a productive and effective remote workforce.

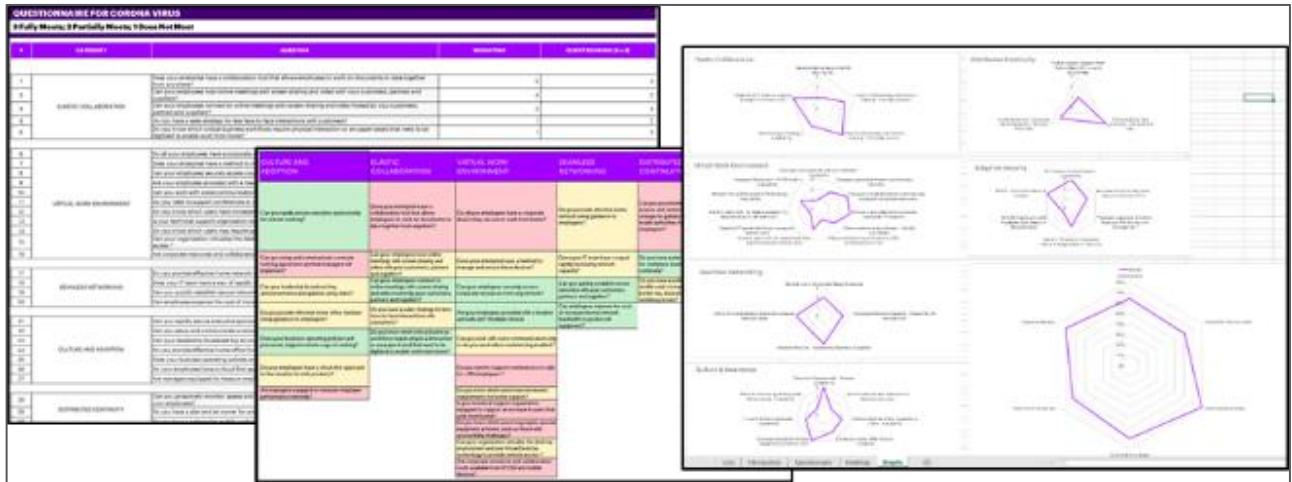


Figure 9: Elastic Digital Workplace Diagnostic

3. Pricing

Please refer to the associated Pricing Document relevant to this Service.

4. Contacts

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5. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's core business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.