

Managed Workplace with the Microsoft Teams collaboration hub



O365 Tenant Management

With Office 365 Tenant Management, your end users will enjoy a personalized, always up-to-date workspace based on Office 365 applications.

- For the Office 365 stack: Teams, Exchange Online, Skype for Business Online, SharePoint Online, OneDrive, Yammer
- Service catalog to manage the Office 365 stack that is ITIL® based and backed by SLAs for high application availability. Incident Management L2 support, service and change requests. L4 Microsoft escalation support
- Integration with other apps and channels like Flow and Powerapp. Artificial intelligence and chatbots to improve business processes and productivity
- Migration, on-premise and advanced ecosystem hosting, integration and management
- Global and user specific O365 configuration. Administration support. Creation, active, sunset based on each individual Teams scenario. Settings and policies: retention, expiration, archiving and deletion



Business Services

Delivering operational excellence

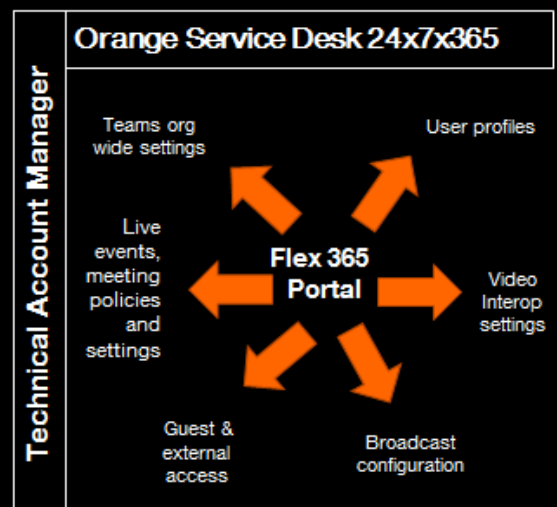
Orange brings expertise with real-time services to provide Teams management and Direct Routing with Business Talk SIP trunking and centralized SBC and Cloud video interoperability configuration.

Simple pay-per-user during the contract period.

Choice of bundles with a simple approach to complement your O365 delivery: Standard, Enhanced or Custom services.

Help desk, configuration, change and incident management.

Monthly reports, analyses and service reviews.



Best-in-class service management tools with a high degree of automation

User management, improved security access and simple customer digital journey

Flex 365 Self Care – customer portal and dashboard

- Simplified administration and front-end access
- Change/service requests
- Proactive quality management and administration

Organizational change management

- Adoption measurement and organizational analytics
- End user online training on demand or “a la carte” services

Customer service manager

- Service reviews

O365 Packages

User Profiles		Standard		Enhanced		Custom
		O365	Cloud Voice	O365	Cloud Voice	Subject to proposal
Services	▪ Service Desk (24/7)	✓	✓	✓	✓	
	▪ Flex 365 self-care portal	✓	✓	✓	✓	
	▪ Technical Account Manager	✓	✓	✓	✓	
	▪ Customer Service Manager	✓	✓	✓	✓	
	▪ Tenant management delegation	✓	✓	✓	✓	
Phone System	▪ Tenant configuration for voice (Direct Routing)		✓		✓	
	▪ Calling Plan, Audio Conferencing tenant configuration				✓	
Apps	▪ Identity management, security and compliance	✓		✓		
	▪ Enterprise Mobility & Security					x
	▪ Office 365 training on demand through Web portal			✓	✓	
Misc	▪ Change Management & User Adoption					x

+200

Microsoft-certified professionals at your service everywhere you do business

We'll customize your solution around your company identity, your business objectives and needs, and your users' preferences. You won't just have Microsoft Teams; you'll have your unique Microsoft Teams.

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To learn more, contact your sales representative or visit www.orange-business.com/en



Business Services