



iThink³⁶⁵

Microsoft 365 Communication and Collaboration Services

Service Definition

Microsoft 365 Communication and Collaboration Services

A suite of cloud-hosted solutions designed to modernise collaboration, streamline information access, and connect core business systems across Microsoft 365. These services empower organisations to break down silos, reduce manual processes, and deliver a seamless digital workplace for employees at every level.

By leveraging Microsoft 365 with SharePoint, Teams, and integrated business systems, organisations can create structured workspaces, automate workflows, and provide intuitive access to information and tools. With built-in governance, security controls, and scalable cloud architecture, these solutions help businesses maintain compliance, ensure consistent collaboration, and improve adoption across hybrid and frontline teams.

Whether deploying a modern intranet, integrating HR, CRM, or finance systems, or optimising Teams and SharePoint environments, Microsoft 365 Communication and Collaboration Services enable organisations to work smarter, make faster decisions, and drive measurable productivity gains across the enterprise.

Microsoft 365 Intranet & Digital Workplace Accelerator

Transform your organisation with a modern intranet and digital workplace.

This platform allows organisations to deploy a secure, responsive intranet built on SharePoint and integrated with Microsoft Teams. It supports hybrid and frontline users, providing access to company-wide information, collaborative workspaces, and structured workflows. Cloud-based templates, configurable navigation, and governance features make it easy to deliver a consistent, engaging digital workplace.

Why Choose This Service?

- You need to be able to communicate with the entire workforce, regardless of location
- You want your organisation to be able to collaborate together, innovate and be cohesive when working internally, with customers and suppliers.
- Rapid deployment of a modern, branded intranet
- Integration with Teams for seamless communication and collaboration across the entire workforce.
- Built-in governance, templates, and security controls
- Scalable architecture to grow with the organisation

What You'll Gain

- Faster access to organisational information and resources
- Improved employee engagement, adoption and performance
- Consistent governance and secure, structured workspaces
- Streamlined collaboration across teams and departments
- A scalable intranet and digital workplace capable of supporting enterprise-wide needs
- Control over site sprawl with lifecycle management features

Platform Highlights

- Cloud-hosted SharePoint and Teams intranet accelerator
- Pre-built templates, navigation, and governance features
- Responsive design for web and mobile access
- Role-based access and enterprise-grade security
- Scalable architecture for hybrid and frontline teams

Microsoft Teams & SharePoint Business System Integration

Connect core business systems to Teams and SharePoint for seamless workflows.

This cloud-hosted integration platform allows organisations to link HR, CRM, finance, and other line-of-business systems directly with Microsoft Teams and SharePoint. Data flows automatically between systems, reducing manual effort, improving accuracy, and enabling smarter decision-making. The platform's governance and security features ensure integrations remain compliant, controlled, and scalable across the enterprise.

Why Choose This Service?

- Unified workspace connecting multiple business systems
- Automated workflows and improved data consistency
- Secure, governed access to business-critical information
- Scalable platform capable of supporting organisational growth
- Enhanced productivity and collaboration across teams

What You'll Gain

- Seamless flow of information across core systems and Microsoft 365
- Reduced manual entry and improved data accuracy
- Streamlined business processes and automated workflows
- Consistent governance, role-based access, and security controls
- Scalable integrations that grow with the organisation's needs

Platform Highlights

- Cloud-hosted integration with Teams, SharePoint, and Microsoft 365
- Pre-built connectors and APIs for core business systems
- Automated workflows for repeatable processes
- Secure, role-based access and compliance management
- Scalable architecture supporting enterprise-wide adoption

About iThink 365

iThink 365 helps organisations succeed with Microsoft 365 by strengthening the core pillars that modern businesses rely on: collaboration, communication, business processes, knowledge management, and data-driven decision-making. We deliver secure, cloud-hosted solutions and services that make it easier for teams to work together, share information consistently, and reduce day-to-day friction, so people spend less time on admin and more time on the work that moves the business forward. Through practical workshops and roadmap-led guidance, we help leaders understand what's possible across Microsoft 365 and prioritise the initiatives that will deliver the most value, quickly and safely.

Our portfolio brings these pillars to life across the Microsoft Cloud, from AI and Microsoft 365 Copilot services (enablement, governance, Copilot Studio solutions, and agentic AI agents for business processes) to Power Platform solutions (Power Apps, Power Automate, Power BI and AI Builder), intranet and digital workplace accelerators, and Teams/SharePoint business system integration that connects HR, CRM, finance and other line-of-business systems into the flow of work.

We also provide Microsoft 365 analytics and reporting to measure adoption and uncover improvement opportunities, plus Microsoft 365 and SharePoint migration services to modernise collaboration safely with minimal disruption.

Where customers want ready-to-use capability, our iThink Connect product range, including SmartFlo, adds practical, people-first automation inside Microsoft 365 to reduce manual effort and keep work moving. Everything we offer is designed to be scalable, configurable, and governed, helping organisations build a secure, future-ready foundation for productivity and growth.