



Digital Space Microsoft 365 Discovery

G-Cloud 15 Service Definition



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1. Service summary

Microsoft 365 Discovery is a work package designed to discover and monitor infrastructure, connectivity and network surrounding a customer's Microsoft adoption. It provides customers with deep insight into their underlying risks and costs within their infrastructure and enables us to start understanding a customer's state when adopting Microsoft 365.



2. Features & benefits

Our experts build the service around you	Workshops with the team to understand IT use and competencies
Non-intrusive testing to audit existing infrastructure and user devices	Understand your environment without impacting the business
Testing to reveal true real-time performance	The environment is tested before making it live to ensure outcomes are reached
Presentation of discovery findings supported by raw data outputs	Our experts will go through the findings step-by-step with a clear action plan to support your M365 journey



3. Why choose Digital Space?

Cloud	Digital Space has more than twelve years' experience in providing Cloud solutions as an AWS Advanced Partner, a Microsoft Gold Partner and an IBM Gold Partner. It also has its own UK-based private Cloud and so is able to offer hybrid and multi-Cloud services that meet all needs from basic co-location, through to full public Cloud.
Connectivity	Cloud requires reliable connectivity and Digital Space is able to provide that through its own networking and connectivity business which includes a dedicated national network as well as the ability to provide everything from mobile connectivity to PWAN and SD-WAN solutions.
Security	Digital Space Cloud solutions have security built-in via the use of architectural patterns and technical staff who are Security Cleared but we also have partners who are security experts and can offer everything from Security Operations Centre as a service to ethical hacking and penetration tests.
Managed Service	Digital Space is expert in providing managed services and has held the AWS Managed Service Partner accreditation which involves regular external audits for more than 9 years. We also hold the following accreditations: ISO27001 – Information Security ISO27017 – Cloud Security ISO 20000 – IT Service management ISO14001 – Environmental management ISO9001 – Quality Management Our experience in this area means that we can either run services for you, making use of our automated Cloud monitoring services and Security Cleared experts, or implement services that can be easily managed and then train your team in how to provide that service themselves. Migrating your workloads to AWS allows you to innovate quickly by having compute infrastructure ready as required, enabling you to respond more quickly to shifting business conditions.
Public sector	Digital Space is experienced in working with the public sector including managing critical national infrastructure for central government, deploying artificial intelligence services for the NHS and delivering Cloud migrations for a wide range of organisations. This experience means that we understand your drivers and focus and are better able to supply your needs.
Innovation	In addition to a wide range of infrastructure engineers and architects, we also have developers who create innovative solutions on Cloud platforms.



4. Detailed service offering

In order to implement your cloud strategy, you need to understand both your current infrastructure, the workloads across your business and the skills that you have.

Conducting a thorough audit of your known on premise and hosted infrastructure, as well as identifying any shadow IT is a complex and time-consuming activity. Successful discovery requires both a technical and human approach to fully identify the workloads that are in use across your business.

Without a full picture of your IT needs it is impossible to fully realise the benefits of your cloud strategy.

Delivering a comprehensive understanding of current infrastructure, Cloud Discovery includes:

Comprehensive IT Assessment

- Our service begins with an in-depth assessment of your existing IT infrastructure, including hardware, software, network configurations, and data repositories
- We analyse your current workflows, applications, and user behaviours to identify areas of improvement and ensure seamless integration with Microsoft 365.

Customised Migration Roadmap:

- Based on the assessment findings, we develop a tailored migration roadmap that aligns with your organisational goals and priorities
- Our experts provide detailed recommendations for the migration process, including timeline projections, resource allocation, and risk management strategies.

Security and Compliance Evaluation:

- Security is paramount in today's digital landscape. We conduct a thorough evaluation of your security protocols, compliance requirements, and data governance policies to ensure a secure transition to Microsoft 365
- Our team offers guidance on implementing best practices and leveraging built-in security features within Microsoft 365 to safeguard your data and mitigate risks.

Cost Analysis and ROI Projection:

- We understand the importance of financial planning. Our service includes a comprehensive cost analysis, encompassing licensing fees, implementation costs, and ongoing maintenance expenses.
- Furthermore, we project the potential return on investment (ROI) associated with migrating to Microsoft 365, considering factors such as increased productivity, reduced operational costs, and enhanced collaboration capabilities.



Change Management Support:

- Change can be challenging. Our team provides dedicated support throughout the migration process, assisting with change management strategies, user training, and communication plans.
- We ensure that your employees are empowered to embrace the new tools and technologies offered by Microsoft 365, maximising adoption rates and driving organisational success.

Discovery findings are presented to key stakeholders with full documentation supported by raw data outputs



5. Complementary services

Business Continuity	Digital Space Backup as a Service Digital Space Disaster Recovery as a Service Digital Space Microsoft 365 native Backup as a Service Digital Space Microsoft Teams Backup as a Service
Communications	Digital Space 8x8 Cloud PBX Digital Space 8x8 Hosted PBX Digital Space 8x8 Meetings Collaboration Digital Space 8x8 Video Conferencing Digital Space 8x8 Voice for Microsoft Teams Digital Space Hosted Mitel Cloud (Flex)
Connectivity	Digital Space Managed SD-WAN Service
Contact Centre	Digital Space 8x8 CCaaS (Contact Centre as a Service) Digital Space 8x8 CPaaS (Contact Platform as a Service) Digital Space 8x8 UCaaS (Unified Communications as a Service) Digital Space 8x8 XCaaS (Experience Communications as a Service) Digital Space Amazon Connect Administrative Extensions Digital Space Cloud Contact Centre (Amazon Connect) Digital Space Cloud Contact Centre Managed Service
Migration	Digital Space Cloud migration Microsoft 365 Discovery Digital Space Microsoft 365 Migration Digital Space Cloud Contact Centre Migration
Platform	Digital Space AWS Managed Service Digital Space Azure Managed Service / Platform Digital Space Cloud Architecture, Design and Build Services Digital Space Cloud Solution Brokerage & Implementation Digital Space FinOps & Cloud Cost Optimisation Digital Space Private Cloud Managed Service Digital Space Well Architected Review



6. Copyright

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