

# MICROSOFT 365 PLANNING & MIGRATION

RM1557.14 G-Cloud 14 (Lot 3 Support)



Crown  
Commercial  
Service  
Supplier



ISO  
9001  
Quality  
Management

ISO  
27001  
Information Security  
Management

ISO/IEC  
20000-1  
Information  
Technology Service  
Management

CSA STAR  
Cloud Security

ISO  
22301  
Business  
Continuity  
Management

ISO  
50001  
Energy  
Management

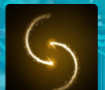
ISO  
14001  
Environmental  
Management

BS  
10012  
Data  
Protection

ISO  
27017  
Security Controls  
for Cloud Services

## CCS Approved Supplier:

RM1557.14 G-Cloud 14, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3, RM6100 Technology Services 3, RM1043.8 Digital Outcomes (DOS) v6, RM6095 Gigabit Capable Connectivity DPS, RM3825 HSCN DPS, RM6094 SPARK DPS



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# Overview of the Service

## Introduction

Microsoft 365 is a standard Microsoft product stack, utilised by companies globally for productivity, security and operational services offering key benefits and improvements to customers. The products included with Microsoft 365 include:

- ✓ **Modern Work** (M365 applications, Windows 10/11 operating systems and EM&S)
- ✓ **Security** (Multifactor authentication, Defender, Sentinel and Threat analytics)
- ✓ **Infrastructure and AI** (Azure, Azure open AI, Copilot 365, copilot suit of products)
- ✓ **Business application** (Power Platform, Dynamics)

Given our extensive experience with Microsoft technology, Exponential-e is an ideal partner when it comes to Microsoft 365, whether an organization plans to deploy the products internally or make use of an experienced partner to assist with the implementation, migration, and support of the infrastructure.

Our M365 service can include anything from providing the license only through to full usage requirement analysis, creating Windows 10/11 deployments, and rolling out the OS in a phased approach to end users. Given the difference in scope based on the organisation's needs and requirements, this item will be quoted for using Professional Service and Project Management charges outlined in our GCloud Pricing document and SFIA rate card.

## Benefits & Features

Microsoft 365 is a well-utilised cloud-based solution that brings together a range of services and tools to allow users to operate in their work environment. By combining leading business applications with powerful cloud services, Microsoft 365 allows users to create and collaborate with their work colleagues from any device. The use of Microsoft 365 allows organisations:

- ✓ To collaborate with work colleagues as well as other departments or organisations,
- ✓ To implement security and compliance measures to protect its data and have more control with built-in privacy, transparency, and refined user controls,
- ✓ To implement live data monitoring and in-depth analysis using built-in intelligence and analytics, and
- ✓ To allow mobility for its workforce by securely being able to view, co-author, and share files in the cloud, or operate while offline using mobile and workstation applications.

Microsoft 365 is a feature rich solution that contains a range of cloud services and applications. These services and applications need to be reviewed in combination with organisational work practices, to establish the ideal ways in which they can be utilised within

the work environment. Exponential-e's Microsoft 365 Planning and Migration service provides an assured, low-risk implementation of Microsoft 365 and the migration of on-premises or hosted solutions to the Microsoft 365 environment.

Enterprise Mobility and Security (EM+S) includes industry leading privacy and compliance protection that spans across users, devices, apps and data. EM+S include features such as InTune and Multi Factor Authentication (MFA) which can be used to secure and provide compliance for mobile corporate devices, making sure that secure information is utilised and protected as required. Given the difference in scope based on the organisation's needs and requirements, this item will be quoted for using Professional Service and Project Management charges documented in our GCloud 14 Pricing document and SFIA rate card.

As a Microsoft CSP Tier-1, and multiple solutions partner, we have an enviable track record delivering cloud solutions, transformation, and ongoing support services. Our commitment to the Microsoft cloud ecosystem and our engineering excellence is demonstrated by our Microsoft Tier 1 Cloud Solutions Provider status – the highest level in the CSP platform.

We employ highly experienced professionals and specialists to assist our customers in reviewing the features and implementation models of the full Microsoft 365 solution, to deploy and establish the use of these within the Microsoft cloud ecosystem using MCSE Professional Services engineers, and the ongoing management and improvement of Microsoft 365 solution over time using experienced Managed Services and End User Support engineers.

This document details the services that Exponential-e can deliver to help GCloud users review the Microsoft 365 solution, and to implement and migrate existing systems and its data to the new cloud platform.

## What Can I Do With This Service?

This section details at a high level the benefits that organisations gain by using the Exponential-e Planning and Migration solution. Given the size of Windows 10/11, EM+S, Microsoft 365 and the components it contains, this document does not cover all possible permutations of how the solution is to be implemented and migrated to. Instead, this service provides educated and experienced staff to review organisational and departmental requirements and develop the solution and migration designs of existing systems and the data that it contains. We also allow organisations to benefit further from the solution through ongoing management and support of the solution, as well as end user support to allow users to make good use of Windows 10/11 and Microsoft 365, and organisations to ensure secure operating standards are implemented and followed for mobile devices.

### Discovery

The discovery service is a planning exercise where our Microsoft experts will meet with your IT and departmental staff to allow us to collectively discover the organisational and departmental requirements for all the components of Microsoft 365 and the services it

provides. This information is key to allow us to develop the design of the overall solution and allow information and users to be migrated to the newly developed solution.

## Workshop

The discovery process will start with one or more workshop(s) to allow both parties to discover the overall as well as departmental/team requirements of the solution, and how existing solutions are being used. Multiple workshop sessions may be required or desired to allow both IT staff as well as departmental individuals to review their requirements and usage of the Microsoft 365 components.

## Existing Systems

The existing systems that are being used to produce the functionality that Microsoft 365 products will replace will need to be reviewed in order to determine the functionality and features that have been deployed. In addition, existing Windows workstation requirements and required functionality and features need to be reviewed alongside organisational security requirements in order to ensure safe usage of mobile devices across all mobile devices.

In addition, it will be necessary to review existing data on these systems, to determine:

- ✓ What information is stored on these systems
- ✓ Where the systems are located, and how they can be accessed
- ✓ How secure the data needs to be
- ✓ The quantity (size) of data
- ✓ Which departments or teams utilise each piece of information
- ✓ The locations within the organisation that share information/data
- ✓ How Windows 10/11 is to be deployed to users
- ✓ The functional and security requirements of the organisation as well as individual departments and teams
- ✓ How mobile devices are to be utilised within the organisation, and how access to information can be secured

## Features and Functions

Each Microsoft 365 feature/function will be used differently by different departments and teams within an organisation. This activity will be undertaken to correctly determine the business requirements for developing each item that Microsoft 365 consists of, and as a result what functionality will be configured during the deployment. In addition, this information can be utilised to develop a phased Microsoft 365 deployment process, allowing important functionality to be deployed as a priority.



## Requirements

While it is common for several features or functionality to be similar between different organisations, it is very common for each organisation as well as departments or teams to have unique requirements of the features provided by Windows, EM+S, and Microsoft 365.

This activity aims to review the organisational, departmental, and team requirements, and to determine what features or functionality is required in order to achieve these in the best way possible. This activity is important to conduct, since some disjointed methods of implementation or configuration is not always possible or commercially feasible, and it may be necessary to develop stop-gap solutions in order to meet certain needs.

## Usage

Different departments and teams make use of IT systems in different ways. The Microsoft 365 suite consists of many applications that on the face of it serve similar purposes, and it is therefore crucial to determine the organisational and departmental/team usage requirements in order to correctly plan the deployment and migration of features/functionality.

It is also common for organisations to have different departmental/team requirements for Windows workstations, and it is important to determine what these requirements are in order to correctly plan the deployment and migration of Windows.

Given that EM+S covers an essential part of modern businesses, with many organisations allowing their staff to access and interface with their data from mobile devices, it is important to determine the organisational as well as departmental or team requirements and security needs that have to be met by the EM+S solution.

## Dependencies

Certain features or functionality, such as sending emails or storing legal documentation safely in a document library, are important to identify in order to identify pinch-points and application dependencies within the organisation.

Correctly understanding these dependencies and requirements are essential for the deployment and migration of data to be done correctly, with minimal amount of impact upon its users. This information is used during the next design activity to correctly plan the features to be developed/deployed, how data is to be migrated and when, what information is left behind and what is migrated etc.

## Implementation Approach

While it is possible to deploy small or limited Microsoft 365 deployments as a single activity, it is common for the implementation and migration of information to Microsoft 365 or larger or more complex deployments to be a phased approach. While planning the phased approach is possible during the discovery period, it may also in some cases only be possible to finalise the approach during the design period.

## Security Requirements

Modern cloud-based solutions have the ability to make use of a range of security features and options in order to better protect an organisations' data, who accesses this data, and what actions users are able to complete. During the discovery period Exponential-e will work with the customer to identify the security requirements for the overall service, as well as the security features of the Microsoft 365 service, as a whole.

## Advanced Functionality

Advanced functionality such as email retention, the amount of SharePoint version history to be kept, protecting data from accidental leaks, and meeting security compliance requirements/controls include some of the features that will be considered and decided upon during the discovery period, and included in the design of the solution.

## Design

As part of the planning activity, it is essential to produce the design of the overall Microsoft 365 solution and the products it consists of. The design will include a range of items, including:

- ✓ Reviewing existing systems providing the functionality, including how they are used by users
- ✓ The Windows 10/11, EM+S, and Microsoft 365 features and functions that will be deployed during the entire deployment process
- ✓ Reviewing the organisational, departmental, and team requirements of the overall solution, and developing the design that will meet all or most of these requirements while observing the security and implementation requirements
- ✓ Identifying the utilisation of existing solutions, as well as the utilisation that will be migrated to the new environment
- ✓ Reviewing and taking into account the dependencies that the organisation, departments, and teams have of the features and functionality that will be deployed under Microsoft 365 and EM+S
- ✓ Developing the implementation approach with the customer to ensure the deployment meets the overall organisational requirements, while reducing the impact of the migration to the new solution where possible
- ✓ Taking into account the security and governance requirements of the organisation, and ensuring the implementation and training of advanced governance and security measures are correctly timed and structured



- ✓ Considering the advanced built-in as well as third party functionality that the organisation may wish to include as part of the overall deployment, such as external Microsoft 365 backup solutions
- ✓ Considering the high speed, low latency private connectivity for Microsoft 365 (and Azure) through the use of the Exponential-e network and ExpressRoute.

Exponential-e is able to provide high speed, low latency private connectivity for:

- ✓ Microsoft Azure (Private Peering);
- ✓ Microsoft public services (Public Peering); and
- ✓ Microsoft 365 (Microsoft Peering).

This is available in the following options:

- ✓ Dedicated links (1 and 10Gbps)
- ✓ Resilient, partner provided connectivity (<1Gbps)

As part of the design phase, Exponential-e will identify pinch-points and application dependencies, in order for the migration risks to be well understood and hence minimised. For existing Active Directory (Now Entra ID) environments, this means we will undertake a detailed assessment of the existing environment to ascertain any dependencies or underlying issues and develop the design to meet these dependencies and overcome these issues.

During the discovery, design, and migration periods our PRINCE2 accredited project management team will be closely involved to control the project process, ensuring that identified milestones are met, and that the delivery proceeds smoothly and within budget.

Microsoft 365 plans contain a wealth of services that, if deployed without control, can lead to unplanned technology sprawl, in turn leading to poor user experiences, and a degradation of value. Our skilled design teams will ensure only suitable component services are delivered and properly scoped, designed, and subsequently deployed. Regardless of the hybrid authentication requirements, and third-party solutions around authentication, security, and access control required, our expertise and experience will ensure a holistic design is produced with well-defined migration plans and costs.

The design document that Exponential-e will produce as part of this will therefore include the overall proposed design of Microsoft 365 and its features/functionality, as well as the deployment and migration of customer data and the migration of its users to the new environment.

For organisations migrating from existing on premises or dedicated cloud solutions, the design documentation will also include the decommissioning process that Exponential-e will follow with the customer to ensure existing maintenance, support, and security of these systems are removed where possible to overall reduce the organisational management activities against them.

## Migration

In the preparation for the migration, existing infrastructure will be updated and issues remediated (e.g. AD schema fixes and UPN preparation), and identity federation providers deployed to meet the required availability and functional requirements set out in the design.

Our implementation teams will ensure the smooth delivery of changes to all systems and services that will be migrated to during the Microsoft 365 migration. The process and delivery of this is dependent on each organisation as their requirements and wishes differ from one migration to another. Exponential-e will therefore work with our customer to identify the ideal migration methods as part of the design and migration activities.

The scope and size of the Microsoft 365 solution, as well as the solutions being migrated from, will also ultimately determine whether Exponential-e performs a pilot deployment of the intended solution for a reduced number of users, to allow the overall migration process and end user impact to be tested to confirm it works as intended. This includes add-on components of the Microsoft 365 solution such as InTune as part of the pilot testing to test mobile related functionality and control.

Once the pilot has been carried out, Exponential-e can amend the migration process to allow minimal user disruption as part of the migration process and work with both Project Managers to finalise the project plan and timings for the migration process.

Following the completion of the migration and decommissioning activities, Exponential-e will provide the customer with the finalised design documentation for the deployed solution.

## Ongoing Management and Support

As a Tier-1 Microsoft Cloud Solutions and Managed Services Provider, we are able to offer a full complement of Microsoft 365 management and support services to our customers that scales from basic platform and licensing activities to a full end user desktop support service.

The services we provide our Microsoft 365 customer can include (but are not limited to) the following:

- ✓ Microsoft 365 licensing (via our Tier-1 CSP programme)
- ✓ High speed network connectivity to Azure and Microsoft 365 (through ExpressRoute)
- ✓ Infrastructure management and support (of the overall Microsoft 365 solution or individual components thereof) on a 24x7x365 basis
- ✓ End user management and support (of the overall Microsoft 365 solution or individual components thereof) on a 24x7x365 basis

These items form part of our Managed Services offering which is also included in GCloud under the title “UK Based Managed Services”.

# What Billing Models are Supported?

Exponential-e believes the customer should have as much flexibility in consuming the service as possible. To that end, we therefore support the following billing and consumption models as a Tier-1 CSP.

## Fixed Billing

Annual commitments with either an upfront or monthly in-areas payments schedule.

## Pay As You Go (PAYG)

A monthly commitment with Monthly in areas charging for consumed services (subject to a 20% Microsoft flex levy).

## Hybrid Billing

A blend of annual and monthly commitments, to enable flexibility and scalability should the requirement arise.

# About Exponential-e

## Introduction



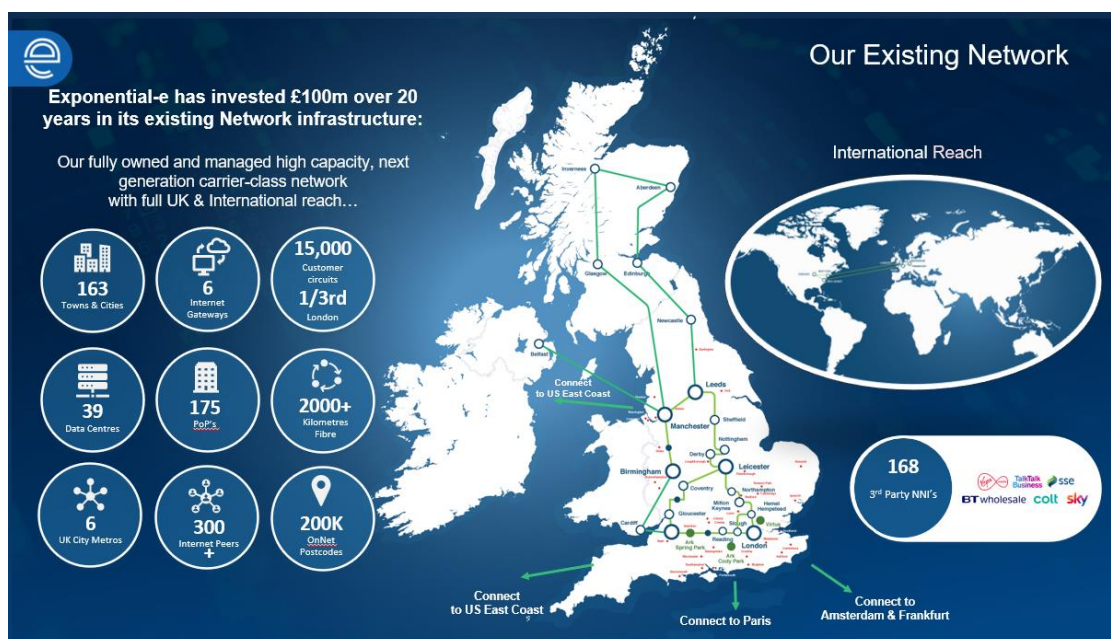
Founded in 2002, we are an award-winning, privately owned British Cloud and Connectivity provider. The majority owner, CEO and founder of the company - Lee Wade - is still at the helm of Exponential-e and demonstrates the same passion for our customers, service innovation and business as he did at our inception. We pride ourselves on

delivering super-fast, low latency Connectivity, flexible and resilient Cloud solutions Unified Communications, Cyber Security and world-class IT Services. Organisations from all sectors of the economy run critical services underpinned by our technological innovations. We deliver leading-edge solutions to over 3,300 customers in every vertical sector.

## Our Network

Exponential-e's own Cloud infrastructure is fully integrated with our 2Tb Gigabit Carrier-Class Ethernet Network, utilising premium grade enterprise compute, and is supported by our UK based 24 / 7 x 365 Customer Service Desk to deliver a non-stop compute platform to you and your end users.

What differentiates us from the competition is how we utilise our own network to deliver multiple services over one connection, with 100% Network visibility and control, and the cost efficiencies this provides our customers. Our fusion of complementary technologies, a carrier-class network and Cloud infrastructure, means we can deliver enterprise applications at super-fast, low latency, with an end-to-end SLA, for a superior end-user experience.



## Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems.



## Public Sector Framework Presence

Exponential-e are an experienced supplier on a number of UK Public Sector frameworks, and are adept at guiding operational, technical and procurement teams through the various routes available for consideration when buying goods and services from our organisation.

## Our Promise

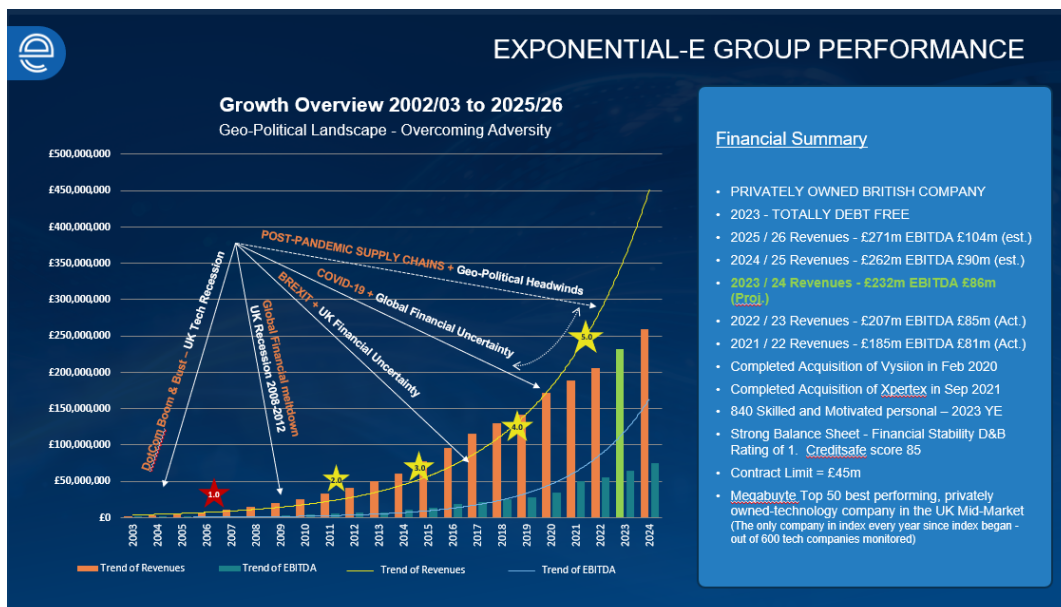
Our brand promise is to 'Constantly exceed expectations with innovation and service'. In order to achieve this, we promise to deliver the following:

- ✓ **Customer Service Excellence:** Our first priority we never compromise on, this culture spans across every department and is championed by every board member
- ✓ **Trusted Supplier:** A reliable and fully owned carrier-class network, with pro-active support from our 24 x 7 x 365, fault find and fix Service Desk, and verified financial stability inspire customers' confidence in us



- ✓ **Technical Capability:** Working within nine international ISO and British Standards, we design, manage and support customers' complex, bespoke network, Cloud and Voice requirements
- ✓ **Applied Innovation:** Ensuring customers' businesses remain at the leading edge with a dynamic approach to investment, R&D and innovation, and consistently delivering industry firsts.

By the start of FY2023, our turnover had reached approximately £232 million and ongoing recruitment activity meant that we had over 840 employees. Our success is driven by the quality of service we provide and is underpinned by investments in people and infrastructure that enable us to deliver on our brand promise.



## Exponential-e's Approach

Our approach is based on a partnership philosophy, ensuring we deliver high quality, competitive services. In keeping with this, our technology solutions provide cost-effective connectivity, future-proof networking and uncompromising customer support. Our approach is designed so that there are no hidden extras from you. From the initial point of contact, including technical consultancy, project management and on-going customer support, we are entirely transparent about our work and the costs involved.

To maximise the value for money customers receive, we constantly challenge the performance of the service through 24 x 7 x 365 monitoring and management via the Exponential-e Service Desk, feeding back at monthly service reviews that constantly benchmark your expectations. During these reviews, we propose and implement continuous improvement targets for service levels and cost efficiency. On award of any contract, we analyse the service required and explore how we will improve the services year-on-year.

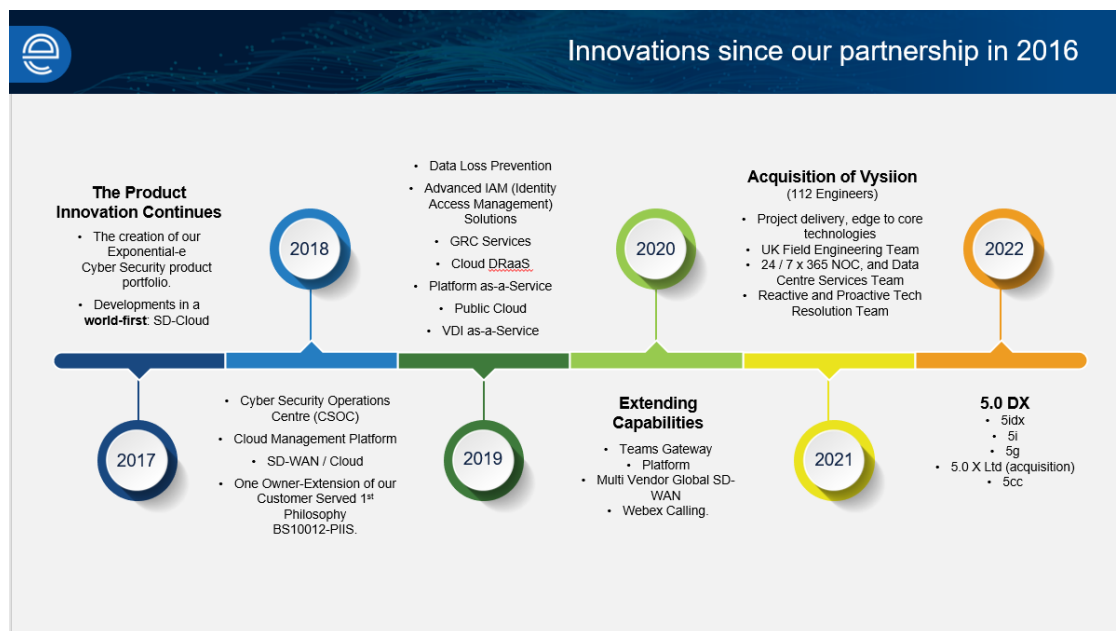


## Thought Leadership and Applied Innovation

We have a long history of technical innovation from our inception in 2002, as the timeline images below illustrate:

With 'applied innovation' at the heart of our company, our success has been to continually deliver the benefits of technical innovation to our customers. For example, we were the 1st UK service provider to offer internet over Ethernet in 2002, and the 1st service provider in Europe to deliver Virtual Private LAN Services (VPLS) in 2006. Consistently, we have led the market in innovation and commercial engineering to transform our customers.

We have an entire team devoted to seeking out new products, features and enhancements. We pride ourselves on our ability to generate, identify, and deploy the latest technologies. Our commitment to innovation has seen us develop pioneering new products and services for our customers and deliver all manner of industry firsts. We will constantly keep you informed of new technologies that ensure you remain current and knowledgeable as to innovative solutions and best practices. The most effective means of doing that is during our regular Service Management review meetings; the reviews will take place on a monthly or quarterly basis, or upon request. These sessions are used to understand your requirements, address any current service issues, and for our team to update you on new market trends or technologies our researchers have identified.



You will have the opportunity to attend regular events that provide an opportunity to speak with our subject matter specialists and to exchange ideas and experiences with other Exponential-e customers. We are firmly committed to listening and collaborating with our customers, and partners, in order to deliver innovative technical solutions that drive tangible business benefits.

You will also be sent updates from our marketing department, highlighting new features or services available in the market. New products, features or services that we feel are well suited to our customer's infrastructure, or will benefit their IT environment, will be brought to their attention. Initially, many of our customers adopt our WAN solution and are often keen to complement this service with our Cloud, IT and Voice services.

## Meeting our Brand Promise

For over 20 years we have focused on building trusting relationships with our customers by placing service excellence at the heart of our operations. Key to our success is the development and sustainment of effective working partnerships through regular service review meetings, proactive management and - most importantly - continually seeking to improve the services which will be delivered.



In order to ensure that we are continuously improving, we benchmark customer satisfaction which provides us with the analysis to improve. Measuring our customer satisfaction is achieved through our Net Promoter Score and our Voice of the Customer Programme.

Our current 3 monthly rolling NPS score is more than double the UK Industry average.

Our Voice of the Customer Programme gives you the opportunity to provide real-time feedback by simply clicking on one of four icons on each Exponential-e employee's email-signature (Gold- Excellent, Green- Good, Amber- Could have been better, Red- Poor).

These awards are all testament to our solutions and achievements in innovation. Details of our other awards can be found on our website.

Meeting our brand promise through customer service excellence is embedded into our culture; anytime our customers recognise our people doing well, we reward this throughout the business. At Exponential-e, we're committed to service excellence and are empowering our people to deliver it.



### Our Capability



**Fibre Infrastructure:** Design, Planning and delivery of private fibre assets throughout the UK. From Telecoms to windfarms . . .

**Network Platforms:** Owned and operated infrastructure underpinning all services end to end

**Multi-Cloud Platforms:** Full Multi-cloud capability with cloud management platform and software network integration

**Managed IT Services:** Full 24/7 365 IT Outsource full stack capability with multi-discipline across key technologies

**NOC Service Desk 24/7:** Full SIAM shared or dedicated NOC/service Desk – delivered via UK based personnel 24/7 365.

**CSOC 24/7:** SIEM with integrated threat management delivered via UK personnel 24/7 365.

**Professional Services:** Consult, Advisory, Design and Transform services for digital transformation.



### Our Capabilities



End User Engagement



Cloud Management Platform



Software-Defined Tech



Multi-Cloud Capability



Digital Transformation Team



Cyber Security

### EXPONENTIAL-E CAPABILITIES



Unified Comms & Contact Centre



Network Reach



Migration Skills / Tools



Professional Services



Managed IT Services



Managing Legacy Systems

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