



## Managed Workplace with the Microsoft Teams collaboration hub

### Tenant Management

Lack of governance and inefficient user management will impact the Microsoft experience for your end-users and your business.

By subscribing to Tenant Management you benefit from:



A personalized, always up-to-date workspace based on Office 365 applications for your end users.



Integration with other apps & channels such as Flow and Power Automate. Artificial Intelligence and chatbots will improve business processes and productivity.



Access to Orange API to build workflows and manage Teams Phone system – call queues & auto-attendant.

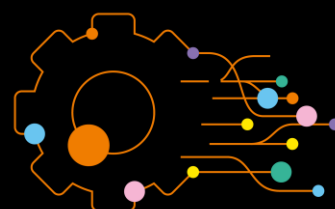


Global & user specific O365 configuration. Administration support. Creation, active, sunset based on each individual Teams scenario. Settings and policies: retention, expiration, archiving, deletion.

### With you to deliver Operational Excellence

Orange brings expertise with real-time services to provide customers with Teams Tenant Management, Direct Routing with Business Talk SIP trunking and centralized SBC and Cloud video interoperability configuration.

- Flat fee pricing per user per month for predictable budgeting.
- Choice of profiles & options according to your users' needs.
- Migration, Activation, Audit - Save time for your Teams admin through automated provisioning and consistency checks. Avoid over-subscribing the number of licenses needed.



# Best in class highly automated service management tools

User Management, secure access and a simple customer digital journey

## Self-Care Customer portal and Dashboard

- Offload tedious and complex Tenant administration by automating provisioning plus an auditing function to ensure users are properly configured
- Simplified administration and self-care

## Customer Success Management

- Support, expertise and experience to ensure expected outcomes throughout the duration of your contract
- Quarterly usage reports

## Organizational Change Management

- Adoption measurement and organizational analytics
- End user Online training on demand or « A la carte » services

## Service Management

- Technical Account Manager - an expert to assist with every aspect of your Tenant Management solution
- 24/7 support - Contact Orange for support whenever you need it.
- Full visibility of your service to boost user adoption

## Profiles & options

Tenant Management services

Orange Business provides two standalone profiles to manage Teams: **Teams Collaboration, & Cloud Voice**

In addition, options are available: **Emergency calling, Phone number Management, Employee Experience Management**

