

# Microsoft Cloud Vantage Services

## Overview

Cloud Vantage Services brings deep expertise for a well-managed transition and ongoing operations with Microsoft technology.

- A flexible suite of services across managed lifecycle, deployment, and support, tailored to your needs, and designed to optimize productivity in the cloud.
- The guidance and convenience of an integrated and accountable team, able to prevent and respond to challenges with a significant level of support.
- A strong track record as a partner with global scale, and deep expertise with the Microsoft technology stack.

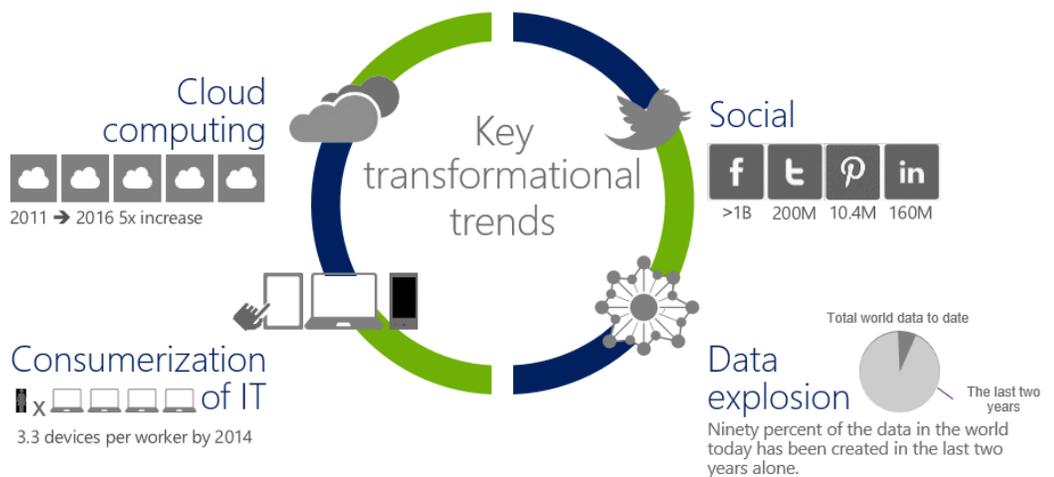
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## Microsoft Cloud Vantage Services

A flexible suite of professional services delivered by an integrated team of experts

Microsoft is at the forefront of delivering the next generation of technology in the cloud. Many of our customers are transitioning productivity applications today and developing their strategy for moving other workloads, infrastructure, and their development platform to the cloud.

## The impact of the cloud



Mobile, social, and data—the cloud is the key to unlocking the impact these trends can have on how businesses engage with their customers, partners, and employees to better compete. A culture and set of modern social capabilities are also emerging in the enterprise space. Customers are talking and collaborating with each other, sharing information, and influencing decision making. Employees want to be able to find each other, share information, and build value together across traditional hierarchies and silos. The real power in cloud and social collaboration comes when you extend the reach of the capabilities to include stakeholders who are external to your organization—including, of course, your customers.

# The Cloud Vantage Services experience

*"The Cloud Vantage Services team provided experience and knowledge that resulted in reliable and sustainable internal service processes and a robust and resilient system architecture. Their experts knew what would and would not work, and most importantly, they increased the speed with which we can now perform the migration."*

Mark Dussy, Senior Manager  
of Global Technology,  
DORMA

Cloud Vantage Services approaches cloud services in a way that helps customers harness marketplace trends and create compelling experiences, both inside and outside their company walls. For organizations who are evaluating productivity workloads in the cloud, Cloud Vantage Services brings confidence and deep expertise for a well-managed transition and ongoing operations with Microsoft technology.

- **Flexible Suite of Services:** Cloud Vantage Services partners with your organization to determine the right level of engagement so that your business can transition smoothly to the cloud. Once there, Cloud Vantage Services helps maintain expected user service levels, onboard services, and refine your cloud strategy as technologies and needs change. We can provide basic function and support services, or bring in additional expertise and recommended practices to help with activities such as user adoption, identity management, and revising help desk processes.
- **Integrated and Accountable Team:** Cloud Vantage Services offers your organization the convenience of an integrated and accountable team that delivers significant levels of lifecycle, deployment, and support management and works together— involving your team, the Cloud Vantage team, and world-class product engineers—to help make sure your business is productive and able to prevent and respond to challenges in the cloud.
- **Deep Expertise:** Cloud Vantage Services brings an effective track record as a partner with global scale, deep expertise, and insights on the Microsoft technology stack. Whether your team needs someone to answer questions about cloud strategy, the Microsoft technology roadmap, or how to train your help desk, Cloud Vantage experts not only have answers —they will help transfer that knowledge to your team.

## What customers tell us they need:

- Get up and running quickly in the cloud
- Provide an integrated and accountable team
- Consultant services to guide through the common pitfalls and adoption challenges faced when moving to the cloud
- Set strategic direction for future cloud workloads
- Put in place well-managed IT operations
- Deliver visible results to show business value
- Prepare end users for changes in Office 365 Service
- Facilitate enterprise-grade support



*"The cloud really is a new field of technology, so when we began looking for a partner that understood the core technology stack and would be willing to work with us to figure things out as we moved along, we knew there was no one better than Microsoft."*

—Veresh Sita, Chief Information Officer, Colliers International

# Cloud Vantage Services for Office 365

*"The transition to Office 365 was excellent; it literally happened over one weekend in August 2012. For the end-user, it was a seamless experience."*

Steve Fox, Chief Information Officer, Caltex Australia

The value of the cloud is achieved by delivering experiences that appeal directly to employees and business partners, resulting in maximum productivity. Cloud Vantage Services gets your business provisioned quickly with the Office 365 Service and anywhere-access to your familiar Office applications, email, calendar, enterprise social, and up-to-date documents, across your devices. Throughout the lifecycle of the service, whenever changes are made, whether minor, major or significant, your organization needs to be ready.

From planning and optimizing the IT service to align with the business strategy, through the design and delivery of the IT service, to its ongoing operation and support, transitioning requires a great deal of thought and preparation. With this in mind, Cloud Vantage offers professional services across lifecycle, deployment, and support with base offers that can be enhanced for more complex environments.

## Managed Lifecycle



Managed lifecycle is designed to help your organization lay a solid foundation for ongoing success in the cloud. Underlying services for cloud strategy, planning, assessment, and support provide a foundation for IT governance, risk management, compliance, team organization, and change management. Experts from Cloud Vantage Services report regularly on the status of your service onboarding, and drive IT, administrator, and user readiness prior to moving forward in the lifecycle. A key Cloud Vantage Services expert—the Services Delivery Executive—will work with your organization to help make sure that your on-premises infrastructure is ready for the transition to the cloud and that your people and processes are ready to work with the Office 365 Service.

## Managed Deployment



Managed deployment includes provisioning and deployment through tasks that prepare and transition workloads to the Office 365 Service. The Cloud Vantage Services team will focus on getting your Office 365 workloads up and running quickly. We put the expertise that we've gained—from guiding hundreds of Office 365 implementations around the world, in virtually every industry—to work for you. We also offer the migration expertise to help transfer your documents and data to your environment quickly.

## Managed Support (Premier Support for Office 365)



Managed Support is an offering including proactive and reactive problem resolution services to help you before, during, and after your move to the cloud. Cloud Vantage will put together a team and plan to mitigate risks should an issue arise, and accelerate user adoption and value. Cloud Vantage Services has unique access to Microsoft product groups and engineering resources that facilitate advocacy for your IT staff, and works directly with these internal teams to quickly resolve issues. The integrated team model is designed to transfer knowledge and expertise on the latest Microsoft technologies to your project team members, to support ongoing self-sufficiency.

*"With Cloud Vantage Services, we get all the deep technical and business knowledge of Microsoft along with the customized, personalized service that I would expect from a small technology firm."*

—Arnaud Juet, Director of IT Support Services, Leroy Merlin Italia

# How Cloud Vantage Services delivers

*"The Microsoft Cloud Vantage team has shown a commitment to working with us every step of the way to ensure our successful transition to the cloud. The kind of reassurance is invaluable."*

Christian Revelli, Group Chief Information Office, Steria

Microsoft Cloud Vantage Services engages with organizations like yours every day, and through those interactions we hear and see what is needed to successfully move to the cloud. By offering a full-lifecycle approach that spans initial strategy, through readiness and implementation, to support, Cloud Vantage Services helps ready your IT team, processes, users, and infrastructure to operate in a cloud environment, and helps your team gain the greatest possible business value from your investments in Office 365 Service—putting the cloud to work for you.

## Cloud Vantage Services Offerings

To meet challenges and opportunities the cloud brings, Cloud Vantage Services has offers across lifecycle, deployment, and support services with base offerings that can be enhanced over time to enrich your user experience and help you draw additional value from your technology investments.

*"The Cloud Vantage Services team gave me peace of mind. I felt that I had the power team behind me to give me confidence. I don't know if I would have been that confident going into this without Microsoft expertise."*

Veresh Sita, Chief Information Officer, Colliers International

MANAGED LIFECYCLE	MANAGED DEPLOYMENT	MANAGED SUPPORT (Premier Support for Office 365)
 <p><b>Service Lifecycle Management</b></p> <ul style="list-style-type: none"> <li>Service Lifecycle Management</li> </ul> <p><b>Cloud Strategy and Planning</b></p> <ul style="list-style-type: none"> <li>Cloud Strategy Workshop</li> </ul> <p><b>User Adoption Acceleration</b></p> <ul style="list-style-type: none"> <li>User Adoption Planning and Practices Workshop</li> </ul>	 <p><b>Service Enablement</b></p> <ul style="list-style-type: none"> <li>Office 365 Core Enablement</li> <li>Office 365 Messaging Enablement</li> <li>Lync Online Enablement</li> <li>SharePoint Online Enablement</li> <li>Yammer Enablement</li> <li>Office 365 ProPlus Enablement</li> </ul> <p><b>Service Enhancement</b></p> <ul style="list-style-type: none"> <li>Cloud Identity Optimization</li> <li>Active Directory Federation Services Configuration</li> <li>FIM Connector Configuration</li> <li>Messaging Hybrid Coexistence Configuration</li> <li>Customer Environment Remediation</li> <li>Yammer Identity Federation</li> </ul> <p><b>Migration Services</b></p> <ul style="list-style-type: none"> <li>Mailbox Migration to Office 365</li> </ul>	 <p><b>Service Delivery Management</b></p> <ul style="list-style-type: none"> <li>Service Delivery Management</li> </ul> <p><b>Resolution Services</b></p> <ul style="list-style-type: none"> <li>Technical Problem Resolution</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>Exchange Online Administration and Configuration Workshop</li> <li>Lync Online Administration and Configuration Workshop</li> <li>SharePoint Online Administration and Configuration Workshop</li> </ul> <p><b>Process Improvement</b></p> <ul style="list-style-type: none"> <li>Change and Configuration Management</li> <li>Cloud Help Desk Incident Process Mapping</li> <li>Cloud Help Desk Optimization</li> <li>Office 365 Operational Knowledge Management</li> <li>Operations Strategic Review</li> </ul>

Microsoft is at the forefront of delivering the next generation of technology in the cloud. As you evaluate the transition of your on-premises productivity applications to the Office 365 Service, you need to evaluate and address the implications of such change across people, technology, and processes. To help move your strategy and initiatives forward, Cloud Vantage Services is committed to delivering professional services solutions that facilitate and extend your capabilities efficiently and, with the partnership, across technology, people, and processes you expect.

For customer case studies, go to: [www.microsoft.com/casestudies](http://www.microsoft.com/casestudies)