



NAVIGATE TECHNOLOGY
Solutions Inc.

Microsoft 365 Service Deck
2022



Corporate network design, implementation and support

- Navigate Technology Solutions Inc provides expert network design, implementation, management and support services.
- We are Microsoft Certified Partner with many professional certifications.
- Our network support division work from our Calgary headquarters providing services to an international clientele
- We develop personal, human relationships with our clients whilst organizing tickets efficiently through our Jira Service Desk Platform.
- We provide remote support with competitive SLAs and deploy technicians on-site where required.



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Microsoft 365 Business

Organization management from the cloud, controlling devices, protecting against real-world threats and providing organizations with the latest in business software

Microsoft 365 is an ideal and economical solution for businesses wishing to bring their Office 365 provision together with their PC deployment and recovery procedures, security policies and network monitoring. During the consultation phase we establish the suitability of Microsoft 365 for our clients and the services within that should and should not be deployed.

Office 365 Business Premium

- Desktop Apps (Outlook, Word, Excel, PowerPoint and more)
- Online Services (Exchange, OneDrive, Skype, Teams)
- Business Apps (Bookings, Outlook Customer Manager, MileIQ)

Windows 10 Pro

- Deploy, Reset, Rebuild and Recover PCs faster than ever before

Azure AD

- Cloud or federated user management.

Best of EMS

App protection for Office mobile apps and data, Device Management for Windows PCs,



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Microsoft 365 Enterprise

For larger organizations, Microsoft 365 Enterprise extends further than the Business package boasting Enhanced Security Features and the Windows Phone System

For larger businesses Navigate Technology Solutions may recommend the Microsoft 365 Enterprise package..

Depending on the discovery conclusions Navigate Technology Solutions may recommend the Microsoft 365 Enterprise package which includes the features of the Business solution with the following additions:

Enhanced Security Features

Protection

- Windows Defender Advance Threat Protection:
- Office 365 Advanced Threat Protection
- Azure Information Protection

Reporting / Analytics

- Power BI Pro
- My Analytics

Governance

- Azure AD
- Advanced E-Discovery
- Customer Lockbox
- Advanced Data Governance

The Windows Phone System

- PBX with landlines capabilities without complicated and expensive equipment



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Consultancy

Navigate Technology Solutions work with our clients to plan Microsoft 365

Cloud solutions quickly become integral parts of corporate working environments, providing an array of essential tools to each employee. Navigate Technology Solution provide both advisory or technical assistance roles to our clients depending on their business needs. Where consultation is required, we work to provide guidance and advice to design a Microsoft 365 or Office 365 deployment strategy that will suit and enhance the organization.

Discovery

- We consider current and future interdepartmental requirements
- We discuss staff, customers and supplier interactions
- We discuss any bespoke requirements and customizations
- We consider Group and User level access requirements, permissions and security implications
- We develop an understanding of the working flexibility requirements of various teams

Plan

- We tailor a service configuration to match the corporate demands following where applicable Microsoft best practice templates.
- We can investigate and develop where necessary integrations with existing IT infrastructure.
- We develop draft transition strategies with time lines and sensible phases.
- We test the strategy for efficiency before graduating it for implementation.
- During this phase we will also discuss and recommend the appropriate support provisions and SLA to manage, monitor and support the platform.



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Azure

Implemented to build, test, deploy
and manage applications and
services

The networking team at Navigate Technology Solutions are experienced in using Azure to:

- Configure Windows AutoPilot for OOB deployment.
- Design the applications and services to be assigned to different user types.
- Test the deployment using Azure Virtual Machines, Managed Disks and SQL databases.
- Deploy builds efficiently to User machines.
- Synchronize where required with on-premises Active Directory servers.
- Hybrid-join devices from on-premise Active Directory to the cloud.
- Configure conditional User and Device access policies powering customizable restrictions to the Office 365 platform.
- Enable single-sign-on access to the approved library of applications using a single set of credentials.



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Office 365

A key part of Microsoft 365 or bought, designed and deployed separately. Office 365 includes essential cloud-based services to run your business. Navigate Technology Solutions are highly experience in the design, deployment and support of Office 365 environments, always keeping our team up to date and fully trained on the latest developments and newest features.

Navigate Technology Solutions's networking engineers integrate and deploy the appropriate Office 365 applications strictly in-line with the agreed strategy.





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Collaboration & Flexibility

Designing the platform for User
collaboration and working
flexibility

By deploying and integrating the appropriate
applications we can build systems to meet
corporate collaboration and working flexibility
requirements.

Collaborative Thinking



- Using Teams and SharePoint we not only facilitate inter-organisational collaboration but can extend the working environment beyond the organizational walls to include remote working and guest contributors.
- The configuration and utilization of automation can provide simpler and more efficient experiences for end Users.
- Navigate Technology Solutions can implement secure, customisable access to shared data globally.
- Through professionally designed SharePoint implementations we can build intranets, document management systems with advanced workflows and useful forms.
- Customer Relationship Management & Dynamics 365 deployments help our clients manage their customer relationships within the cloud environment and make time saving integrations with our applications easier and more powerful.
- Skype For Business & Telephony further empower collaborative and flexible working arrangements.



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Migration

Avoiding down-time and data-loss with professionally designed and tested migration plans

Navigate Technology Solutions consult and advise our clients to execute efficient transition strategies considering legacy data, network infrastructure, User circumstances and company objectives. We ensure that appropriate backups and fail-safes are in place to mitigate against unexpected failures or mid-process outages.

We agree timings which can be arranged around global hours of operations. We understand the complexities of on-premises, cloud or hybrid migrations and have the technical team to incorporate existing infrastructure and third-party solutions into the strategy.

Navigate Technology Solutions are highly experienced in migrating Exchange data to Office 365 from a variety of sources including:

- Legacy systems (IMAP / POP)
- Third party Office 365 tenants
- On-premise Exchange servers
- Other web / cloud platforms

We are equally confident in migrating data stores from local servers to SharePoint and OneDrive.

Pre-Deployment:

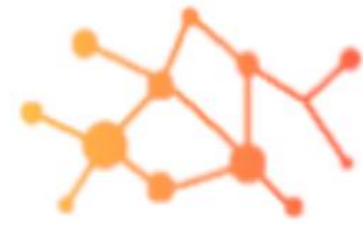
- We ensure the correct licensing is in place
- We determine if any tools will make the deployment easier
- We confirm the deployment strategy and agree timings
- We ensure the backups and fail-safes are in place
- We ensure that any transitional arrangements (including for email or file access) are in place and working

Migration:

- Implement the strategy
- Test and verify success at every stage
- Document each process logging all actions
- Facilitate rollback procedures

Post Migration:

- Monitor the new systems for healthy performance
- Conduct appropriate tests
- Resolve any outstanding snags



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Security

Using a combination of Microsoft's Business and Enterprise tools and third-party integrated solutions Navigate Technology Solutions design secure environments suitable for even the most sensitive data whilst at the same time ensuring that data management and processing is industry standards and GDPR compliant.

Navigate Technology Solutions use a varied combination of security packages, monitoring tools, regular patching and backup solutions to secure our client

Our security services include:

- The configuration of auditing logs and customizable usage, security and compliance reports.
- The implementation of advanced security monitoring tool through Sophos Central.
- Analysis and administration of email traffic through Mimecast.
- Deployment of powerful email retrieval tools.
- The configuration of Group or User specific access rights, permissions and restrictions .
- Secure account and password creation and management.
- The deployment and enforcement of Multi-Factor Authentication (MFA).
- Provision of remote-wipe tools in the event of device loss or contract terminations
- EMS deployment to protect files, Endpoints and Mobile Devices and to identify advanced threats early.
- Configuration of third-party cloud backup solutions including AWS S3 and Veeam deployments.
- Providing disaster recovery tools for system data, operational retrieval of file data and archival of various data types including Office 365 mailboxes.
- Providing a robust and rapid disaster recovery solution through Azure Site Recovery



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Support

Providing the required level of support and SLA to corporate networks around the world

Navigate Technology Solutions consult with our clients to agree the SLA and resource allocation required for their on-going support. Our team have been providing support services since 1999 and are regularly trained on new technologies as they emerge.

Managed Services

Navigate Technology Solutions administer our client network environments to help ensure their availability, security and performance stability. Our services typically include management, monitoring, troubleshooting, vulnerability patching, backup management and monthly reporting on resources. Navigate

- Full system management.
- Provision of remote support with client specific SLAs.
- Common issue commencement is within no longer than 2 hours and often straight away.
- Issue reporting and tracking via our Jira Service Desk ticketing system.
- Support through telephone, email and ticketing.
- Remote support via secure and professional tools.
- Discussion and implementation of latest Office 365 features.
- Machine deployments and repair..
- Support issues arising throughout the adoption phase
- Initial system training.