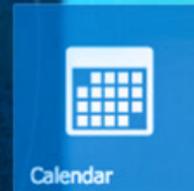
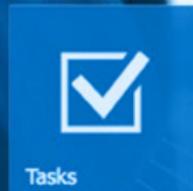
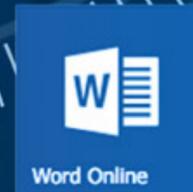
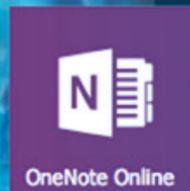
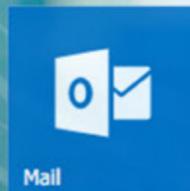
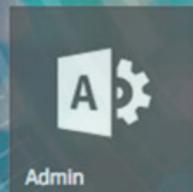
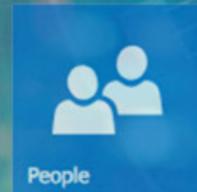


Planning for Microsoft Office 365

What to consider as part of your strategy

EXPLORER



Workforce Transformation



Workforce Transformation

Microsoft Office 365 is an important part of workforce transformation. It touches your workforce every day in the way messages are sent, electronic communications, how you collaborate, share business insights and just get work done - all in a connected ecosystem focused on superior user experiences. It has rich multi-media forms of engagement to allow your business to reach new heights of productivity and innovation.



Cloud Services



Cloud Services



Office 365 provides many services that you use today on-premises such as Exchange, Office, and SharePoint. However, Office 365 implements them in a secure, highly available configuration and then extends them to provide an additional service such as Teams, that builds upon this ecosystem. Office 365 is a vastly different platform from tra-

ditional on-premises applications. With cloud operating models, software is updated quarterly or monthly rather than over long upgrade cycles, delivering new features and capabilities. With continuous updates to Office 365, it's important to have an ongoing plan for engaging, educating and communicating to your users.

Considerations for Adopting Office 365



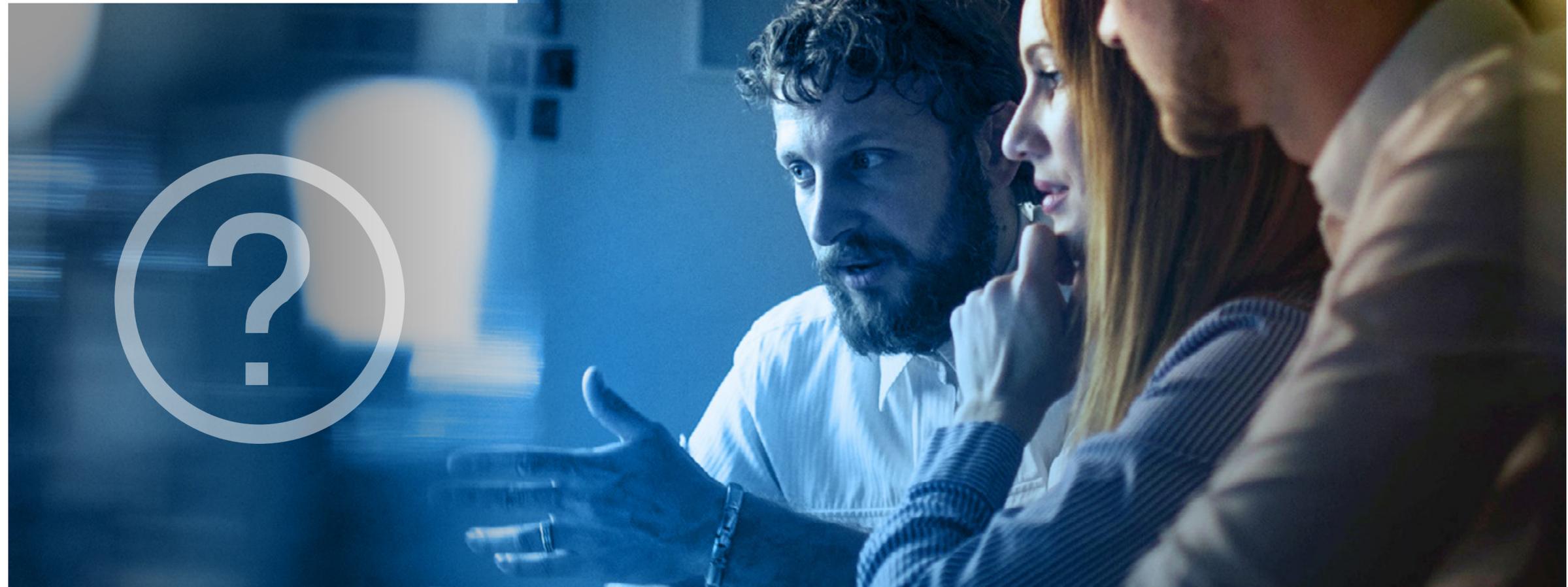
Adopting Office 365 requires a thorough understanding of your existing environment in terms of applications, locations, stakeholders and much more. Often organizations make the mistake of thinking they can just move from on-premises to the cloud. Office 365 is not just the traditional functionality of those on-premises applications - it's

a whole new suite of cloud services that are designed to change the way people work. Making the move to Office 365 is not as simple as it may seem at first.

Dell Technologies Services has helped many customers successfully adopt Office 365, and while this is not intended to be an exhaustive list, it does highlight key considerations for your business prior to beginning your journey.

Considerations for Adopting Office 365

Are you aware of the considerations you need to take into account, whether your Office 365 implementation will be cloud-based or hybrid?



Security and Trust



Maintaining security and trust is critical for a successful move to the cloud or hybrid environment.

Keep the following in mind:

- Your current on-premises environment is protected by your corporate network and firewalls. Office 365 is an external service, accessible over the internet, making it important to determine the right level of security for your information.
- Identity management & single sign-on (SSO) solutions are key enablers with both on-premises Microsoft applications as well as Office 365.
- Unauthorized access can be a concern as corporate email accounts are frequently targeted, and network security may not meet guidelines for those with strict requirements.
- Determine how to protect data uploaded to Office 365, giving special considerations to data considered private or sensitive such as rich employee profile data/metadata, typically sourced from Active Directory or an HR system.
- Personally Identifiable Information (PII) or Protected Health Information (PHI) data requires special consideration as well. You may want to leverage Office 365 features such as Data Loss Protection (DLP) and encryption to protect this content.
- General Data Protection Regulation (GDPR) requires data collection and management in new ways and how it's used. Microsoft has added capabilities to address GDPR in Office 365 and it's important to understand what those capabilities are and where gaps are, if any.
- Identify users who are under the auspices of eDiscovery to maintain chain of custody for all their on-premises information and preserve litigation and retention holds prior to migration to Office 365.

Identity Requirements

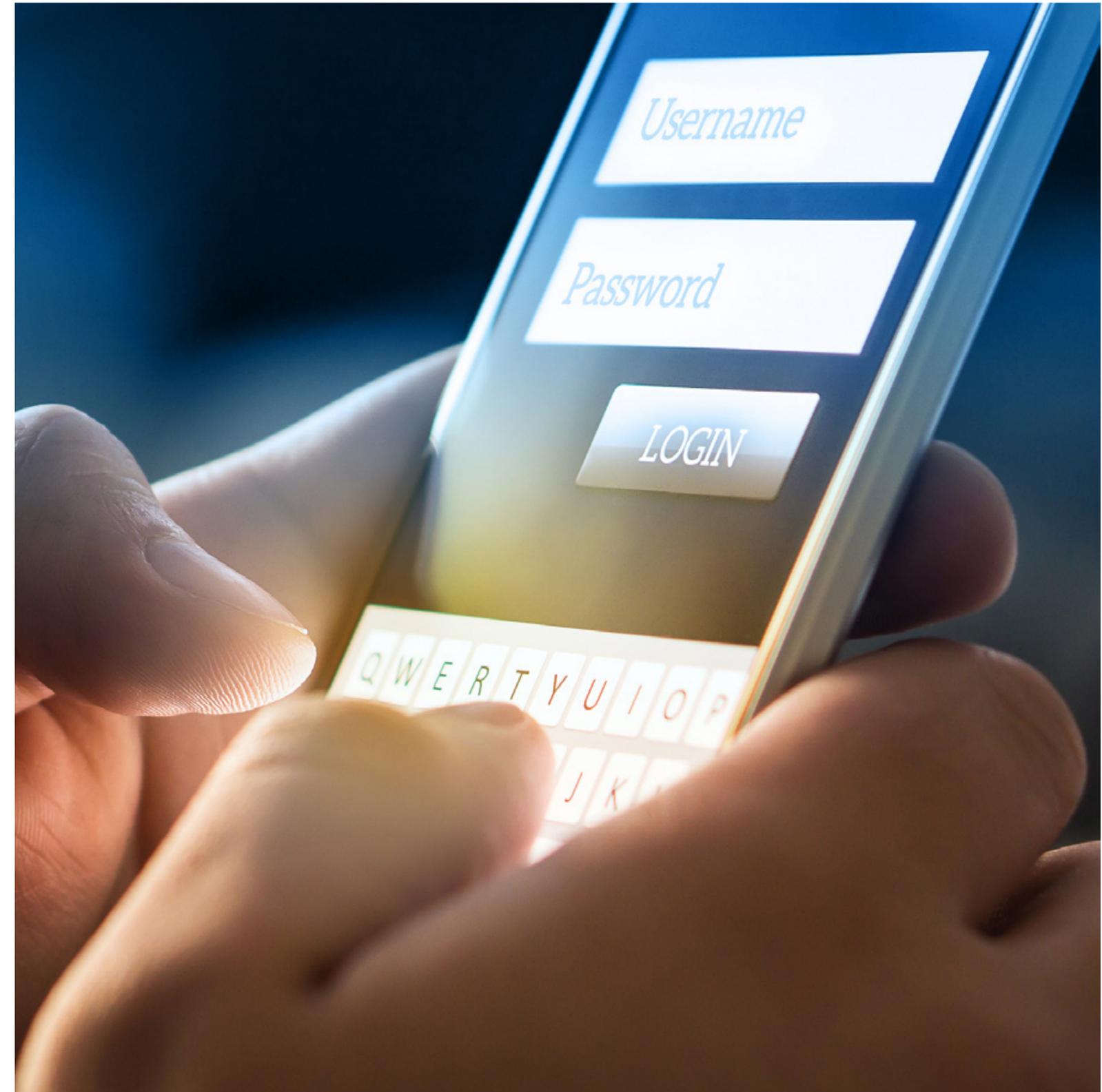


Office 365, as a multi-tenant cloud service, has some requirements for identity that, while often consistent with Active Directory implementations, may be inconsistent in some instances and require action on your part to align with Office 365 requirements and recommendations.

The Office 365 Logon Name is recommended to be the same as the user's email address.

- Organizations with non-routable Active Directory User Principal Names (UPN) will probably have to change their UPNs. This may be impactful to other applications and a significant effort.
- Organizations with routable Active Directory UPNs may have to change UPNs to become consistent with the users primary SMTP email address.
- Office 365 generally uses the local Active Directory UPNs as the default for the Logon name.

Identity Requirements



Business Resiliency



Business Resiliency

Office 365 will provide the majority of your business resiliency needs, however you do need to consider how you will optimize your on-premises infrastructure to support cloud resiliency.

- Plan for resilient internet connectivity from all main and remote sites to the cloud.
- For hybrid configurations, ensure the hybrid infrastructure is in a resilient configuration such as Active Directory Federation Services (ADFS).

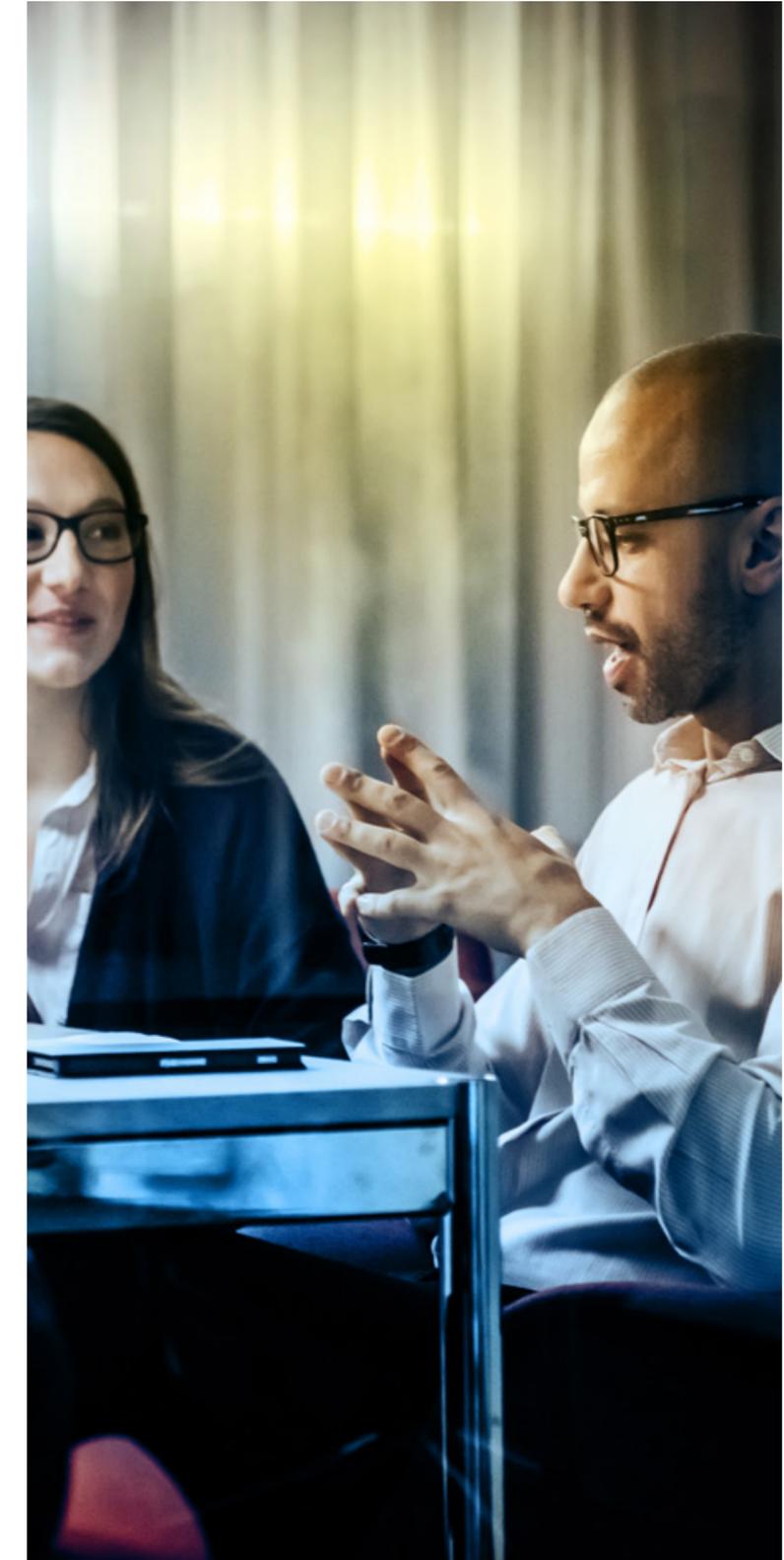
Network Readiness



Moving to Office 365 changes network traffic patterns, therefore, it's important to identify and manage risks. Introducing new workloads to the network always creates some risk that the new solution might not perform as expected and existing solutions might suffer due to emerging bandwidth bottlenecks. The Office 365 experience relies on network quality and you will want to ensure there is no negative impact to user perceptions of the new services. You need to understand the following:

- Which Office 365 services will your business be using and what is the impact to network traffic once these services are added? Microsoft recommends a network readiness assessment to reveal weak areas, constraints and bottlenecks.
- Determine what types of connectivity your organization will use to access Office 365 and the impacts to performance and capacity.
- Is your network sized appropriately to handle the increased traffic?
- Are there content inspection and/or proxy inspection services between users and Office 365?
- Which network optimizations and best practices should be implemented to meet the demands of Office 365 workloads?

Network Readiness



Migration and Integration



Migration and Integration

Understanding the optimal migration and integration scenarios based on business groups, branch offices, application groups and geographical location requires careful planning. There may be other logical groupings for your particular business. You will also want to assess the following as part of your move to Office 365:

- Determine if third party tools may be required for migration, which may be the case with Google Mail or IBM Lotus Notes.
- On-premises Active Directory integration with Azure Active Directory.
- Messaging integration and migration of mailboxes and resources (legacy PST files, email archives, public folders, etc.).
- SharePoint integration and migration of existing instances.
- Migration of on-premises files and 3rd party file sync and share platforms, such as Dropbox, Box and others to OneDrive.
- Integration and migration of Lync or Skype for Business to Skype for Business Online and Microsoft Teams.
- Integrations with other applications (CRM, Azure apps, other SaaS) outside the Microsoft stack may be desired to support business objectives.

Exceptions



Identify any entities that require special handling and may have migration restrictions.

- Understand regulatory restrictions that may limit your ability to migrate, especially international considerations.
- Users with shared resources often need to be migrated together to maintain some functionalities.
- Identify applications that restrict upgrading to Office 365 such as Microsoft Excel Add-ons, which may not be supported in the newer versions of Excel or require updating.
- Workstations, devices, applications and operating systems not capable of supporting Office 365 i.e. those running Microsoft Windows XP.
- Determine if there are timeframes that conflict with company holidays and blackout periods.

Customization and Third-party Add-ons



Custom applications can be the reason why organizations delay moving to Office 365. Not only is it a big effort to re-write custom widgets and apps, but many are concerned they will lose the ability to customize the experience as much in Office 365 as they can on-premises.

- Determine which customizations, if any, are really necessary in Office 365.
- Identify the need for remediation or replacement of 3rd party tools which are currently deployed. This will require analysis and planning to ensure the appropriate tools are available in the target infrastructure.

Management and Support



Transitioning to cloud-based services can be challenging for IT Teams, who are used to managing the entire ecosystem. Administration of Office 365 as a cloud-based platform can be challenging because much of it is managed outside the business.

- Consider how you will administer, manage, monitor and automate your environment.
- Ensure the support model will include robust self-service and peer-to-peer capabilities.
- Identify single points of failure in the solution support model.
- Determine the training requirements for Administrators, Support Teams, and end-users.
- Consider if you want to maintain and administer your Office 365 environment or outsource day-to-day management to a Microsoft partner.

Drive Value with Organizational Cultural Change



Adopting Office 365 is a fundamental cultural change for the organization. Preparing for a new business model requires organizational change, which can be challenging for IT teams who are used to the old way of delivering IT services. Moving to an Office 365 ecosystem requires change within the IT organization itself and how it engages and communicates with stakeholders and users. It's a whole new mindset, which can be one of the most challenging aspects of transforming from an organization previously focused on infrastructure and platforms, to user centric applications and services. There are strategies to consider in order to manage that change successfully.

- Understand the impact on stakeholders and users as well as the impact to how they get work done.
- Changes to business processes and efficiencies gained with the new services requires IT to transition from an infrastructure and software management group, to a product management-like group, who engages end users on their needs, communicates new features and drives adoption.
- Communication is essential for stakeholders and users throughout the process of bringing on new services.
- A training management strategy ensures users receive the right training at the right time.
- With a cloud operating model, changes come out frequently. It's important to have a plan for ongoing communication and training to ensure users are adopting and benefiting from new features.
- Adoption of an agile methodology within your IT team is essential for handling the constant change of new feature releases for Office 365.



Microsoft Certified Partners



Microsoft understands the importance of having partners who can help you gain the most value from your Office 365 investment. Microsoft grants competencies to partners who demonstrate proficiency in a particular area, by having both skilled employees as well as satisfied customers. You will want to work with a partner who has strong Microsoft experience.



Summary



Office 365 promises a wide range of benefits to allow your business to reach new heights in end-user productivity and innovation, lower and more predictable IT spending, and superior functionality. While there are many dependencies, migrations and integrations to consider as you plan your strategy, you do not have to do it alone.



Your Office 365 journey will likely utilize many of its services and in order to ensure successful adoption, you will need a partner that has the experience to help you navigate that journey. Office 365 implementations, migrations and operations are a core competency of Dell Technologies Consulting Services. As a Gold Certified Microsoft Partner, we have helped customers of all sizes and complexities successfully adopt Office 365; and we will bring that breadth of experience to you. We will help you make a smooth transformation for your workforce and get the most out of your Office 365 investment.

Contact your Dell Technologies Sales Representative to learn how we can help you.

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