



Microsoft 365
Service Definition

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1 About Bridgeall

About Bridgeall

Established in 2002, we are a 10 x Microsoft Gold Partner with a solid track record in Managed IT Services, Software Development, and the Microsoft Cloud - Microsoft 365, Azure, and SharePoint. We have a team of certified IT Professionals working with Windows Server, Exchange, SQL, SharePoint, and .NET.



Gold Data Platform
Gold Data Analytics
Gold Cloud Platform
Gold Application Development
Gold Application Integration

Gold Cloud Productivity
Gold Enterprise Mobility Management
Gold Windows and Devices
Gold Datacentre
Gold DevOps

Silver DevOps
Silver Collaboration and Content
Silver Small and Midmarket Cloud Solutions
Solutions

Bridgeall has been delivering responsive managed ICT services and support to public and private sector clients across the UK for 2 decades. We've advised clients on IT strategy, migrated workloads to the cloud, managed servers and applications and implemented secure and resilient networks. Our services are operated to ITIL (IT infrastructure library) service management principles, and we are accredited with Cyber Essentials, ISO9001 – Quality Management and ISO27001 – Information Security Management standards.

We also advise, implement, and support digital strategy for a broad range of client organisations across the public and private sectors. Importantly we help clients in their quest towards the cloud and building the Modern Intelligent Workplace (MIW). The MIW leverages the full potential of digital technologies for enhancing the customer/user experience, streamlining internal systems and processes, improving efficiency, and reducing costs.

Through building strong relationships and our experience in technology services we help our public sector clients achieve their technology goals. Our technology clients include:



2 Service Description

Microsoft 365 Services

Microsoft 365 is Microsoft's leading offering for businesses. It combines the benefit of the cloud with the strength of the office 365 productivity suite. Bridgeall helps organisations identify and deliver benefits from their investment in Microsoft 365.

- Class leading automation and productivity tools
- Cloud based and flexible
- Simplified IT infrastructure

Microsoft 365 is the productivity cloud that brings together best-in-class Office apps with powerful cloud services, device management, and advanced security.

- Windows 10
- Enterprise Mobility + Security (EMS)
- Device and security management
- Microsoft 365 includes the full range of familiar Office 365 applications including;
 - Word
 - PowerPoint
 - Excel
 - SharePoint
 - OneDrive
 - Microsoft Forms
 - Microsoft Teams

Bridgeall is a leading Microsoft gold partner that specializes in Microsoft 365. Our Microsoft gold in Cloud productivity highlights the strength and breadth of our Microsoft 365 experience. Bridgeall support the full range of Microsoft 365 applications and provide a full range of advisory, implementation and support services.

Microsoft 365 services include:

- Migration services
- Microsoft 365 productivity assessment
- Office 365 and Microsoft 365 license review

SharePoint

SharePoint is a key solution for organisations and forms a core part of Office 365 & Microsoft 365. A web-based collaboration platform, SharePoint is used for hosting documents, teams, list databases and more. It has a wide range of use cases:

- Collaboration – Collaborate effortlessly and securely with team members inside and outside your organisation, across PCs, Macs, and mobile devices.
- Document management – SharePoint provides intelligent document management taking away the pain of manual document control.

- Intranet sites – SharePoint is the ideal technology to build an intranet. Using the wide range of options, it is easy to build an intranet that inspires and supports your employees.

Microsoft Teams

Transform workplace collaboration and take your business to the next level with Microsoft Teams. Teams makes it easy to have conversations, host meetings, share files, collaborate on documents, and simply get work done across your organisation.

- Collaboration – With a Microsoft Teams solution, all documents and conversations are in a single, easy-to-access location. And because Teams is a cloud-based app, team members can edit documents together in real-time.
- Cloud voice – You can replace your phone system with Microsoft Teams allowing you to manage your external calling via the cloud within Microsoft Teams. This allows you a wide range of capability including external calling on any device via the Teams app.

Advanced security with Microsoft 365

Protect your organisation with security solutions from Microsoft 365. Microsoft has developed different services that specialise in protecting against various threat vectors such as endpoints, networks, email, and business critical data. From consumer data to financial records, every crucial bit of information remains safe with the following services:

- Intune device management: Control the devices and users who access business information, keep company data limited to approved mobile apps and remove business data for lost or stolen devices.
- Azure Information Protection: Block the sharing of sensitive company information.
- Azure AD Premium: Enable secure remote access to on-premise business applications with multi-factor authentication.
- Azure Virtual Desktop: Providing your business with a secure desktop environment across any device and any location.
- Microsoft Defender: Get enhanced antivirus and cyber threat protection across Windows 10 devices, with your Office 365 environment. You're protected against unsafe attachments, suspicious links, phishing and ransomware.

3 Examples of Microsoft 365 projects

3.1 Water Industry Commission for Scotland

The Commission are a non-departmental public body with statutory responsibilities, with a mission to manage an effective regulatory framework which encourages the Scottish water industry to provide a high-quality service and value for money to customers. They have around 25 staff based in Stirling.

In 2015 Bridgeall were appointed to undertake a significant project to migrate the Commissions Email Systems and shared file storage to Office 365 and we have continued to provide ongoing support services. We also implemented Active Directory replication to Azure AD providing password synchronisation.

The next phase of the Commission's IT transition devised by Bridgeall will be to migrate their remaining on-premise applications, including Sage Finance and Payroll to the Cloud.

Richard Pollock IT Manager for the Commission said: "Thank you for all the hard work and effort that went into ensuring the successful implementation of Office 365. The WICS team found Bridgeall easy to work with, highly professional and your expertise clearly assisted in the migration to the cloud being completed without disruption."

3.2 Security Industry Authority – Microsoft 365 migration

As part of an ongoing strategy to migrate to cloud-based services, The Security Industry Authority planned a move to the Microsoft 365 platform for a number of its ICT services. This had to be completed with minimal disruption to the SIA whilst retaining all existing functionality and adopting new services where appropriate.

Bridgeall were selected as the implementation partner to deliver the migration to M365 enabling the SIA to drive internal user adoption of O365, email, collaboration and productivity tools within the organisation.

Feedback from the SIA

"The delivery provided by Bridgeall was excellent throughout and it is worth noting that SIA appreciated the flexibility of the Bridgeall team during the delays in delivery due to the pandemic response from SIA. Bridgeall were reactive to the hiatus from SIA and continued to provide support and guidance throughout the extended delivery." – Simon West, Head of Technology, SIA

Bridgeall's challenge was to migrate to the core Microsoft 365 components and replace existing services using a hybrid approach, while allowing for a test, pilot and phased deployment. This was required to be completed with minimal disruption to the SIA whilst retaining all existing functionality and adopting new services where appropriate.

The following existing on-premise services were nearing end of support and the services required to migrate to M365 were:

- Exchange 2010 to Exchange Online
- Skype for Business 2015 to Teams

- SharePoint 2010 to SharePoint Online
- User My Documents to OneDrive for Business.
- Office 2013 to Office 365 Pro-Plus desktop applications
- TITUS information classification to Azure Information Protection.

Bridgeall provided support and guidance, assist in the design, planning and configuration phases and provide technical expertise to support SIA in delivery and problem solving. The approach to delivery of the M365 solution was to configure, test and pilot new services with small, specific teams in order to ascertain the configurations which were optimal prior to deployment to the wider business.

The solution we implemented

The SIA wanted to ensure that the customer was able to conduct as much of the deployment and configuration (in house) as possible to ensure good knowledge transfer. The preferred approach to delivery was a true 'partner' who can provide support and guidance, assist in the design, planning and configuration phases and provide technical expertise to support SIA in delivery and problem solving.

The migration provided:

- A suitable plan for migrating to Microsoft 365.
- Setup of M365 subscription.
- Implementation of a connection from the SIA's Active Directory service to Azure AD.
- Migration of all user mailboxes, shared mailboxes, distribution lists and associated data (including PST files) from Exchange 2010 to Exchange Online.
- Migration of all SIA users to Microsoft Teams from Skype for Business 2015.
- Setup SharePoint Online for use by our communications team.
- Migration of the SIA network shares (S: and U: drives) to OneDrive for Business and SharePoint Online.
- Implementation of a toolset for data migration to SharePoint Online.
- Setup of Azure Information Protection to replace the functionality provided by our existing TITUS message/document classification (GSC) solution.
- Deployment of the Office 365 Pro-Plus desktop suite of applications to our Windows 10 Surface Pro devices.
- Implementation of data management services.
- Retirement of current on premise services.

4 Contact Us

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