

A woman in a black top is smiling and showing a smartphone to a woman in a pink shirt. They are in an office setting, with a white coffee cup visible on the table. The background is slightly blurred, showing other office workers.

# Business Together Microsoft Teams Bundles



**Business  
Services**

# Our Office 365 tenant management bundles at a glance

User Profiles		Standard		Enhanced		Custom
		O365	Cloud Voice	O365	Cloud Voice	Subject to proposal
Services	Helpdesk (24/7)	✓	✓	✓	✓	✓
	Preventative maintenance	✓	✓	✓	✓	✓
	Technical Account Manager	✓	✓	✓	✓	✓
	Customer Success Manager					✓
Phone System	Tenant configuration for voice (Direct Routing)		✓		✓	✓
	Calling Plan , Audio Conferencing , tenant configuration				✓	✓
	Advanced Voice quality monitoring				✓	✓
Apps	Office 365 including identity management, security and compliance	✓		✓		✓
	Office 365 + Enterprise Mobility & Security			✓		✓
	Customized					✓
Microsoft License		Enterprise E1 or E3 / EM&S	E5 or Phone System (E3 + Plus CAL	Enterprise E1 or E3 / EM&S	E5 or Phone System (E3 + Plus CAL)	E5 or Phone System (E3 + Plus CAL)

# 1. Standard – O365

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## User On-boarding

- Set up and configuration of O365 users
- Administration support

## Tenant User Management

- Tenant monitoring of O365 services

## Service Management

- Technical account manager (TAM)
- Service Reporting & Improvement Plan
- 24/7 helpdesk
- Incident Management – L4 Microsoft escalation support
- End User Self Care - License Activation
- Change Management – moves, adds, changes, delete

## 2. Enhanced – O365

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### User On-boarding

- Set up and configuration of O365 users
- Administration support

### Tenant User Management

- Tenant monitoring of O365 services
- License Capacity

### User Adoption Services

- End user - Online training on demand

### Service Management

- Technical account manager (TAM)
- Service Reporting & Improvement Plan
- 24/7 helpdesk
- Incident Management – L4 Microsoft escalation support
- End User Self Care - License Activation / Reporting
- Change Management – moves, adds, changes, delete

# 3. Custom – O365

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## User On-boarding

- Set up and configuration of O365 users
- Administration support

## Tenant User Management

- Tenant monitoring of the O365 services
- License Capacity

## User Adoption – « A la carte » services

- Preparation, On-boarding and focus group
- Communication and training
- Lessons learned and success plan

## Service Management

- Technical account manager (TAM)
- 24/7 helpdesk
- Incident Management – L4 Microsoft escalation support
- Change Management – moves, adds, changes, delete
- End User Self Care - License Activation
- Customized Reporting
- Customer Success Management
- Proactive Service Review
- Advanced reporting – Quality of Service

## Ecosystem

- Advanced Ecosystem hosting, integration & management

# 1. Standard – Cloud Voice

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## Tenant Management

- Delegation of the Phone System and Calling Plans /Direct Routing workloads
- Monitoring of Teams
- User management through predefined profiles
- Assign licences in “one” click
- Set IP and configuration of voice policies
- Set up and configuration of voice users
- Voice routing policies & Teams features (Calling) updates

## Service Management

- Technical Account Manager (TAM) Expertise on Phone System / Direct Routing
- 24/7 helpdesk
- Incident, Change, and Problem Management
- End User Self Care - License Activation

## 2. Enhanced – Cloud Voice

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### User On-boarding

- Set up and configuration of O365 users
- Administration support
- Set IP and configuration of voice policies
- Set up and configuration of voice users

### Tenant User Management

- Delegation of the Phone System and Calling Voice routing policies & Teams features (Calling) updates
- Calling Plan including phone number management services

### User Adoption Services

- End user - Online training on demand

### Service Management

- Technical account manager (TAM)
- 24/7 helpdesk
- Incident Management – L4 Microsoft escalation support
- Change Management – moves, adds, changes, delete
- End User Self Care - License Activation & Reporting
- Advanced reporting – Quality of Experience

# 3. Custom – Cloud Voice



## User On-boarding

- Set up and configuration of O365 users
- Administration support

## Tenant User Management

- Delegation of the Phone System and Calling Plans & Direct Routing workloads
- License Activation

## User Adoption – « A la carte » services

- Preparation, On-boarding and focus group
- Communication and training
- Lessons learned and success plan

## Service Management

- Technical account manager (TAM)
- 24/7 helpdesk
- Incident Management – L4 Microsoft escalation support
- Change Management – moves, adds, changes, delete
- End User Self Care - License Activation
- Customized Reporting
- Customer Success Management
- Proactive Service Review
- Call Accounting reports
- Customer Success Manager
- Advanced reporting – Quality of Service

## Ecosystem

- Advanced Ecosystem hosting, integration & management





**Thank  
You!**



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