

COMPUTACENTER – M365 DESIGN & MIGRATION

GCloud 14 – Cloud Support

May 2024



M365 DESIGN & MIGRATION

OVERVIEW

Microsoft 365 is a SaaS Productivity and Collaboration platform provided by Microsoft within a public cloud model. Customers consume the services on a utility pricing model (per user per month) against a range of pre-defined SKUs that correlate to specific market segments and provide different levels of functionality and capability based on need.

Computacenter offers a comprehensive service wrap and transformational capabilities relating to Microsoft 365 and have extensive experience in both delivering M365 transformation and delivering services based on the M365 suite.

Service Overview

Microsoft 365 is a rich and comprehensive cloud based service, and typically customers have been selective on the specific functionality they have wished to adopt at a given time. The platform has matured significantly in recent years however, so we are now seeing customers exploring and exploiting a broader range of the capabilities that are provided and using Microsoft 365 as a fundamental pillar of their communications and productivity strategy.

Microsoft 365 is a very flexible platform, it can be delivered in pure cloud (SaaS) model, or in a hybrid model. Deployments can be complex, particularly where related to the integration to existing environments and solutions, and so a specific design stage is required to ensure the integration and co-existence of Microsoft 365 within the wider estate.

Computacenter design and migration services will enable our customer to ensure they're able to implement the necessary on premises designs and infrastructure to migrate and co-exist with the cloud services, design and implement services necessary for single sign on and directory federation, and migrate seamlessly to the cloud.



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OVERVIEW

Our primary service provides the following specific services:

- ❖ Project initiation
- ❖ Project management services
- ❖ Design of service elements (i.e. Microsoft 365 Tenant Design, ADFS, Azure AD Connect, Mail and Teams designs)
- ❖ Migration and co-existence of mail/calendaring/contacts, Teams, SharePoint and OneDrive for Business
- ❖ Provisioning of user accounts into Microsoft 365
- ❖ Pilot of an agreed number of users pre-migration
- ❖ Migration of existing mail data (up to 500MB per user), additional mail content possible, though maybe charged as supplemental data costs
- ❖ Provisioning of mobile mail accounts and data
- ❖ Configuration of Microsoft Exchange Online filtering rules (basic setup only)
- ❖ Basic handover to existing service provider for accounts migrated and enabled

Service elements not in scope (though deliverable by Computacenter):

- ❖ All services related to SharePoint Online or on premises
- ❖ Design of services related to team sites, wikis or blogs
- ❖ Migration of public folders to SharePoint services



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DEPENDENCIES

When migrating from an existing on premises solution to Microsoft 365 the following dependencies are noted:

Average mailbox size to migrate is approximately 500MB per mailbox

Migration rates based on migrations taking place between 09:00 and 17:30 (normal working hours), Monday to Friday

Only email and Skype for Business standard services are covered by this service

Customer bandwidth and BAU processes are suitable for migrating 200 users per day

Customer supplies pre-built servers or workstations for migration

Migration workstations are local to Internet feed and to the source mail server

Limited complexity in co-existence requirements

Pilot is small (sub 50 users) and moves straight to live deployment

Microsoft Outlook client is already deployed / will be deployed by Customer

Customer is responsible for all network changes to routers, switches and firewalls for Microsoft 365 implementation services

Customer will provide and procure external certificate authority for federation services between Microsoft 365 cloud and on premises services



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KEY CONSIDERATIONS

Migrations are based on a business schedule which is owned, supplied and managed by the customer and agreed with Computacenter at least 24 hours in advance of any changes

All migration activity will require relevant access to existing systems and security parameters and can complete up to 200 mailboxes per session

All migration will be to cloud based services only, no on premises hybrid services are considered in this approach and cost, though can be customised and added if required at additional cost

Any associated post migration support including floor walking, service desk activity and user intervention are optional services but can be supplied at additional cost

Migration is not included from existing Public Folders. This is an optional element which is costed following completion of the Advisory Premium service which will qualify the specifics of any public folder migration



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OVERVIEW

Key Features for our Customers

- ❖ Project initiation
- ❖ Project management services
- ❖ Service element design i.e. ADFS, Azure AD Connect, Mail, Sharepoint and Teams
- ❖ Migration and co-existence of mail/calendaring
- ❖ Provisioning of user accounts into Microsoft 365
- ❖ Migration of existing mail data
- ❖ Provisioning of mobile mail accounts and data
- ❖ Configuration of Microsoft FOPE mail filtering rules
- ❖ Pre-migration pilot for up to 50 users

Key Benefit for our Customers

- ❖ Explains how M365 benefits your organisation
- ❖ Establishes your preparedness for M365
- ❖ Explores the optimum deployment strategy for you
- ❖ Solution designed to meet with Customer specific requirements
- ❖ Our experience in migrating to M365 from very complex environments
- ❖ Highly accredited skills with additional tools to support integration
- ❖ Platform managed using full ITIL service management framework
- ❖ Reducing migration cost and risk
- ❖ Driving self-service adoption
- ❖ Reducing migration timescales



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WHY CHOOSE COMPUTACENTER

TAKING THE NEXT STEP: A PARTNER ON YOUR PATH TO THE CLOUD

The significant benefits of Microsoft 365, of which we're only scratching the surface here, are rarely achieved without a full understanding of the tools and an applied knowledge of the opportunities they afford. Knowing what your business needs from its IT investment before deployment is a crucial step in your digital transformation strategy. But where do you begin? How do you identify the solution that's the right fit for your organisation's unique challenges? How do you open the eyes of your employees to the possibilities your new technology affords? How will it change the way they work? Will it help or hinder them?

Having deployed and managed Microsoft solutions for more than 20 years, Computacenter not only has the expertise and accreditations to deliver for the biggest organisations, but deep knowledge of the right solutions that meet specific business needs. Through careful assessment and consultancy, we provide the tools to enable a company's vision rather than set up a blanket solution and walk away. From developing a clear strategy and roadmap based on your organisational goals and pain points, to workstyle assessments and aiding user adoption, our experts ensure your business derives the greatest value from technology and tools that match the organisation's processes and plans.

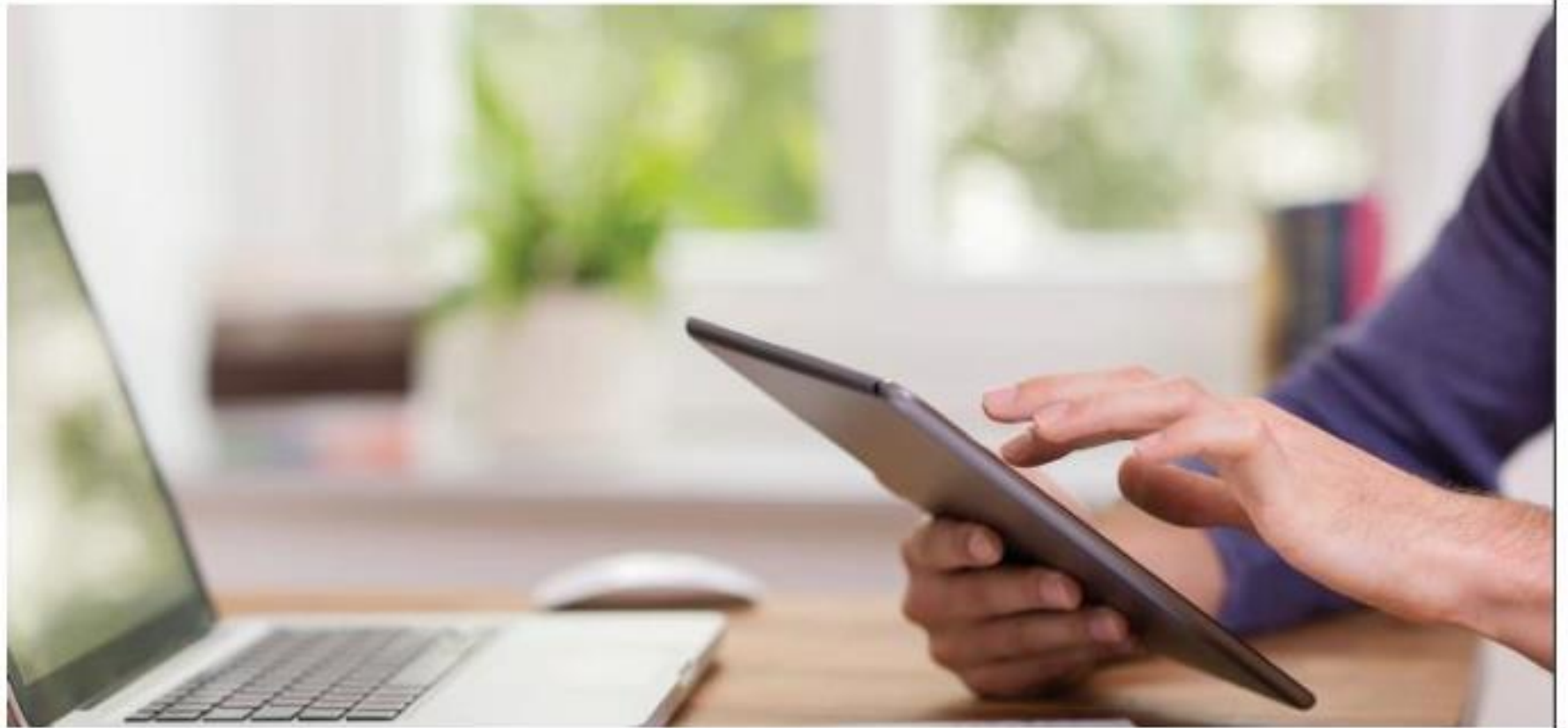


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SERVICE TAKE-ON AND DISASTER RECOVERY

On-boarding and off-boarding

Users will be identified by the customer, and details of user accounts and mail store data will be provided in XLS format to the Computacenter project team initially 1 week in advance of migration, and lockdown 24 hours prior to the day of migration of user and mail data to Microsoft 365 online services.



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SERVICE MANAGEMENT

Service Constraints:

- ▶ Service constraints such as maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc. will be identified with each customer for each project

Service Availability:

- ▶ The high-level project plan is an outline of the overall approach and time-scales that Computacenter believes should be adopted in the delivery of this project. At this stage, we illustrate the process that will be followed as a guide and not a detailed approach. Computacenter recognises the need to refine the process and time-scales, and this will occur in conjunction with the customer during the Initiation Stage

Service Levels:

- ▶ Service levels will leverage the standard Microsoft 365 service levels.

Financial Recompense:

- ▶ Financial recompense will be negotiated with each customer for each project

Contract Termination

- ▶ **Consumers:** Not applicable for this consultancy service.
- ▶ **Supplier:** Not applicable for this consultancy service.



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PRICING OVERVIEW

For current pricing which accurately reflects your requirements, please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com.

Please ensure you reference the GCloud 14 Service ID number in all communication.



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ORDERING & INVOICING PROCESS

Ordering Process

Please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com

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Invoicing Process

Customers are invoiced monthly with 30 days net payment terms.



GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

<https://www.computacenter.com/uk>

Helping our customers change the world

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business.