

## Cloud Vantage Services

Delivering a “Business Ready” Cloud Platform

*Cloud Vantage Services helps you realize business value from your Microsoft Office 365 investments, by providing deep expertise and collaboration to smoothly transition, assist in driving strategic change, and help you to maximize cloud benefits across the full lifecycle*



### OVERCOMING KEY CHALLENGES

Cloud computing is an exciting shift in the way companies view and manage their infrastructure. Though the cloud offers substantial benefits for customers, many companies will face a variety of complex challenges when moving from operating on-premises to a cloud environment, including:

- **Driving a seamless transition to the Cloud.** Ready your IT team, processes, users, and infrastructure to operate and support in a cloud environment.
- **Maximizing your Cloud benefits and value over time.** Sustaining operational change, while maximizing cloud value for the business over time.

Cloud Vantage addresses both of these challenges, helping you to lower any program and people risk, migrate to the online services, accelerate adoption, and keep your system up to date to realize planned business value.

Our services have been architected from the ground-up, specifically for Microsoft Office 365. Cloud Vantage provides assistance in:

- **Refining your cloud strategy**
- **Holistically assessing and supporting your organizational readiness** for the cloud across people, process and technology
- **Addressing any service disrupters** throughout remediation, migration, and onboarding the Microsoft Office 365 online service
- **Providing state-of-the-art operational support** once you are live

Cloud Vantage provides deep expertise, leverages a collaborative knowledge transfer engagement model, and delivers value-add services throughout the full-lifecycle.

## DEEP EXPERTISE



The deepest expertise designing, implementing, and supporting Microsoft solutions

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Cloud Vantage is delivered by a professional team of Microsoft professionals led by a Cloud Delivery Executive (CDE), a deep cloud specialist, who provides single-point-accountability for Microsoft Office 365. The CDE will partner with you to ensure you make the right decisions, to give you maximum flexibility, and to ensure your cloud strategy is extensible for the future. Microsoft Services' cloud engagements are backed by a network of subject matter experts, technical support professionals, and engineering and operations teams.

## COLLABORATION



A proven, collaborative approach to transferring knowledge from our Microsoft development teams

## COLLABORATION

Cloud Vantage provides customers a single integrated team who leverages a proven, collaborative approach to transferring knowledge from our Microsoft development teams. This model provides a solid foundation for knowledge transfer during the delivery of services, including readiness-related workshops and Microsoft Office 365 Services deployment. Our collaborative approach makes it easy for your IT team to come up to speed on cloud practices and principles. We leverage Microsoft Cloud IP and best practices to provide guidance, training, and resources to help your team manage and support Microsoft Office 365 and associated on-premises environments.

## FULL LIFECYCLE



Stability and continual optimization through every stage of the IT lifecycle

## FULL LIFECYCLE

The cloud affords a unique, iterative-based, lifecycle, allowing for:

- *Continual innovation of new features and capabilities*
- *Rapid deployment of new workloads*
- *Keeping IT tools up to date in order to meet the expectations of the business*

Cloud Vantage uniquely supports those opportunities, helping you to mitigate risks and continually optimize solutions throughout the full cloud lifecycle. For example, our Cloud Feature Roadmap Planning service helps drive continual innovation by assisting IT and the business to plan for, and fully utilize, new Microsoft Office 365 features and capabilities.

## THE CLOUD VANTAGE DIFFERENCE

Standard support for online services (e.g. Microsoft Office 365) includes services to address breakfix and setup. Cloud Vantage enhances the standard support experience by helping reduce risk and resolving issues faster. You have access to exclusive priority resolution and support for non-service-related integration issues and operational issues. Your Cloud Delivery Executive and Online Service Manager understand your particular business and IT situation and can help speed resolution should any issues arise.

SERVICE GROUP	SERVICE NAME	Office 365	PACKAGE AVAILABILITY*		
			ESSENTIALS	STANDARD	ENTERPRISE
<b>Custom Service Offerings</b>	Program Management Jumpstart				✓
	White Glove service or other customized services				✓
<b>Remediation &amp; Service Expansion</b>	Remediation Services				✓
	Deployment Services for SharePoint and customized workloads				✓
	Lync Online Service Configuration				✓
	Sharepoint Online Services Configuration				✓
<b>IT/Org Change Management</b>	Adoption Center of Excellence				✓
	Cloud Workload Prioritization & Planning				✓
<b>Business Value Realization</b>	Cloud Orientation Workshops***			1 of set	1-3 of set
<b>Deployment Services</b>	Exchange Data migration			✓	✓
	Exchange Online Service Migration			✓	✓
<b>IT/User Change Readiness</b>	Evergreen Readiness			✓	✓
	IT Change Workshops**			1 of set	3 of set
<b>Program Orchestration</b>	Cloud Delivery Executive (CDE)			✓	✓
	Service Delivery Plan			✓	✓
	PMO Guidance for Office 365			✓	✓
	Cloud Readiness Health Check			✓	✓
	Cloud Feature Roadmap Planning			✓	✓
	Risk Management			✓	✓
	Cloud Service Dependency Mapping			✓	✓
<b>Managed Support</b>	Assigned Online Service Manager (Office 365 specialist)		✓	✓	✓
	Incident Management & Escalation Services		✓	✓	✓
<b>Basic Support</b>	1-800 & Public Technical Forum	✓			

## CHOOSING THE RIGHT PACKAGE FOR YOU

Cloud Vantage is available at three package levels for Microsoft Office 365: Essentials, Standard, and Enterprise. Each package offers significant increased value over base Microsoft Office 365 support. The chart to the right will help you choose the level of Microsoft participation and skin in the game that best fits with your company's needs.

	Essentials	Standard	Enterprise
<b>Customer Experience</b>	Microsoft Managed Support*	Microsoft Led Transition	Microsoft Led Business Transformation
<b>Delivery Team</b>	<ul style="list-style-type: none"> <li>Online Service Manager (an Office 365 Cloud Specialist)</li> </ul>	<ul style="list-style-type: none"> <li>Cloud Delivery Executive, Cloud specialist with deep expertise</li> <li>Network of consultants and service technical professionals</li> </ul>	
<b>Typical Attributes</b>	<ul style="list-style-type: none"> <li>Provides managed support</li> <li>Supports your on-premise infrastructure related to Office 365</li> </ul>	<ul style="list-style-type: none"> <li>Provides Microsoft skin-in-the-game/program orchestration</li> <li>Includes Microsoft-led deployment including data migration, same sign-on, AD integration</li> <li>Includes lifecycle support across people, processes, and organizational changes</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft led cloud transformation agenda</li> <li>Customized offering, tailored to specific needs</li> <li>Includes Program Management Office</li> <li>Broad organizational change, and adoption planning</li> </ul>



## WHAT'S INCLUDED?

Cloud Vantage has offering packages to meet all of your cloud needs for Microsoft Office 365. Essentials provides a named Microsoft support professional, delivering Microsoft managed support. Standard includes lifecycle services, deployment services, and managed support. Enterprise offers both packaged and customized service solutions including Standard package components plus adoption and organizational change management, remediation, and custom service offerings.

Components	Packages		
Custom Service Offerings			Enterprise
Remediation & Service Expansion			
IT/Org Change Management			
Business Value Realization		Standard	
IT/User Change Readiness			
Program Orchestration			
Deployment Services			
Managed Support		Essentials	
Basic Support	Included w/ Office 365		

### MAXIMIZE THE VALUE OF YOUR IT INVESTMENT

The mission of Microsoft Services is to help you get the most out of your IT investments. Whether you want to control costs, improve productivity, or use technology to realize new business opportunities, Microsoft is ready to help. Cloud Vantage delivers deep expertise, leverages a collaborative model of knowledge transfer, and delivers services across the full lifecycle.

*For more information about Cloud Vantage contact your Microsoft Services representative or visit <http://microsoft.com/services>*