Office 365 Planning & Migration Health/HSCN Assured

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HSCN Assured for Health

The requirements for information access and sharing have changed. Underlying networking arrangements needed to support an affordable, agile and integrated health and social care sector need to change.

As Exponential-e are an accredited HSCN Stage 2 Compliant CN-SP provider of services, we offer HSCN assured digital technologies that will benefit both staff and patients alike. These benefits come from our ability to deliver multiple services over "assured unified platforms". By empowering different healthcare entities to securely aggregate their infrastructure requirements, the resulting outcome brings not only new found agility but also the ability to realise significant cost savings.

Overview of the Service

Exponential-e™ **Office 365 Planning and Migration** service provides an assured, low-risk migration of on-premises or hosted Exchange and other mail environments to Microsoft Exchange Online, and related services within the Office 365 service portfolio such as OneDrive, SharePoint.

As a Microsoft Gold CSP partner, we have an enviable track record delivering cloud solutions, transformation, and ongoing support services. Our commitment to the Microsoft cloud ecosystem and our engineering excellence is demonstrated by our Microsoft Tier 1 Cloud Solutions Provider status – the highest level in the CSP platform. We employ the most experienced professionals and specialists, including MCSEs (Microsoft Certified Systems Engineers) and MVPs (Most Valuable Professionals) in our Professional Services Team.

What Can I Do With This Service?

Discovery Workshop

We use our experience in migrating customer mailboxes to guide our discovery process, quickly identifying pinch-points and application dependencies, such that migration risks can be well understood and hence minimised.

Our PRINCE2 accredited project team will control the process, ensuring milestones are met and delivery proceeds smoothly and within budget.

Design

Office 365 and the newer Microsoft 365 Enterprise plans contain a wealth of services that can lead to unplanned technology sprawl, in turn leading to poor user experiences and a degradation of value.

Our skilled design teams will ensure only suitable component services are delivered and properly scoped, designed, and subsequently deployed. Regardless of the hybrid authentication requirements, and third-party solutions around authentication, security, and access control required, our expertise and experience will ensure a holistic design is produced with well-defined migration plans and costs.

For existing Active Directory environments, we will undertake a detailed assessment of the existing environment to ascertain any dependencies or underlying issues.

Migration

In the preparation for the migration, existing infrastructure will be updated and issues remediated (e.g. AD schema fixes and UPN preparation), and identity federation providers deployed to meet required availability and functional requirements.

Our implementation teams will ensure the smooth delivery of changes to mail flow, auto-discover, and clients. We will then adopt a pilot basis in a hybrid Exchange design, with bulk user migrations generally then achieved on-line with minimal user disruption. Mobile related functionality, such as InTune, is then be deployed and devices on-boarded.

Ongoing Management and Support

As a Tier-1 Microsoft Cloud Solutions Provider, we are able to offer a full complement of Office 365 licensing and support, from basic platform and licensing only to full end-user desktop support.

Key Product Features

Feature	Benefit
Secure & Sovereign	Office 365 can be deployed as UK Sovereign, EU Sovereign, or multi-geo to match organisational requirements. In relation to Office 365, Microsoft hold: - ISO 27001 & ISO 27018 - Safe Harbor Accredited - SSAE16 SOC1 Type II Accredited - SOC2 Type II Accredited - FISMA Accredited
Pay Only for Active Users	- Mix and match Office 365 license plans - Ongoing Office 365 plans are based on active users
Full Support Options	- Per-user Support Plans - 24/7/365 UK support desk - Accelerated response times & escalation to Microsoft Premier Support
Low Risk Migration	- Minimum user downtime - Shortest time to value - High return on investment
Optional Online Backup for Office 365	- Highly Durable Commvault based backup - Ensure compliance requirements are met - Compliments native Office 365 retention technologies

Service Options

Option	Benefit

Office 365 License Plans	- Exchange Online P1 and P2
	- Office 365 Business Essentials and Business Premium
	- Office 365 Enterprise E3 and E5
	- Microsoft 365 E3 and E5 adds:
	  - Azure Active Directory
	  - InTune Mobile Device Management
	  - Windows 10 Enterprise

ExpressRoute	- High-speed, low-latency private connectivity for:
	  - Microsoft Azure (Private Peering);
	  - Microsoft public services (Public Peering); and
	  - Microsoft Office 365 (Microsoft Peering).
	- Available Options:
	  - Dedicated links (1 and 10Gbps)
	  - Resilient, partner provided connectivity (<1Gbps)

Online Backup for Office 365	- Commvault based online backup for Office 365
	- Simple, per GB pricing
	- Supports:
	  - Exchange Online Archiving
	  - Exchange Online Journaling
	  - SharePoint Online
	  - OneDrive for Business

What Billing Models are Supported?

Exponential-e believes the customer should have as much flexibility in consuming the service as possible. To that end, we therefore support the following billing and consumption models.

Fixed Billing

The Customer has a fixed level of resources for a fixed Annual Charge.

Pay As You Go (PAYG)

The Customer is charged for the actual resources used in accordance with the Rate Card and the applicable Service Definition and will be billed monthly in arrears. Actual usage levels will be recorded by Exponential-e.

Hybrid Billing

The Customer has a minimum amount of resources that are contracted for subject to a fixed Annual Charge, yet retains the ability to use additional resources "on demand" in accordance with the Pay As You Go section above.

What are the Terms and Conditions?

Please refer to the associated Terms and Conditions document for full details.