

Microsoft 365

Modern Workplace in the Cloud

Workshop 1: Cloud Opportunity for Partners

Mark Layton – Design Sales Engineer

Introduction

After this module you should know and understand:

The SMB opportunity and partner focus areas

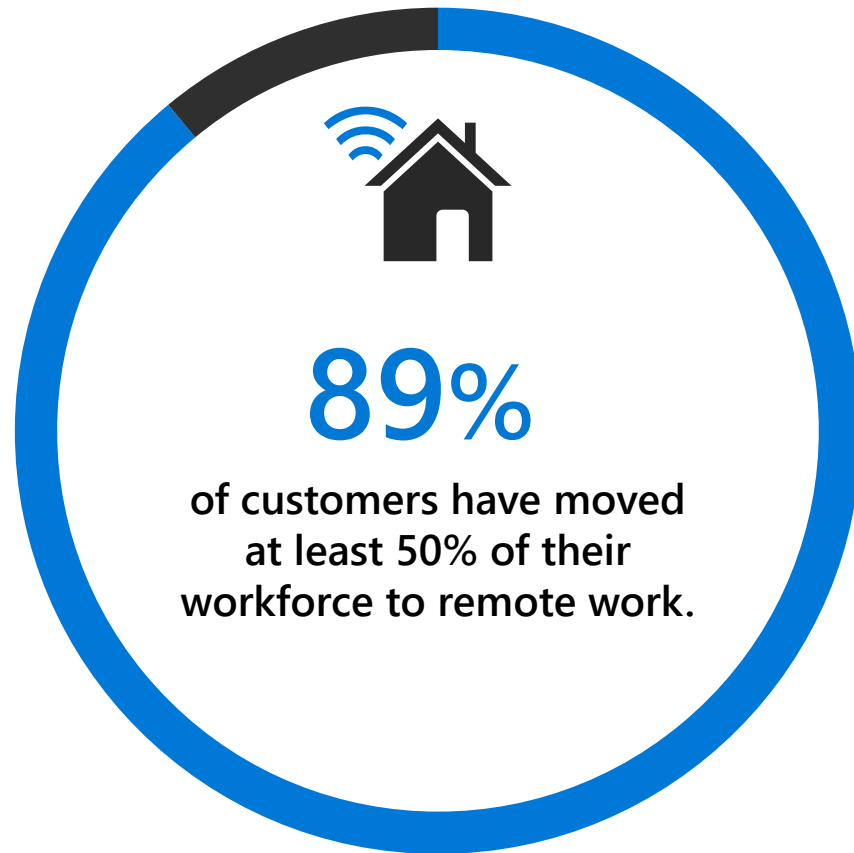
How to monetize these opportunities

Core of Microsoft's offerings to SMB

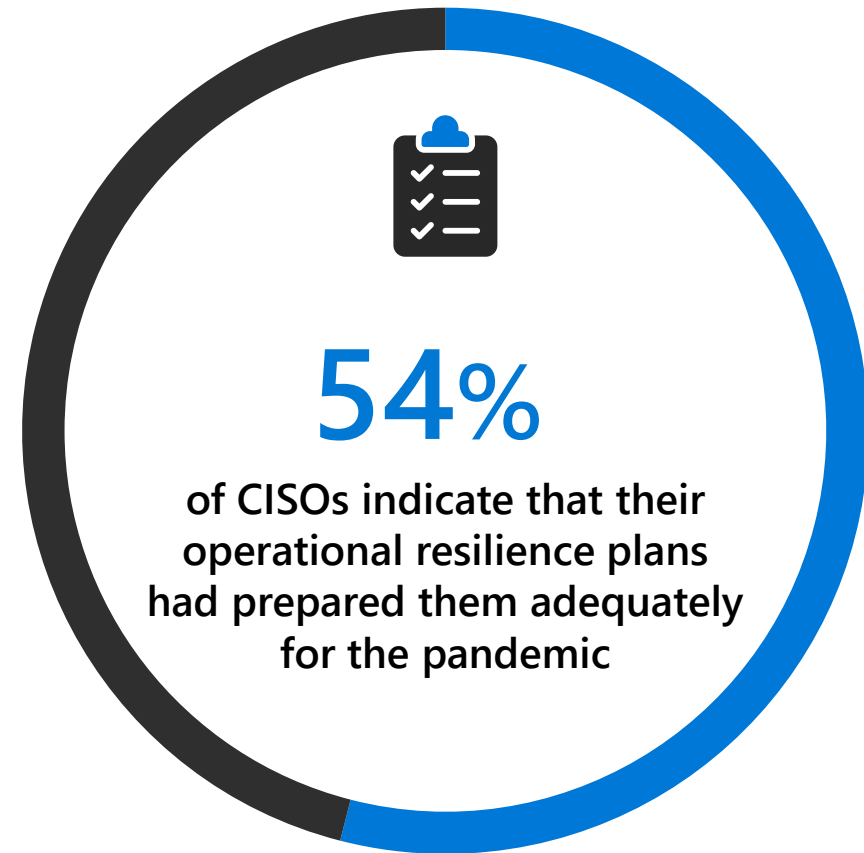
Microsoft 365 SMB licensing concepts

Secular trends are changing

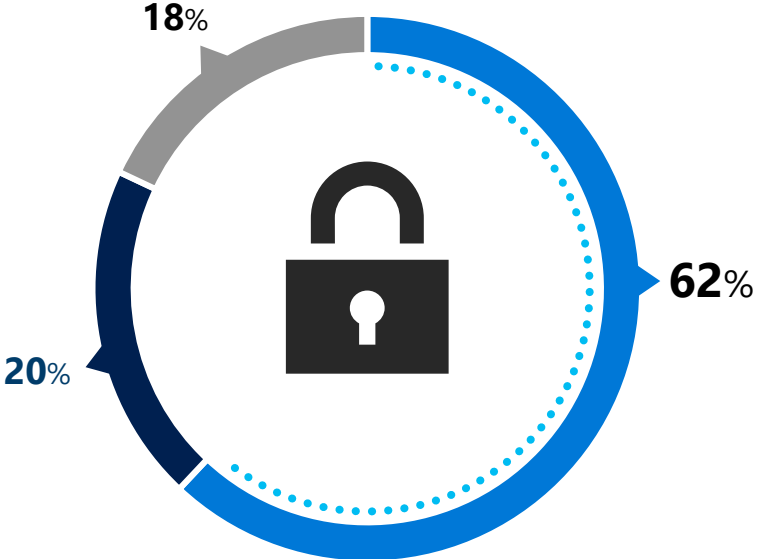
Remote everything



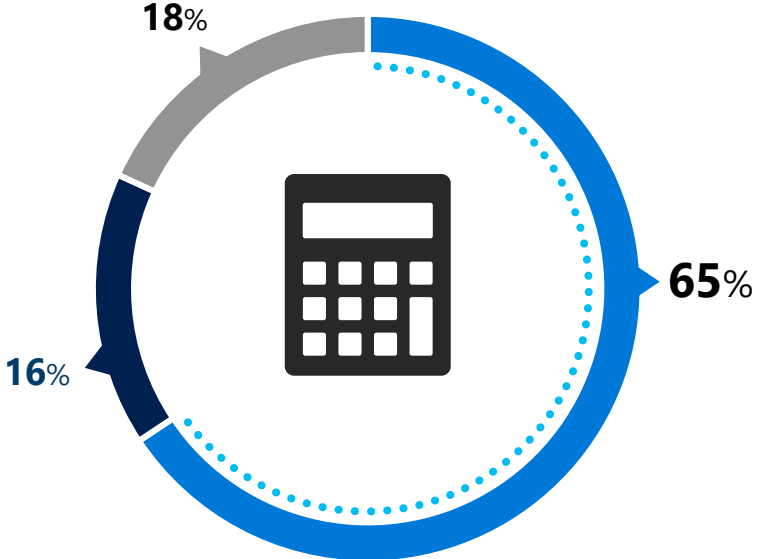
Operational resiliency



Budgets increasing to support remote work



Cybersecurity
Budget Change



Compliance
Budget Change

increased decreased no change



Today's world of work

72%

working remotely
by 2020

58%

Of cyber breaches take place at
small and medium businesses

62%

of SMB's lack the skills to deal
with security issues

Evolving partner business model

-8%

-18%

+10%

+17%

+14%



Transaction



Deployment



Advisory
& adoption



Business
solutions



Managed
services

Microsoft 365

Revenue opportunity



20%
YoY growth



Security



Modern
Desktop



Teamwork

Microsoft 365 Business: Bringing together best in class solutions...

Microsoft 365 Business Premium

Desktop Apps

Word, Excel, PowerPoint, and more

Online Services

Exchange, OneDrive, Skype,
Microsoft Teams

Business apps

Microsoft Bookings, Outlook
Customer Manager, MileIQ¹

Windows 10 Pro

Everything in Windows 10 Pro²

Plus...

Windows Defender Security Controls

Windows AutoPilot

Automatic Office apps deployment

Windows Virtual Desktop

Best of EMS

App protection for Office mobile
apps

Device Management
for Windows 10 PCs

Selective wipe of company data

...for **\$20** per user per month.

[1] Available in US, UK, and Canada only

[2] Includes upgrade benefits for Windows 7 or 8/8.1 Professional licensed PCs to upgrade to Windows 10 Pro

Microsoft 365 Name Change

Office 365 SMB offerings

Before
April 21, 2020

Office 365 Business Essentials
(US\$5 per user, per month)

Office 365 Business Premium
(US\$12.50 per user, per month)

Microsoft 365 Business
(US\$20 per user, per month)

Office client subscription products

Office 365 Business
(US\$8.25 per user, per month)

Office 365 Pro Plus
(US\$12 per user, per month)

After
April 21, 2020

Microsoft 365 Business Basic

Microsoft 365 Business Standard

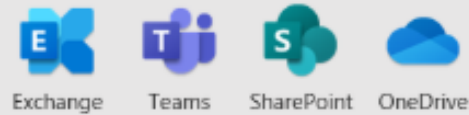
Microsoft 365 Business Premium

Microsoft 365 Apps* for business

Microsoft 365 Apps* for enterprise

Microsoft 365 Business Basic

Cloud services



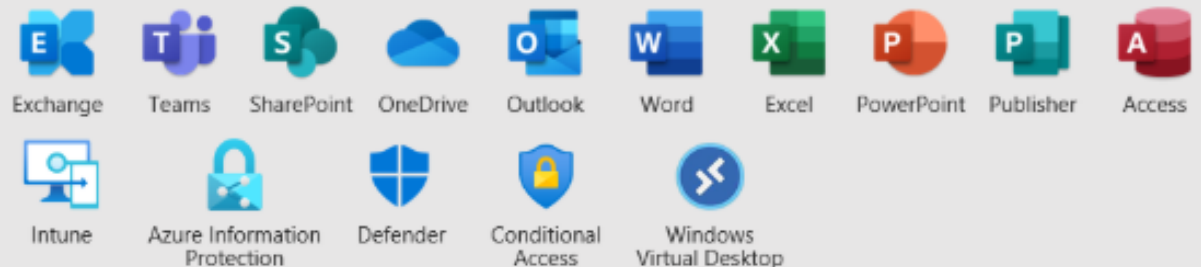
Microsoft 365 Business Standard

Cloud services and desktop apps



Microsoft 365 Business Premium

Cloud services, desktop apps, and advanced security



Microsoft 365 Business Premium | Simplifying technology investment

Archiving	~\$6.50
Device Management	~\$6.50
Cloud identity management	~\$3
Chat-based teamwork	\$8
Email Filtering	\$30
Device Anti Virus	~\$12.50
Online Meetings	~\$29
File Storage	~\$12.50
Productivity Software	\$10

Microsoft 365 Business Premium
Windows 10 Business
Intune
Office 365 Advanced Threat Protection
Azure Information Protection P1
Data Loss Prevention
Exchange Online Archiving
AAD Features

Microsoft 365 Business Premium

A single, integrated solution with support for hybrid identity

3rd party solutions >\$100

Microsoft Offerings

\$20



Security

Microsoft 365 Business Premium: SMB Security Value Proposition



Defend against
cyberthreats



Protect
business data



Manage
your devices

Microsoft 365 Advanced Threat
Protection

Microsoft Defender
+ Azure Multi Factor Authentication **NEW**
+ Self Service Password Writeback **NEW**

Microsoft 365 Data Loss Prevention

Azure Information Protection P1
Exchange Online Archiving
+ Conditional Access **NEW**

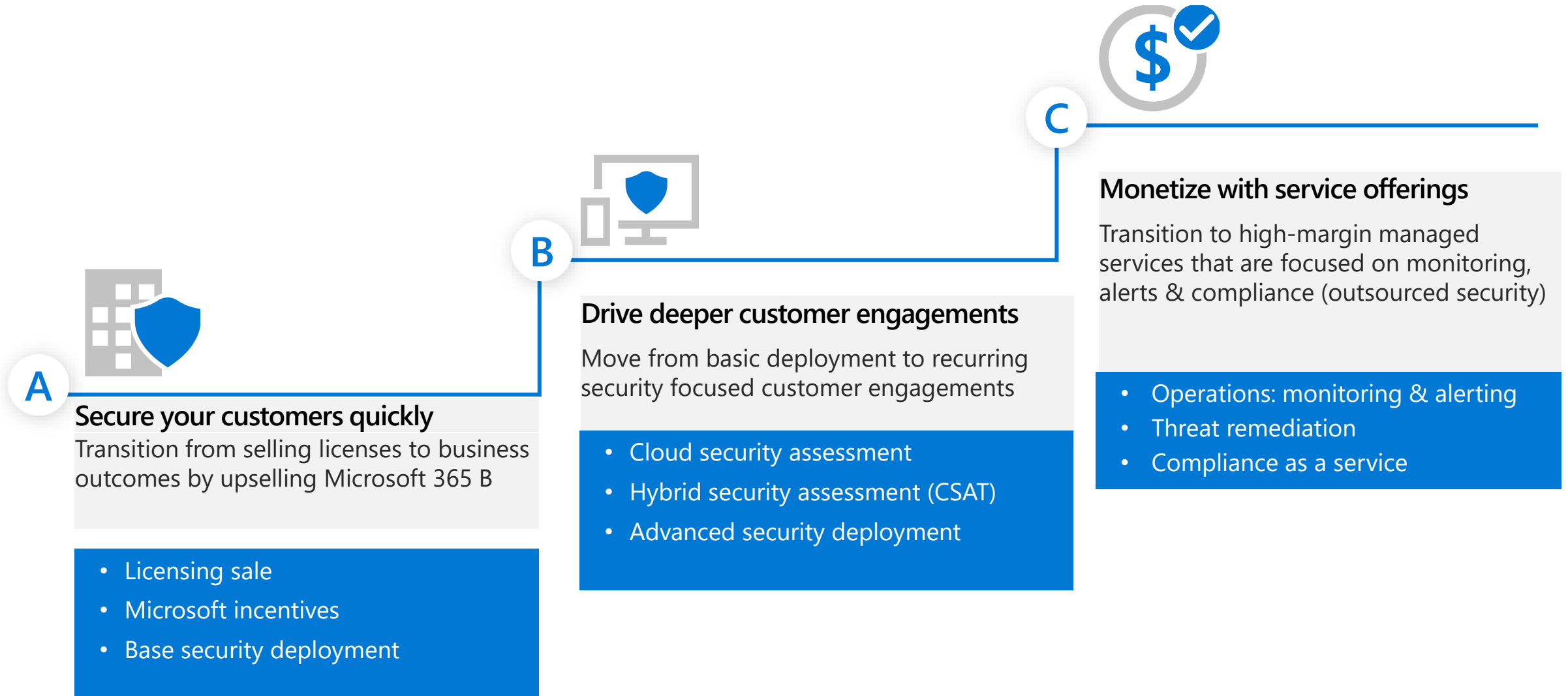
Intune

Windows Virtual Desktop

+ Microsoft 365
Shared Computer Activation **NEW**

Build Security offerings to drive profitability

\$16.30/ user/ month* of partner opportunity in SMB





Secure your customers with a few clicks

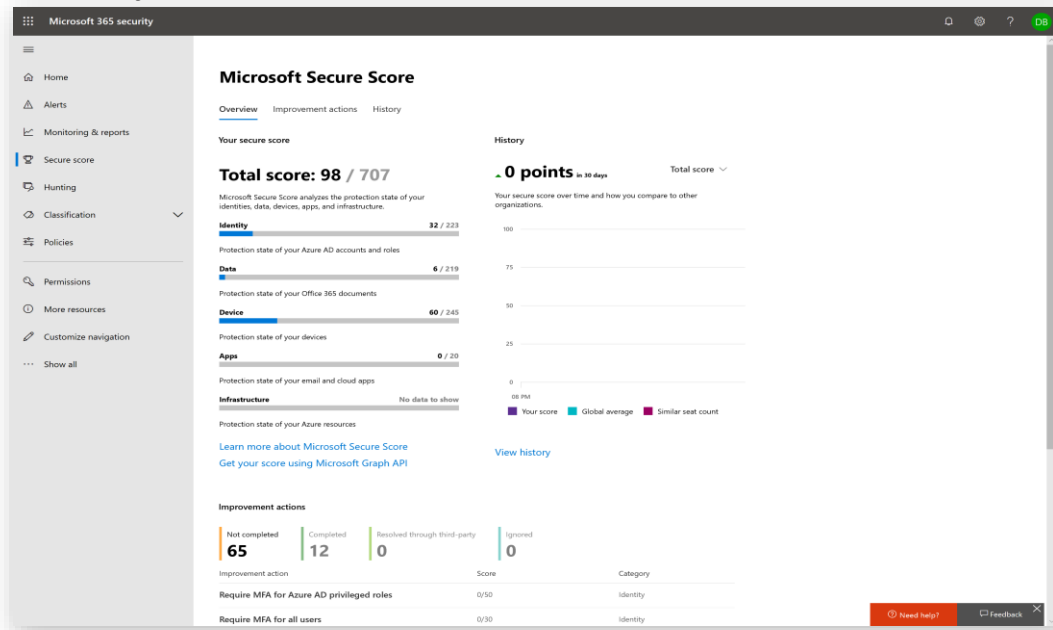
Transition from selling licenses to Business Outcomes

Security Services: Show value & improve margins with Base security feature deployment

Use Secure Score for basic assessment:

Show customers their current security posture across identity, data, device, apps and infrastructure

Secure Score helped one partner increase quotes from cold calls by 5X



Deploy Basic security features in M365BP

to protect customers from cyberthreats

M365B Capability	Deploy
Advanced Threat Protection	✓
Microsoft Defender (setup wizard)	✓
Intune MAM (setup Wizard)	✓
MFA (baseline policies)	✓
O365 Message Encryption (enabled by default)	✓
Data Loss Prevention	
Intune MDM	
Azure Information Protection	
Conditional Access	
Archiving & Retention Policies	

Drive deeper customer engagements

Become the security advisor through high value services

Develop High Value services around vulnerability assessments

Use tools to do a comprehensive security assessment for customers on a regular basis:

- Cloud security assessment
- Hybrid security assessment (CSAT)

Driving continuous improvement – drive quarterly assessments – not quite at the point where the customers give you keys to the kingdom

Use M365BP to transition into advanced security services deployment projects

M365B Capability	Deploy
Advanced Threat Protection	✓
Microsoft Defender (setup wizard)	✓
BYOD Mobile Policies (setup Wizard)	✓
MFA (baseline policies)	✓
O365 Message Encryption (enabled by default)	✓
Data Loss Prevention	✓
Full Intune Mobile Device Management	✓
Azure Information Protection	✓
Conditional Access	✓
Archiving & Retention Policies	✓

Monetize with advanced service offerings

Transition into Customer's outsourced security team

Build on M365BP and Offer High Value Managed Services

- Offer proactive monitoring, alerting & remediation services through WD ATP E5, ATP P2, AADP P2 and MCAS to block viruses, malware, ransomware, phishing and spam attacks
- Develop & refine security policies for Identity, Device and Application Management
- Provide compliance services to customers, focused on specific regulation needs.
- Create custom training portals for employee training and SharePoint workflows for effective customer data management

Transition into Customer's outsourced security team

M365B Capability	Deploy
Advanced Threat Protection	✓
Microsoft Defender (setup wizard)	✓
Intune MAM (setup Wizard)	✓
MFA (baseline policies)	✓
O365 Message Encryption (enabled by default)	✓
Data Loss Prevention	✓
Intune MDM	✓
Azure Information Protection	✓
Conditional Access	✓
Archiving & Retention Policies	✓
Add-Ons	Deploy
Advanced Threat Protection P2	✓
WD ATP E5	✓
Cloud App Security	✓
AAD P2 – Risk based IAM	✓

Modern Desktop

End of Support is a big deal for SMB and poses significant security risk

Deadlines offer a compelling moment to help SMBs continue to modernize the way they work

Windows 7

January 2020

Office 2010

October 2020

Office 2013 and earlier Office 365 connectivity

October 2020



69%

of SMBs are not aware or only slightly aware of the end of support dates.

Help customers avoid security risks caused by unsupported solutions

Start early to retain customers that are ripe for change

Build Modern Desktop offerings to drive profitability

\$16.30/ user/ month* of partner opportunity in SMB



Migration

Email, file and active directory migration



Device Refresh

New Windows 10 Pro devices and set up



Adoption Services

End user education

Teamwork

Microsoft Teams

The hub for teamwork in Microsoft 365



Persistent 1:1 & Group Chat



Powerful Online Meetings

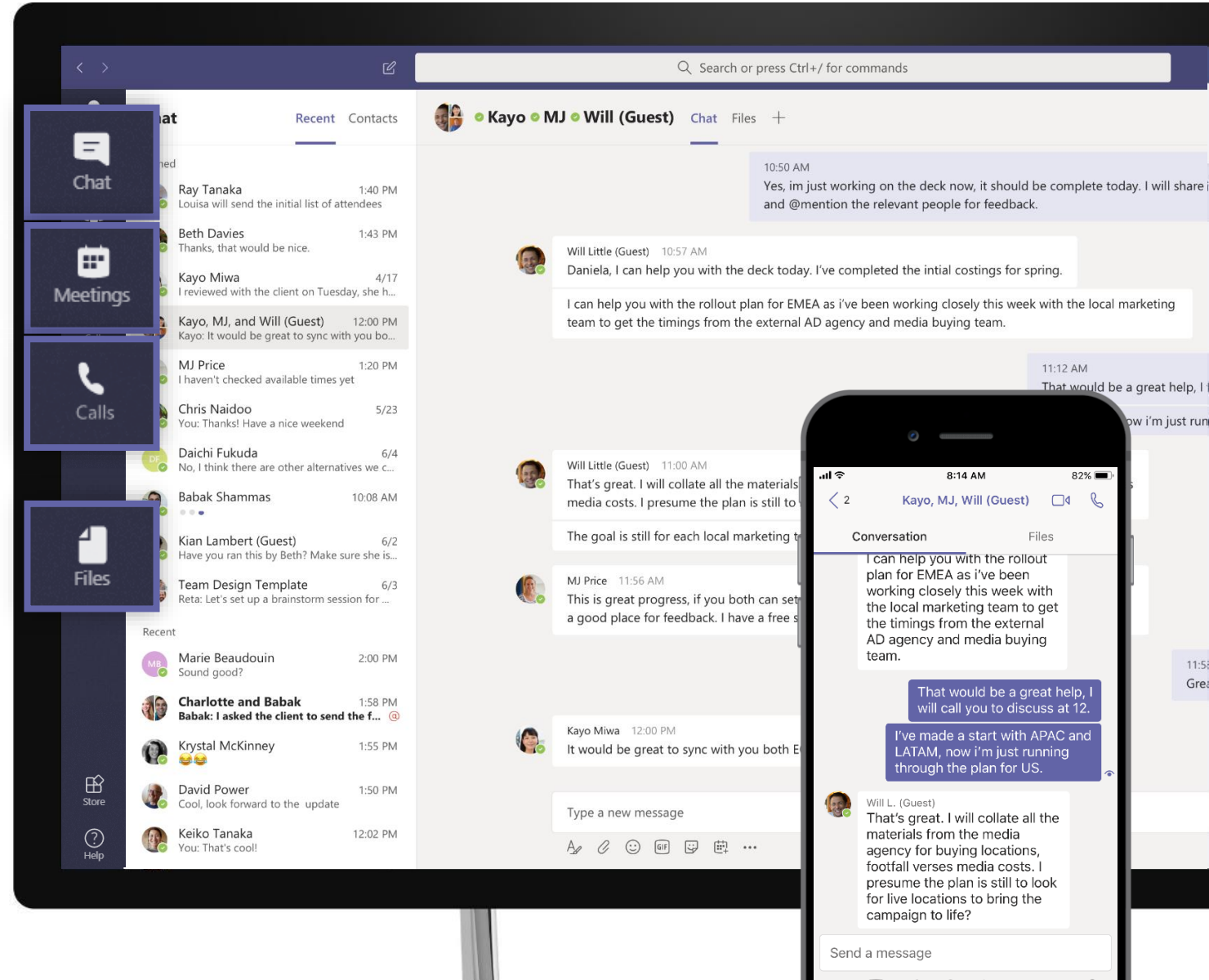


Enterprise Calling & Voice



Built-in Office 365 Apps

Built with the enterprise-grade security and compliance our customers rely on



Microsoft Teams

Help SMB's run and grow their business



Real time collaboration



Connect with customers and suppliers



Mobile worker support



Customizable for business processes and industries

Build Teamwork offerings to drive profitability

\$16.75/ user/ month* of partner opportunity in SMB



Teamwork basics

Email, chat and collaboration



Better meetings

Package meetings services and devices



Teams custom solutions

Secured light-weight business solutions

Adoption and change management services

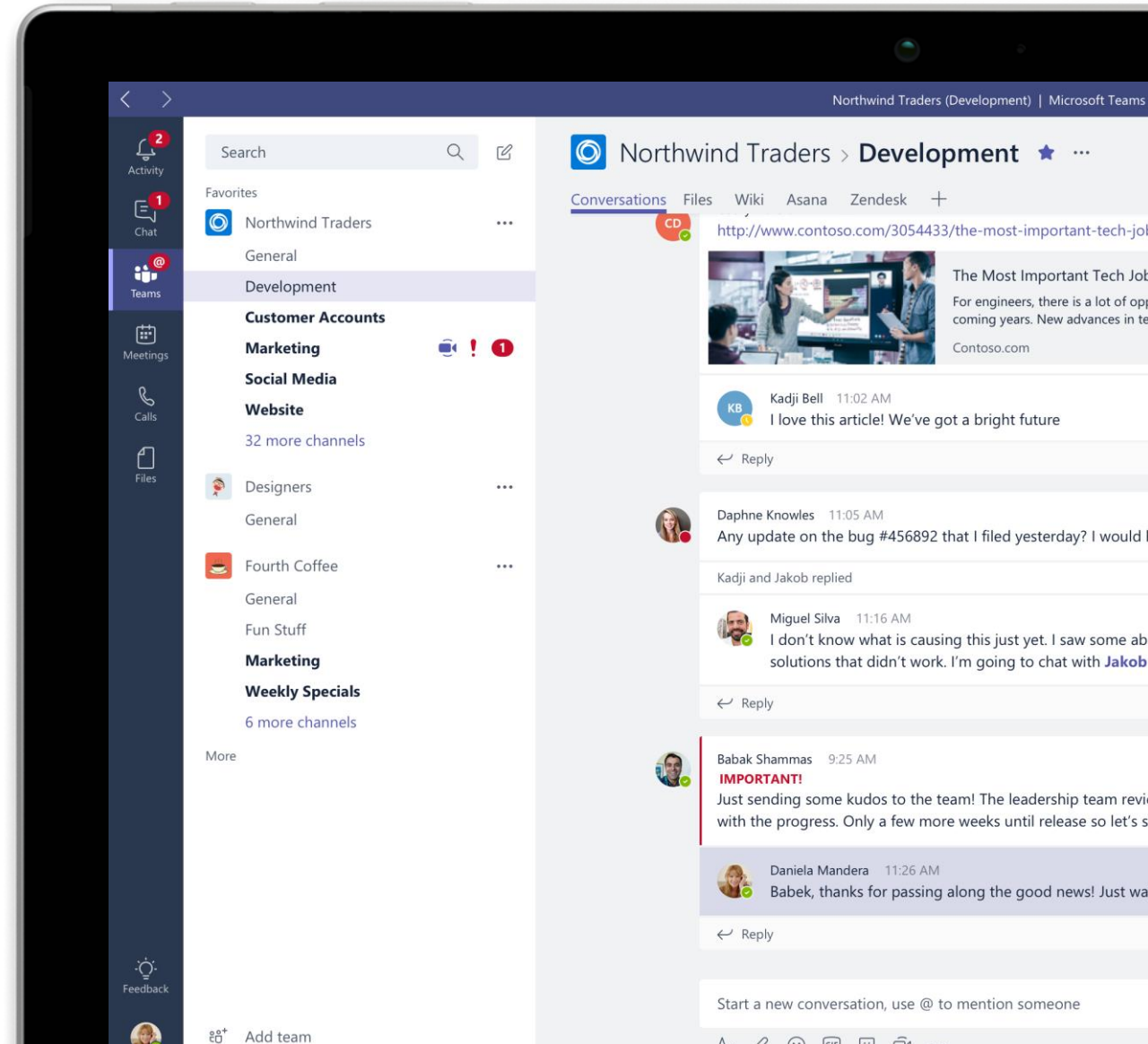
Enable end user adoption and success

*"The Microsoft 365 Partner Opportunity". Forrester Consulting. July 2019.

Teamwork basics

Helps SMBs organize and share information

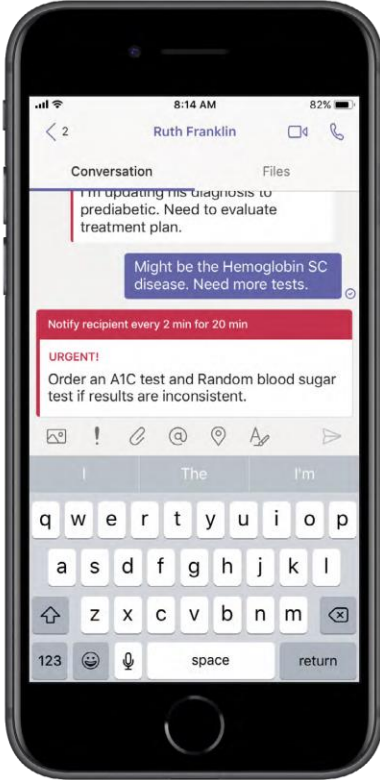
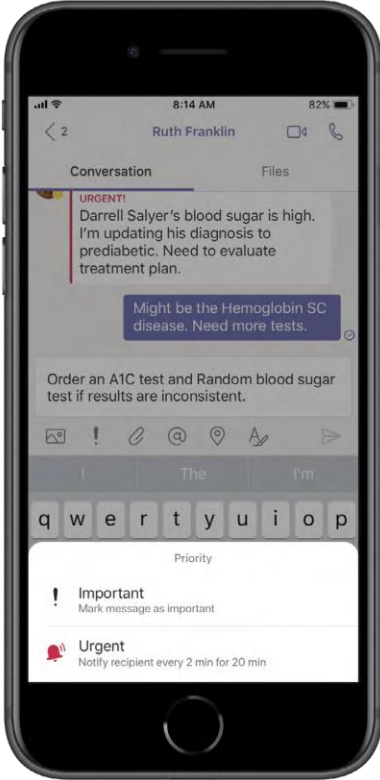
Services	Description
Migrate	Help SMBs start their journey in the cloud through migrating email, files and identity
Set up	Standardize the organization on Teams for collaboration. Move files to channels
Integrate	Integrate other Microsoft services into Teams experience



Adoption and change management

Accelerate end-user adoption and value with value-added one-time and ongoing services

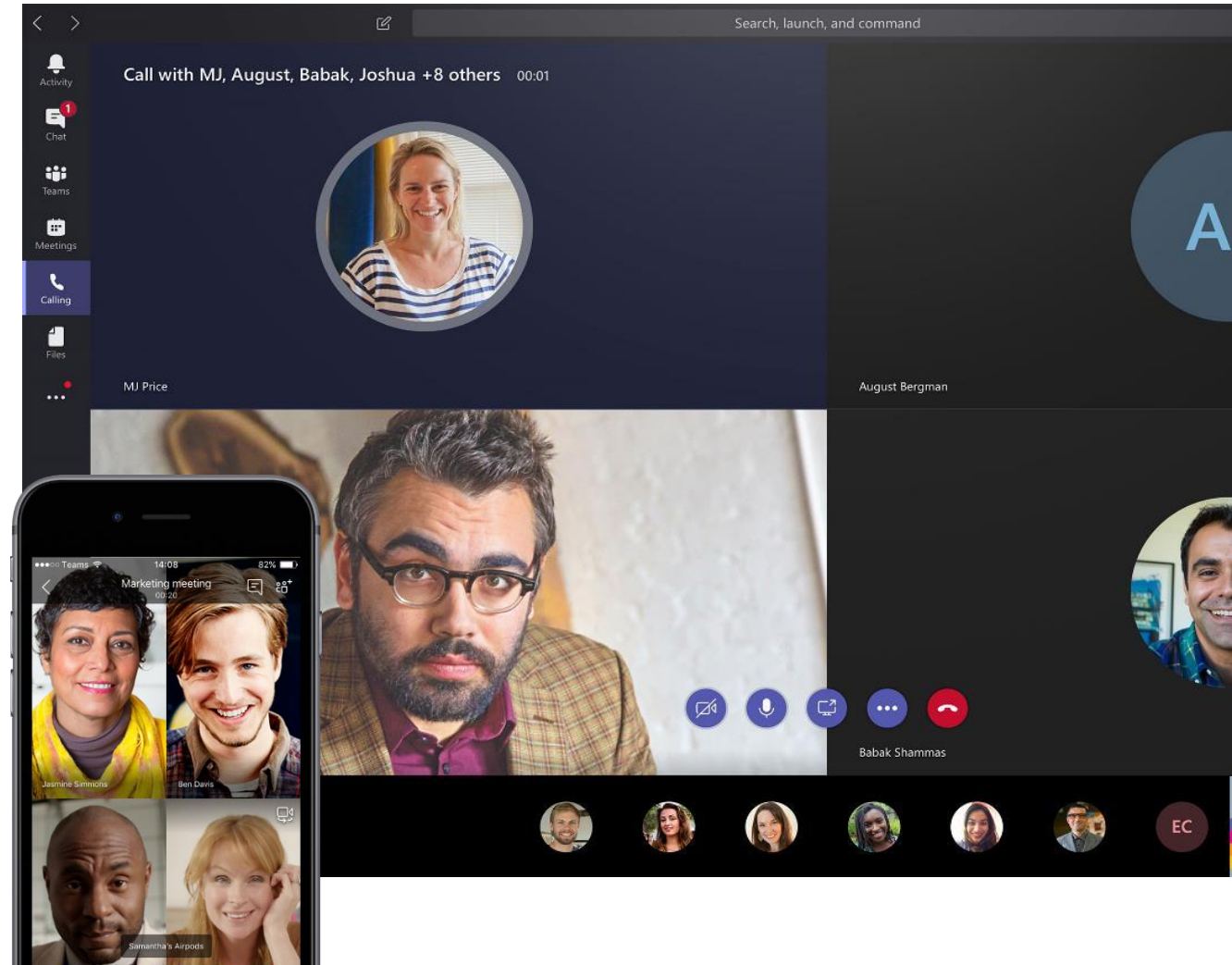
Services	Description
Onboarding	Offer in-person workshops to get familiar with Teams and transition from email
Engagement	Create digital learning paths for end users with on-demand training resources
Track	Agree on metrics and track usage to refine offerings and roadmap



Meetings management

Package services and devices for a managed meeting experience and ongoing revenue

Service	Description
Assessment	Conduct an assessment to determine user needs for meetings solution
Devices	Add Teams certified devices and Teams Rooms for a seamless experience
Manage	Monetize with ongoing service on meetings management



Teams custom solutions

Meet your customers' unique Teamwork needs with secured, repeatable solutions

Offerings

Integrate

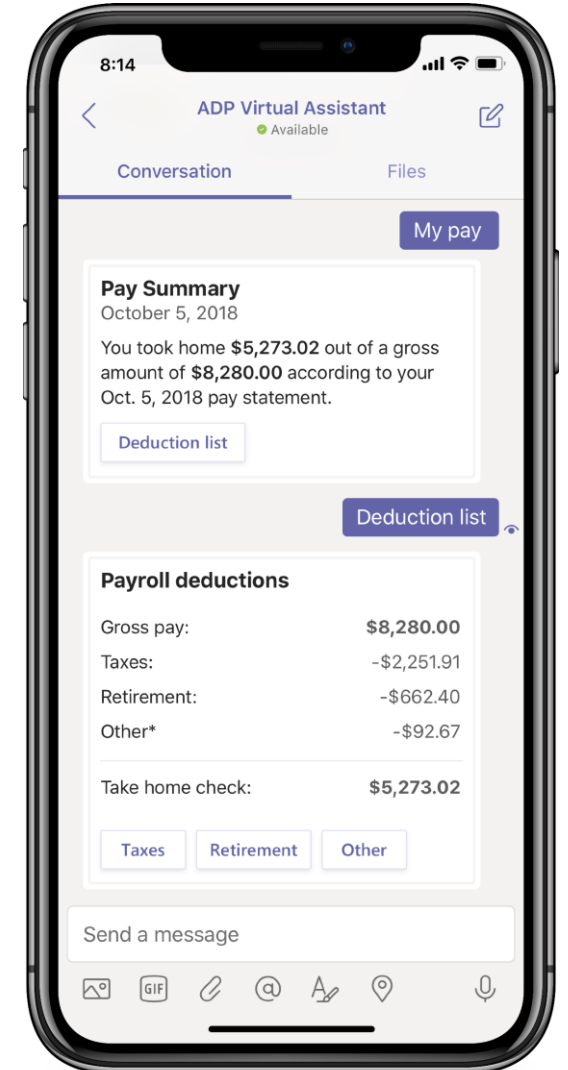
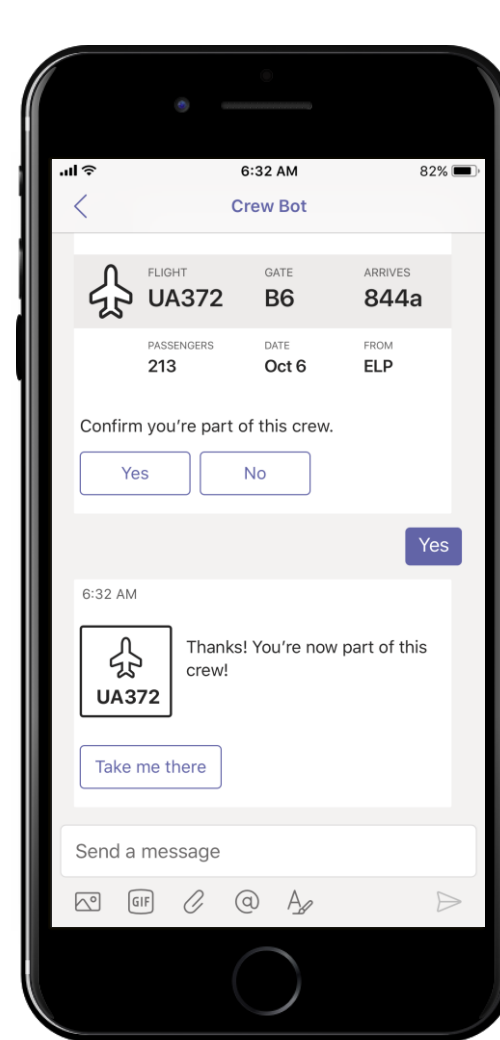
Extend existing productivity solutions into Teams using the app gallery

Modernize

Modernize and integrate LOB experiences into Teams

Automate

Build low code solutions using PowerApps to meet industry customer needs



SMB partner strategy

Customer needs

Teamwork

Transition to Microsoft 365 Business Basic

Services Delivered

- Email and file migration
- Adoption training
- Meetings room set up
- No code app integrations
- 24*7 Support

Get Modern

Move to Microsoft 365 Business Standard

Services Delivered

- Deploy Office Apps
- Refresh ageing devices
- Set up with Autopilot

Advanced Security

Standardize on Microsoft 365 Business Premium

New Services Delivered

- Security assessment
- Security deployment (ATP, AIP ect)
- Remote monitoring
- Threat remediation
- Policy modernization

Cloud Voice

Attach Microsoft 365 Business Voice*

New Services Delivered

- PBX migration
- Calling rollout
- Business solution integration

Continuing services

- 24*7 Support
- Email and file migration
- Adoption training
- Meetings support

- 24*7 Support
- Adoption training
- Meetings support

- 24*7 Support
- Adoption training
- Meetings support
- Monitoring and remediation
- Policy modernization

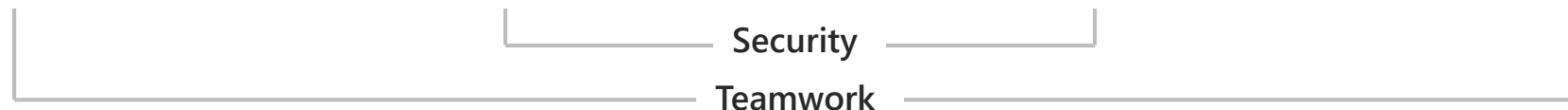
Profitability

\$20/ user upfront (deployment)
\$5 per user/month (license)
\$16.75 per user/month (service)

\$1,000/ user upfront (devices)
\$12.50 per user/month (license)
\$32.50 per user/ month (service)

\$50/ user upfront (security deployment)
\$20 per user/month (license)
\$48.25 per user/ month (service)

\$50/ user upfront (voice deployment)
\$44 per user/month (license)
\$60 per user/ month (service)



Microsoft 365

Microsoft 365
Enterprise

**Microsoft 365
Business**

Microsoft 365
Education

Microsoft 365 F1
Microsoft 365 E3
Microsoft 365 E5

Microsoft 365 Business Basic
Microsoft 365 Business Standard
Microsoft 365 Business Premium

Comparison of Business Premium, Microsoft 365 Business, Office 365 E3 and E5

Features		Microsoft 365 Basic	Microsoft 365 Business Premium	Microsoft 365 E3	Microsoft 365 E5
	Estimated retail price per user per month \$USD (with annual commitment)	\$12.50	\$20	\$32	\$57
	Maximum number of users	300	300	unlimited	unlimited
Office Apps	Install Office on up to 5 PCs/Macs + 5 tablets + 5 smartphones per user (Word, Excel, PowerPoint, OneNote, Access), Office Online	Business	Business	Apps Ent.	Apps Ent.
Email & Calendar	Outlook, Exchange Online	50GB	50GB	unlimited	unlimited
Hub for Teamwork	Chat-based workspace, online meetings, and more in Microsoft Teams	●	●	●	●
File Storage	OneDrive for Business	1 TB/user	1 TB/user	unlimited	unlimited
Social, Video, Sites	Yammer, SharePoint Online, Planner	●	●	●	●
	Stream		●	●	●
Business Apps	Scheduling Apps – Bookings ¹ , StaffHub	●	●	●	●
	Business Apps – Outlook Customer Manager, MileIQ ¹ , Invoicing ¹	●	●		●
Threat Protection	Microsoft Advanced Threat Analytics, Device Guard, Credential Guard, App Locker, Enterprise Data Protection, Office 365 Advanced Threat Protection		●	●	●
	Windows Defender Advanced Threat Protection				●
	Office 365 Threat Intelligence				●
Identity Management	Self-service password reset for hybrid Azure Active Directory accounts		●	●	●
	Azure AD: Conditional Access, Cloud App Discovery, AAD Connect Health, SSO for more than 10 Apps		●	●	●
	Credential Guard and Direct Access			●	●
	Azure Active Directory Plan 2				●
Device & App Management	Microsoft Intune, Windows AutoPilot		●	●	●
	Shared Computer Access		●	●	●
	Microsoft Desktop Optimization Package, VDA			●	●
Information Protection	Office 365 Data Loss Prevention, Azure Information Protection Plan 1		●	●	●
	Azure Information Protection Plan 2, Microsoft Cloud App Security, O365 Cloud App Security				●
On-Prem CAL Rights	ECAL Suite (Exchange, SharePoint, Skype, Windows, SCCM, Win. Rights Management)			●	●
Compliance	Unlimited email archiving ²		●	●	●
	Advanced eDiscovery, Customer Lockbox, Advanced Data Governance				●
Analytics	Power BI Pro, MyAnalytics				●
Voice	PSTN Conferencing, Cloud PBX				●

[1] Available in US, UK, Canada

[2] Unlimited archiving when auto-expansion is turned on

Microsoft 365 E3 vs Microsoft 365 Business Premium

Partners have traditionally sold **Office 365 E3** to SMB customers for security and compliance but now **Microsoft 365 Business** offers a more complete security solution

Core security features available in **Microsoft 365 E3** and **Microsoft 365 Business Premium**

- 1. Data Loss Prevention**
Does content analysis to easily identify, monitor, and protect sensitive information (eg SSN) from leaving org
- 2. Exchange Online Archiving**
100GB Archiving & preservation policies such as eDiscovery to remain complaint
- 3. Office Message Encryption**
Encrypt email messages, including adding do not forward and encryption properties
- 4. Office 365 Multi Factor Authentication**
Multi factor authentication for Office 365 services

Additional security only available in **Microsoft 365 Business Premium**

- 1. Conditional Access**
Define criteria to access company data based on factors like the type of device, app and location
- 2. Office 365 Advanced Threat Protection**
Attachment scanning & ML detection to catch suspicious attachments +link Scanning/Checking to prevent users from clicking suspicious links
- 3. Azure Information Protection**
Controls & Manages how sensitive content is accessed by providing classification labels on documents and email
- 4. Intune**
Manages devices and apps from the cloud, enabling device security and protecting company information on employee devices
- 5. Azure Multi Factor Authentication**
Set up multifactor authentication for third party applications



Moving Customers to the Cloud

What Office 2010 and Windows 7 EOS means

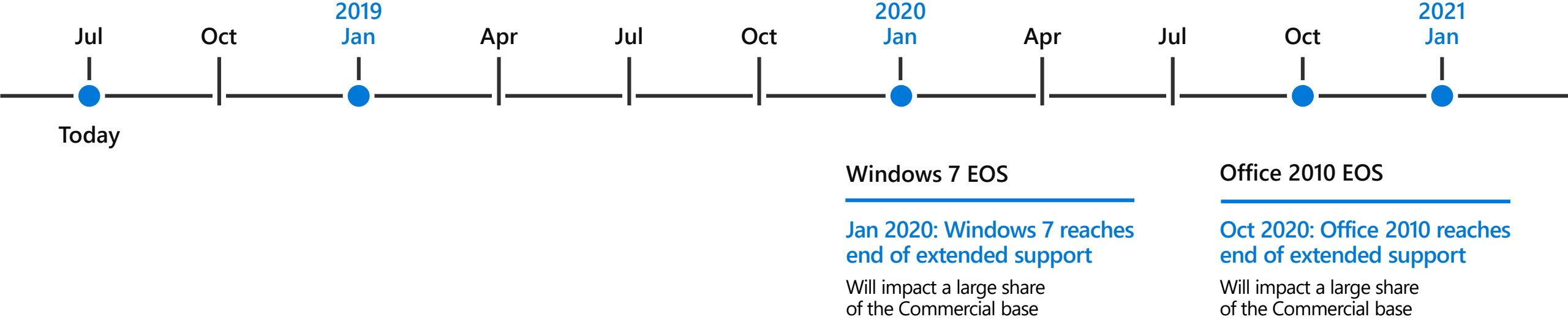
How to articulate the value of Win 10 and O365

How to overcome technical objections

Which tools and resources are available to help

Customer Value Prop and Blockers

Significant milestones over the next two years

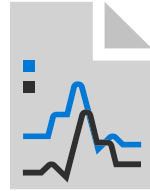


What's holding customers back?



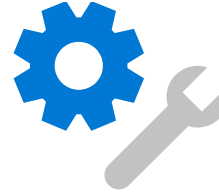
Backward compatibility

Will the macros we created earlier continue to work? Do we need to rewrite apps for Office 365 or Windows 10?



Third-party add-ins

Do my third party/ISV add-ins work with Office 365? How do I verify that?



Assessment tools

We don't have the tools to assess compatibility with Windows 10 or Office 365



Ongoing assistance

What if we have app-compatibility issues after a future update to Windows 10 or Office 365?

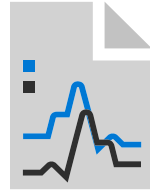
Microsoft **compatibility** promises and findings



Backward compatibility

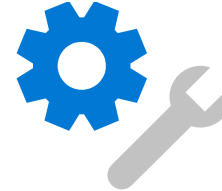
Object model unchanged from Office 2013. **99%** of third-party add-ins are compatible with Office 365

Only **0.16%*** of apps we have encountered are not compatible with Windows 10



Third-party add-ins

Proactively monitor add-in health and work with developers through [ready for modern desktop](#) page



Assessment tools

Do analysis of existing Office and Windows environments with [Office readiness toolkit](#), [Windows Analytics](#) & [Microsoft Productivity Score](#)



Ongoing assistance

[Desktop app assure](#) and FastTrack support**

* Based on Microsoft analysis of Windows 7 apps through Desktop app assure program

**For customers over 150 users

Always up to date, enriched with new apps and features

Microsoft 365

Office 365

Office 2019 Morph & Zoom | 2D Maps | Funnel Charts | New Excel Functions | Focused Inbox | Black Theme | Focus Mode (Mac) | Accessibility Checker | Click to Run



Office 2016 Treemap | Sunbursts | Tellme | Smart Lookup | Office 365 Groups | One-click forecasting | Weather forecast (Mac) | Outlook Recent Items

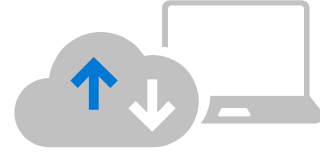


Office 2013 Templates | Presentation mode | Object zoom | Quick Analysis | Flashfill | Chart | Recommendations | Expand and Collapse



Office 2010 MRU | File tab | Backstage | Sparklines | Protected view | Trusted | Documents

Office Perpetual



Microsoft 365 Business Standard

One PC



Per User

Static features



Always up-to-date



Microsoft Teams



Real-time collaboration




Comprehensive security




Mobile + PC + Mac + browser

Windows 7

BitLocker / Device Encryption	Secure / Trusted Boot
Windows Firewall	Smartscreen
Windows Update	TPM

 Security features

Remote Desktop	Domain Join / Group Policy
----------------	----------------------------

 Management and deployment

Windows 10 Professional

Windows Device Health Attestation Service	Windows Information Protection
<u>Microsoft Defender AV*</u>	Windows Hello Devices
Secure / Trusted Boot	Windows Hello for Business
BitLocker / Device Encryption	Microsoft Edge
BitLocker / Device Encryption	Secure / Trusted Boot
Windows Firewall	Smartscreen
Windows Update	TPM



Security features

Windows Analytics	Windows Autopilot
Assigned Access / Kiosk	Cortana for Work
Auto VPN	Windows Update for Business
Windows Store for Business	Remote Desktop
Mobile Device Management	Mobile Device Management
Enterprise State Roaming in Azure AD	Azure AD Join/MDM Management
Client Hyper-V	Dynamic Provisioning
Remote Desktop	Domain Join / Group Policy



Management and deployment



Microsoft Security—a leader in five Gartner magic quadrants.



Access Management



Cloud Access Security Brokers



Enterprise Information Archiving



Endpoint Protection Platforms



Unified Endpoint Management Tools

*Gartner "Magic Quadrant for Access Management," by Michael Kelley, Abhyuday Data, Henrique, Teixeira, August 2019

*Gartner "Magic Quadrant for Cloud Access Security Brokers," by Steve Riley, Craig Lawson, October 2019

*Gartner "Magic Quadrant for Enterprise Information Archiving," by Julian Tirsu, Michael Hoech, November 2019

*Gartner "Magic Quadrant for Endpoint Protection Platforms," by Peter Firstbrook, Dionisio Zumerle, Prateek Bhajanka, Lawrence Pingree, Paul Webber, August 2019

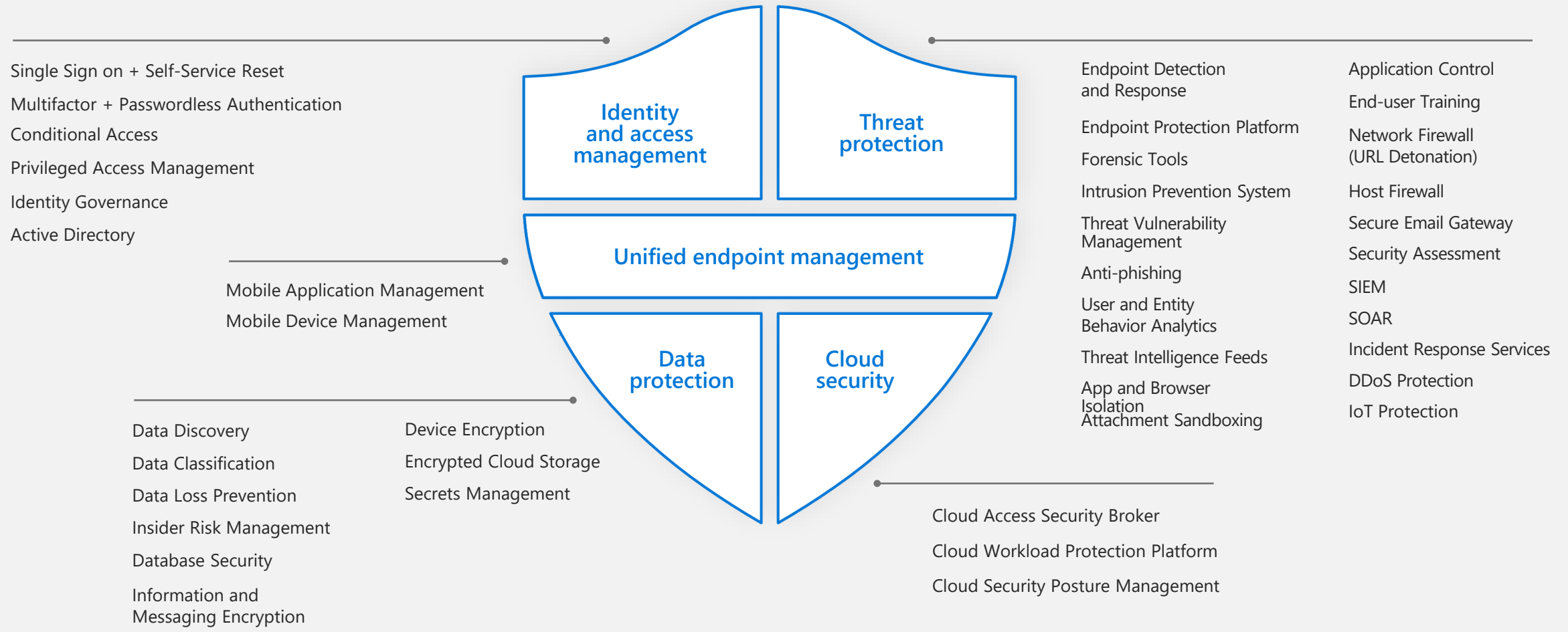
*Gartner "Magic Quadrant for Unified Endpoint Management Tools," by Chris Silva, Manjunath Bhat, Rich Doheny, Rob Smith, August 2019

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Streamline and strengthen

Replace up to 40 disparate products with integrated, end-to-end security.



Advantages of moving to Windows 10 Pro

Microsoft Defender Antivirus & Microsoft Defender Exploit Guard

Where we started

Microsoft Defender Antivirus

Lightweight anti-virus application designed to deliver powerful security without taxing resources

Stay's up-to-date to protect from new threats and runs quietly in the background to minimize user interruptions


Used by over 50% of commercial Windows 10 PC's


Microsoft Defender SmartScreen


Block and prevent malicious and suspicious apps and websites from loading or running


Policy name *


Policy type


Secure Windows 10 devices  On device end points


Help protect PCs from viruses and other threats using Windows Defender Antivirus  On


Help protect PCs from web-based threats in Microsoft Edge  On d by malware to


Use rules that reduce the attack surface of devices  On


Protect folders from threats such as ransomware  On


Prevent network access to potentially malicious content on the Internet  On rs, and block protected files

Help protect files and folders on PCs from unauthorized access with [BitLocker](#)  On

Allow users to download apps from Microsoft Store  On

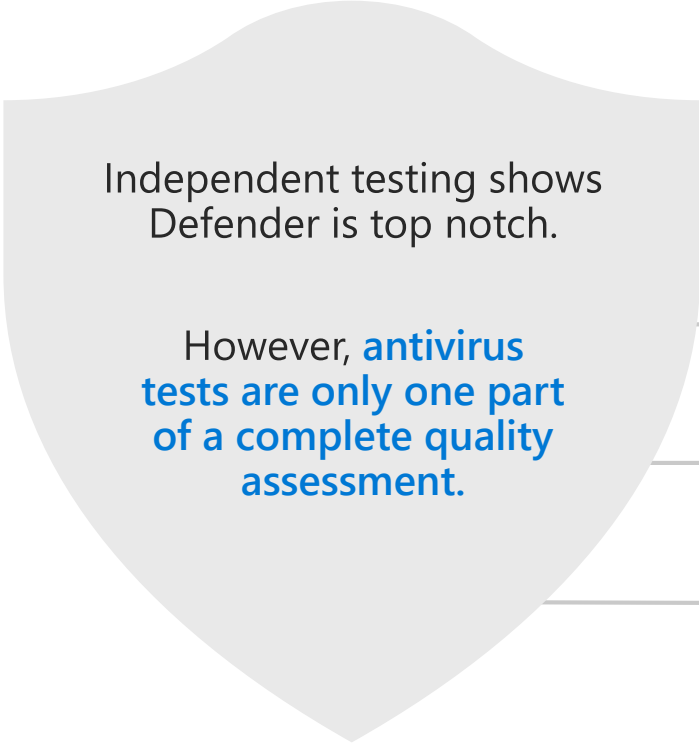
Allow users to access Cortana  On ild host phishing

Allow users to receive Windows tips and advertisements from Microsoft  On

Keep Windows 10 devices up to date automatically  On

Turn off device screen when idle for

5 Reasons you should re-consider Microsoft Defender



Independent testing shows Defender is top notch.

However, **antivirus tests are only one part of a complete quality assessment.**

1

Credibility: 6.0/6.0 score on the most accredited Antivirus test and trusted on over 500 million devices.

2

Ransomware: Advanced capabilities to guard against ransomware beyond signatures, including isolating important files

3

Ease of Use: Pre-installed with automatic updates, so you spend less time on configuration and more time focused on your business.

4

Artificial Intelligence: Trillions of threat signals analyzed to quickly catch new threat **behaviors** early

5

Peace of Mind: Light-weight application, **integrated with Windows kernel**, puts minimal load on your system resources. It works quietly in the background, minimizing annoying user interruptions and increasing user productivity, all while protecting from the latest cyber threats.

Choose a **modern device** for the best customer experience

Legacy devices



Modern devices



28%

Faster startup time



33%

Less security incidents



2.5x

Better performance



65%

Better multi-tasking



3x

Longer battery life



3x

Less repairs

Microsoft Surface is the SMB modern device

A broad portfolio to choose from to upgrade ageing PC's to a modern Windows 10 experience



Surface Go

Portable power

For those who want to bring the best of Microsoft to life on our smallest, lightest Surface yet



Surface Pro

Ultra-light and versatile

For those who want the ultimate in versatility and mobility without sacrificing performance



Surface Laptop

Style and speed

For those who want the laptop form factor, with the perfect balance of style, security, and manageability



Surface Book

Powerhouse performance

For those who want the ultimate in performance, plus versatility and innovative design on the go



Surface Studio

The ultimate creative studio

For those who want to combine the power of a desktop and the versatility of a drafting table to create the ultimate workspace



Surface Hub

Move beyond meetings, to true teamwork

For teams that want the best way to connect, create, and brainstorm with others regardless of their location

The users who love our products span across roles and industries →| [Learn more](#)

Upgrading Windows 7/8 devices

The problem:

Discovering apps and drivers and then testing for potential compatibility issues is a big pain point

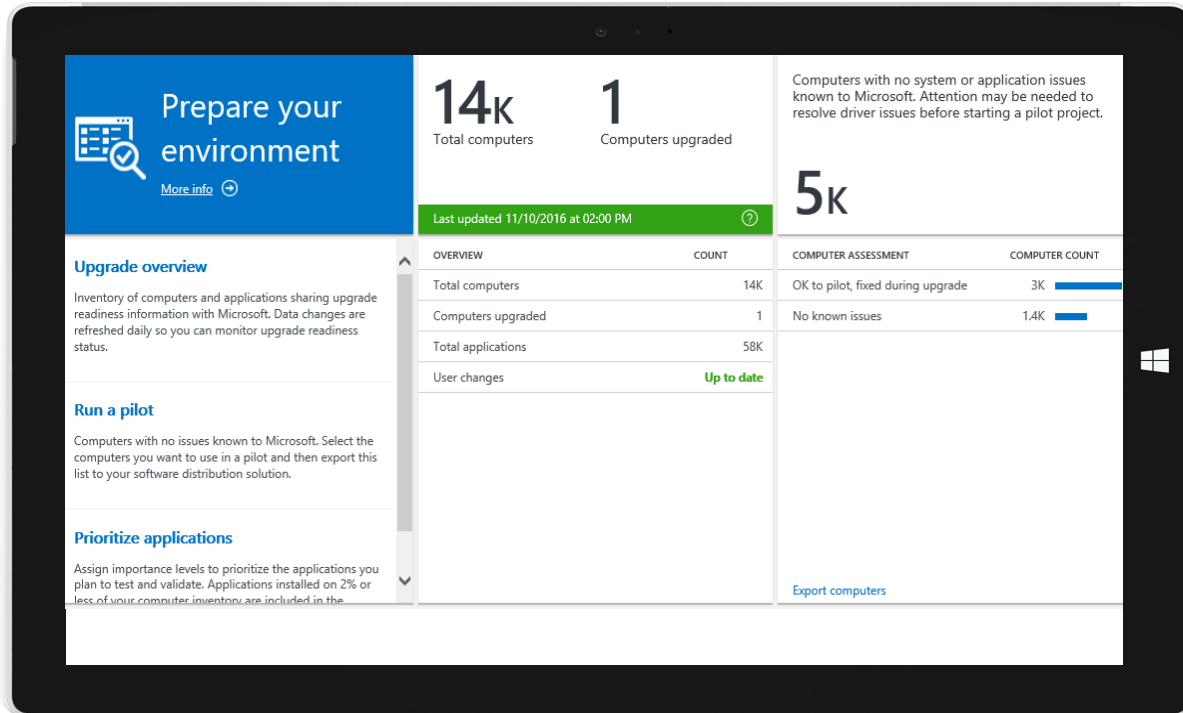
Solutions:

Clean slate – purchase/reset devices. Use Intune/Endpoint Manager and Windows Autopilot to get users productive with apps and data.

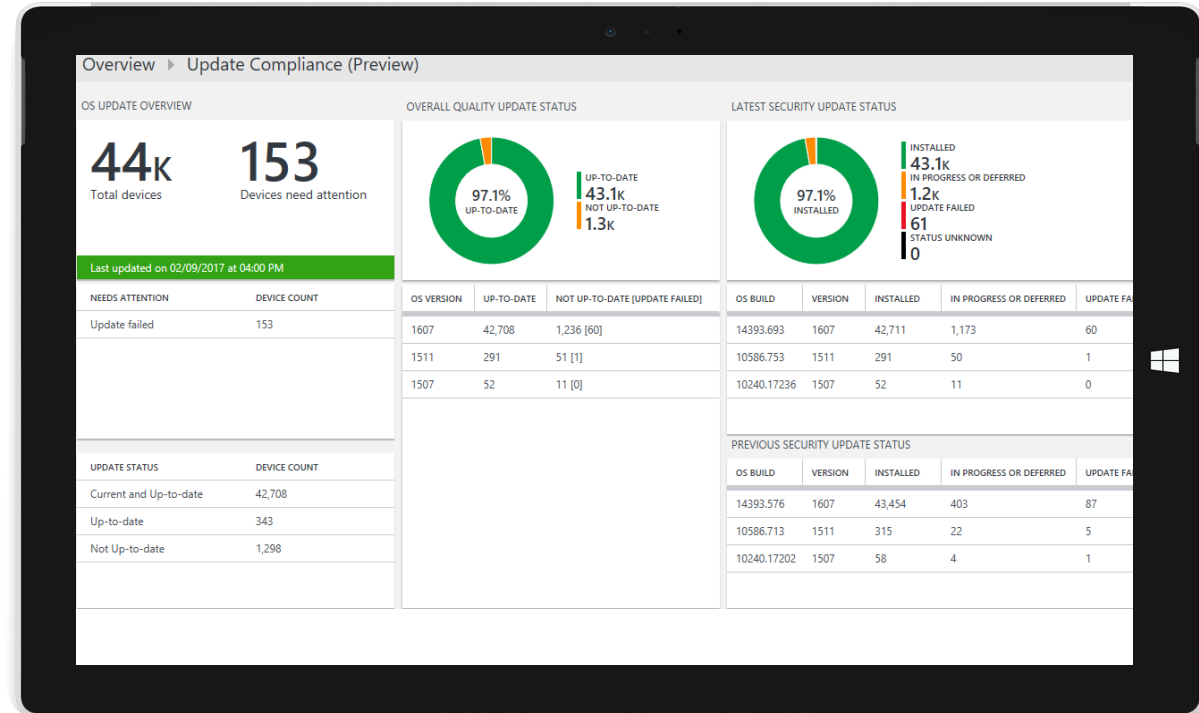
Upgrade Readiness – Solution that collects & analyzes system data to identify compatibility issues known to Microsoft – [Upgrade Readiness Link](#)



Windows Analytics | A suite of tools

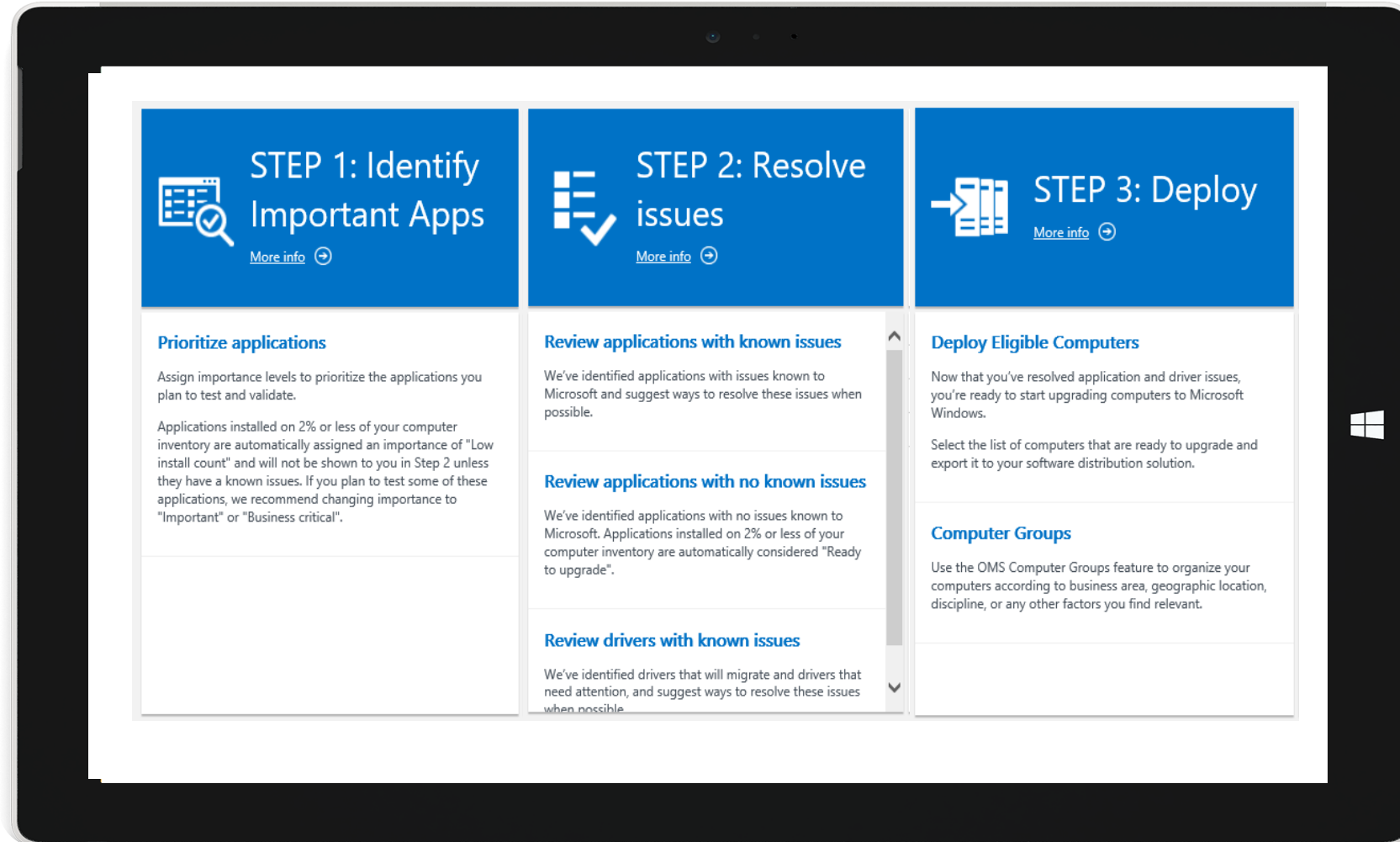


Upgrade readiness



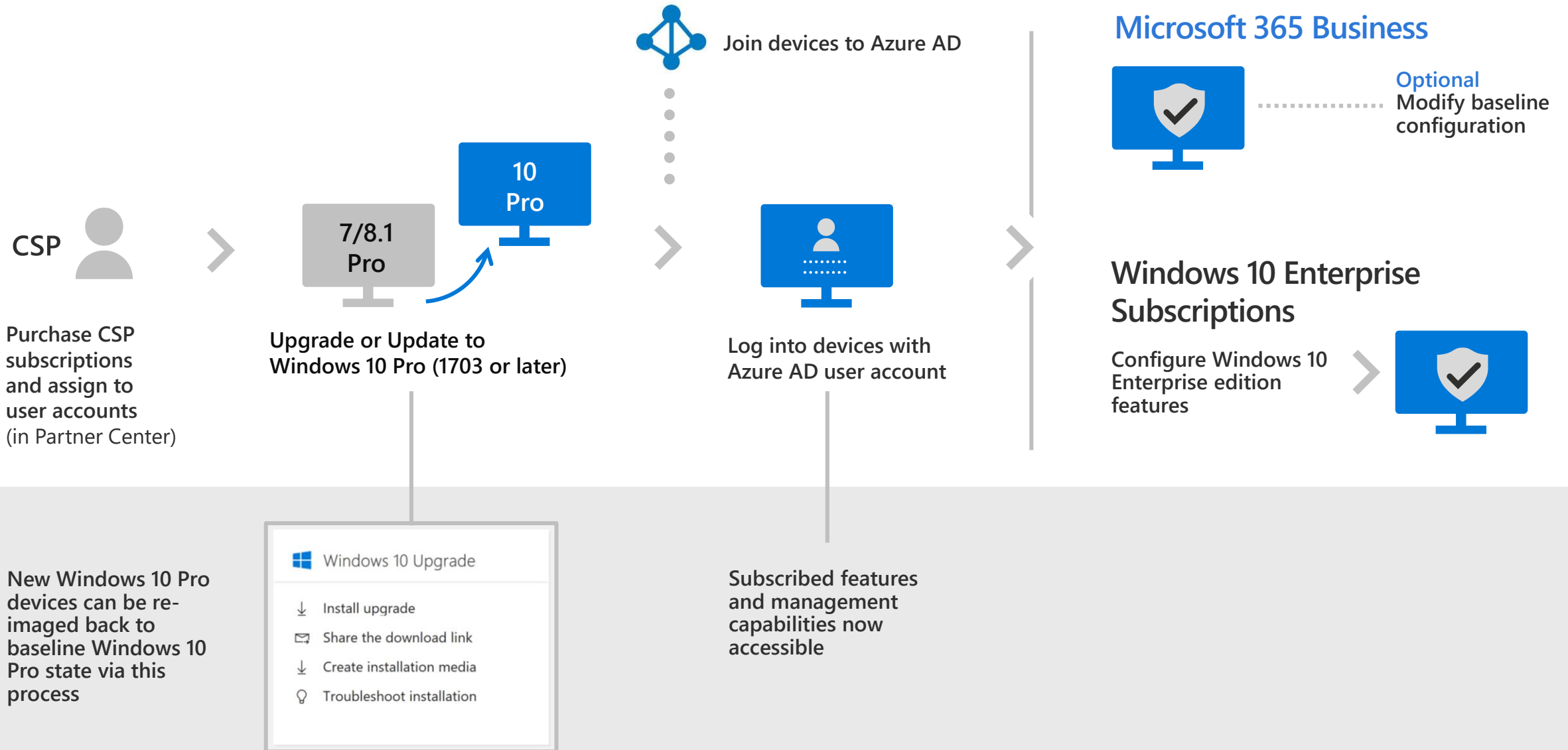
Update compliance

Microsoft recommended upgrade workflow



[Link to Desktop Analytics](#)

Deployment process

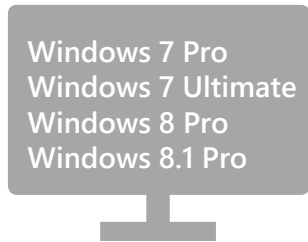


Paths to Windows 10 Pro

Boot to USB/DVD options

- Upgrade (keep files, apps, and settings)
- Custom (install Windows only [keep nothing])

May require manual re-input of OEM license key to activate



Windows 10
Home



OR



In-place upgrade

Windows 10 Pro Pack

Not included; purchase from Microsoft Store @ USD\$99 per device



In-place upgrade options

- Keep files, apps, and settings
- Keep files only (discard apps and settings)
- Keep nothing (discard files, apps, and settings)

Upgrading Office 2010

The problem:

Macros and add-ins designed for older versions of office may not work with modern versions.

Solutions:

Clean slate – Simply allow M365B to deploy Office click to run (C2R) and it will uninstall older versions of Office.
Instruct users to

Readiness Toolkit – Standalone app that scans for VBA macros and Office add-ins



Office Readiness Toolkit

Assess upgrade readiness across devices

Excel report with device & global:

Macro inventory

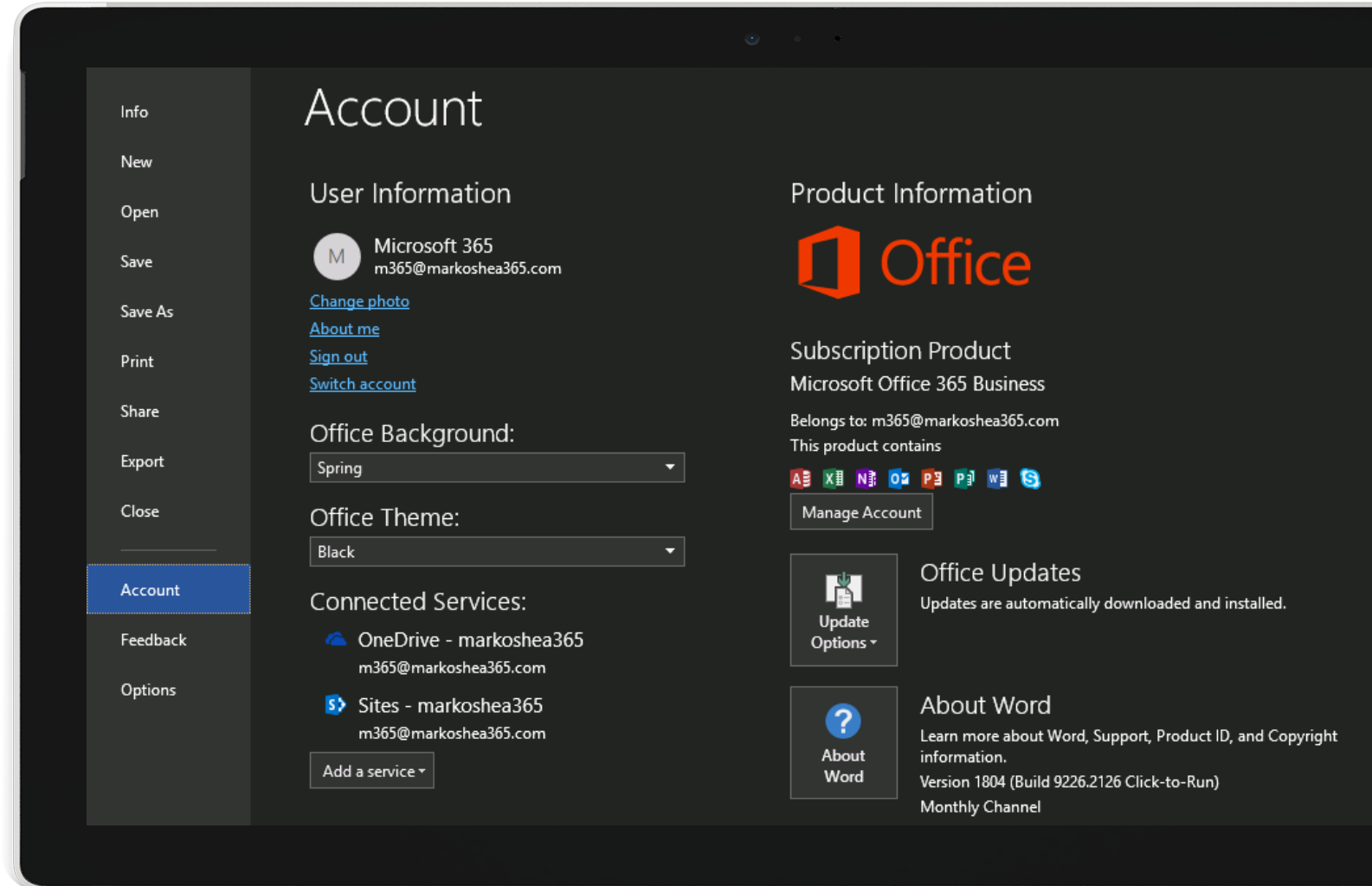
Potential macro issues, including 64-bit

Add-in inventory, adopted, supported



Office 365 deployment options

- Microsoft 365 Admin Center
- Microsoft Intune/Endpoint Manager
- Office Deployment Tool
- PowerShell



The screenshot displays the 'Account' settings page in the Microsoft 365 Admin Center. On the left is a navigation menu with options: Info, New, Open, Save, Save As, Print, Share, Export, Close, **Account** (highlighted), Feedback, and Options. The main content area is titled 'Account' and is divided into three columns:

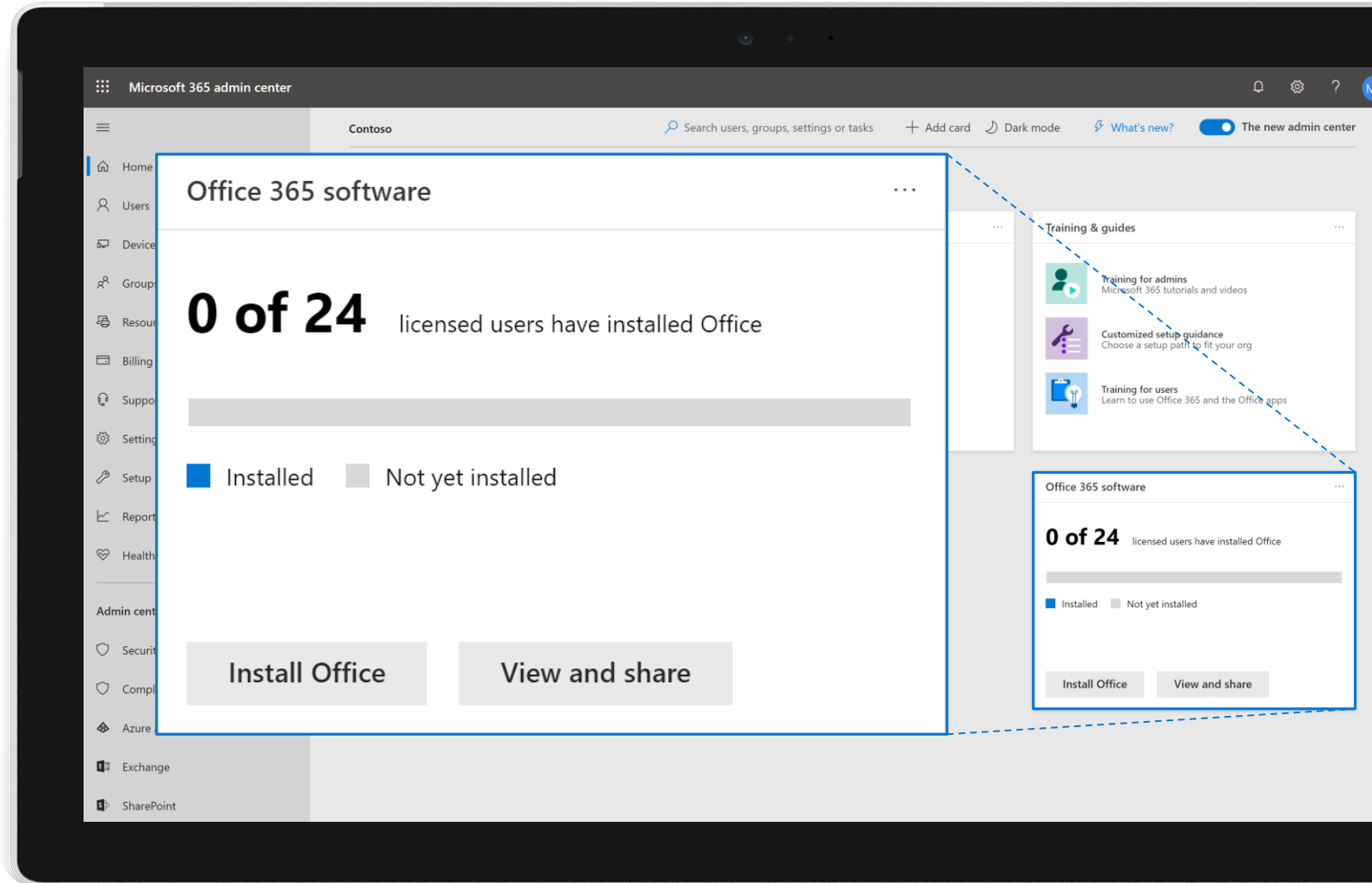
- User Information:** Shows a profile for 'Microsoft 365' with email 'm365@markoshea365.com'. It includes links for 'Change photo', 'About me', 'Sign out', and 'Switch account'.
- Office Background:** A dropdown menu currently set to 'Spring'.
- Office Theme:** A dropdown menu currently set to 'Black'.
- Connected Services:** Lists 'OneDrive - markoshea365' and 'Sites - markoshea365', both with the same email address. An 'Add a service' button is at the bottom.
- Product Information:** Features the Office logo and 'Subscription Product' details: 'Microsoft Office 365 Business'. It notes 'Belongs to: m365@markoshea365.com' and 'This product contains' various Office applications (Word, Excel, PowerPoint, Outlook, OneDrive, Teams). A 'Manage Account' button is present.
- Office Updates:** A section with an 'Update Options' button and the text: 'Updates are automatically downloaded and installed.'
- About Word:** A section with an 'About Word' button and text: 'Learn more about Word, Support, Product ID, and Copyright information. Version 1804 (Build 9226.2126 Click-to-Run) Monthly Channel'.

Deployment through Microsoft 365 Admin Center

Simplest option

Sends email to selected users with link to initiate the install

The initial setup Wizard also has a policy option to automatically install office on Windows 10 devices



Easy MSI upgrade

Remove older Office versions to provide a 'clean slate' for new Office

Retain user settings, preferences, documents

No separate steps – integrated part of Office install

Fully supported by Microsoft

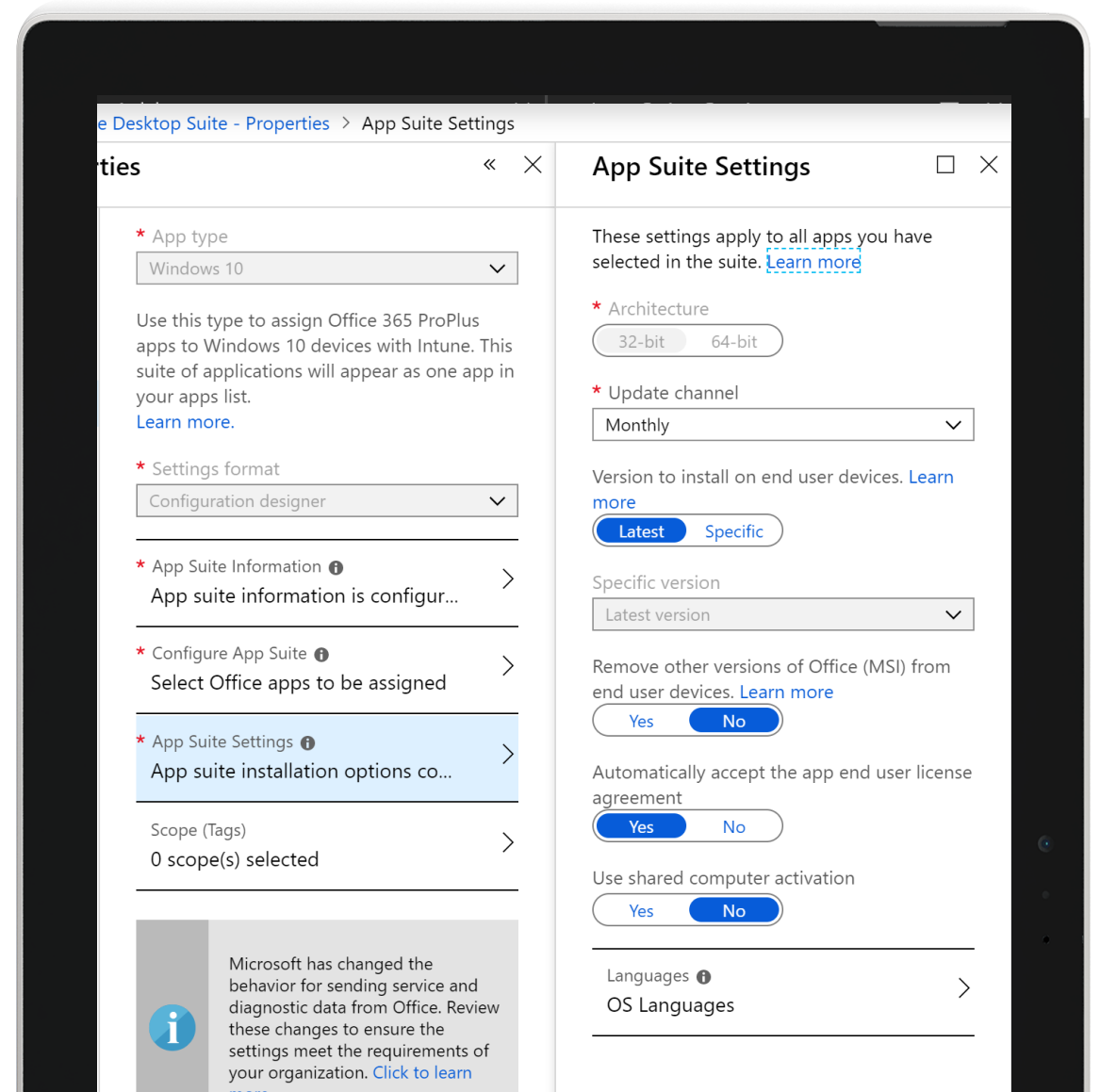


Microsoft Intune (Endpoint Manager)

Endpoint Manager Client App Policy created during tenant setup

Designer modifications:

- Selective control of applications to install
- 32-bit or 64-bit
- Additional language support
- Uninstall MSI versions



Office Deployment Tool

Downloadable tool

Allows source download for local network or offline installations

Customize XML files to achieve desired download and installation requirements

```
<?xml version="1.0"?>
<Configuration>
  <Add OfficeClientEdition="32"
ForceUpgrade="TRUE" Channel="Current">
    <Product ID="0365BusinessRetail">
      <Language ID="MatchOS"/>
    </Product>
  </Add>
  <Display AcceptEULA="TRUE"
Level="None"/>
  <Property value="0"
Name="SharedComputerLicensing"/>
</Configuration>
```

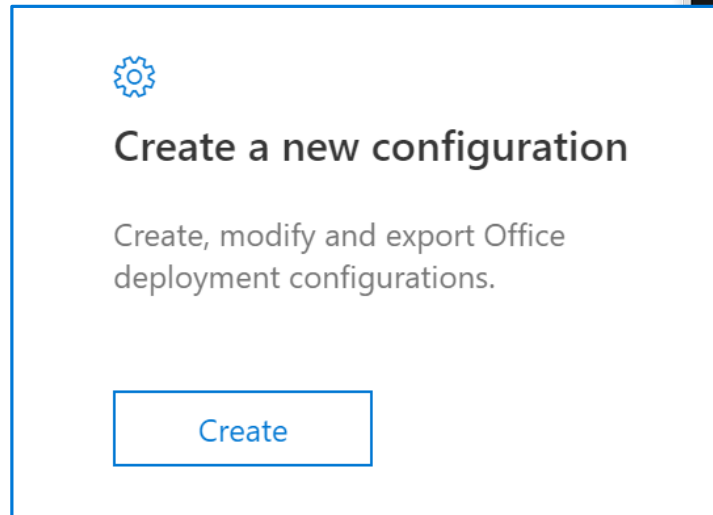
Client Configuration Service


Online tool: <https://config.office.com>

Generates a custom XML file

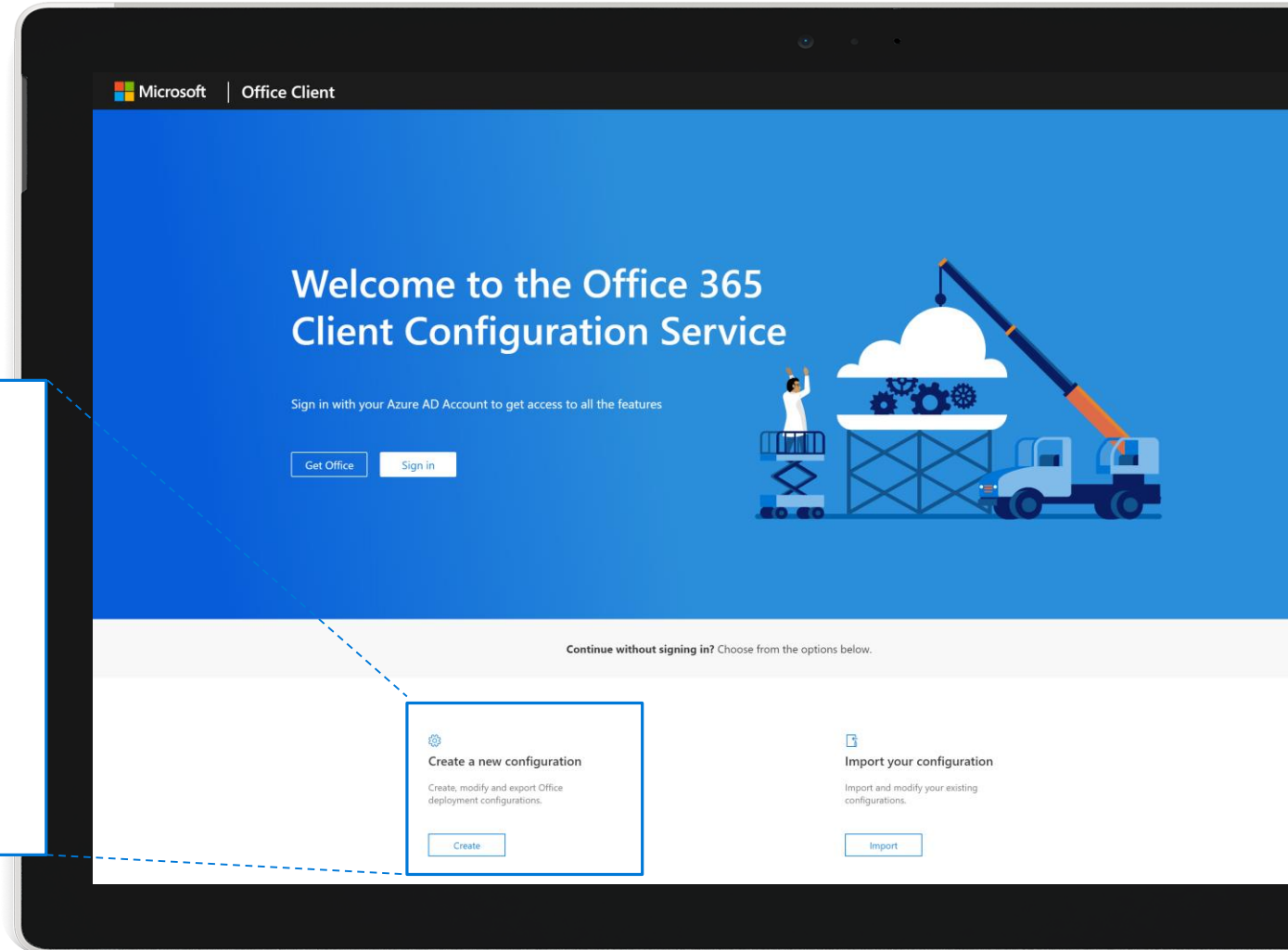
Latest C2R deployment features

Built by the Office team




Create a new configuration
Create, modify and export Office deployment configurations.

[Create](#)




Microsoft | Office Client


Welcome to the Office 365 Client Configuration Service

Sign in with your Azure AD Account to get access to all the features

[Get Office](#) [Sign in](#)

Continue without signing in? Choose from the options below.


Create a new configuration
Create, modify and export Office deployment configurations.
[Create](#)


Import your configuration
Import and modify your existing configurations.
[Import](#)

Install with PowerShell scripts

Use when there are bandwidth concerns

Use in conjunction with Office Deployment Tool XML files

Accessible from Intune/Endpoint Manager Device Configuration

Home > Microsoft Intune > Device configuration - PowerShell scripts > Add PowerShell Script > Script Settings

Add PowerShell Script
Windows 10 and later

* Name
Office 365 Business network installation ✓

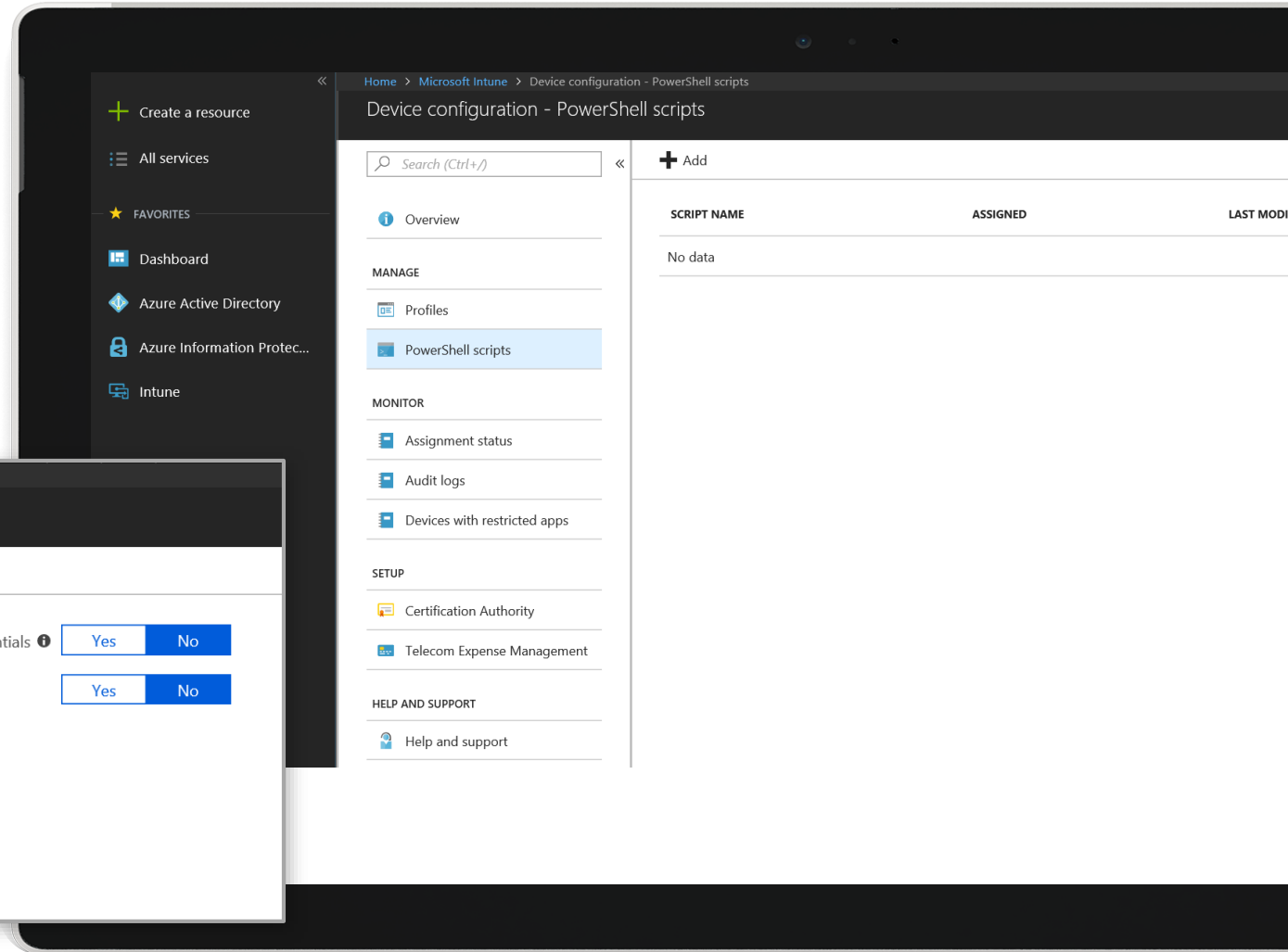
Description
Installs Office 365 Business from a local file share ✓

* Script location:

Settings
Configure >

Run this script using the logged on credentials

Enforce script signature check





BitTitan MigrationWiz

Migrate your customers to Microsoft 365 and enable #WFH!

Today's Presenter



Adam Belle

Channel Sales Manager, Americas

BitTitan

abelle@bittitan.com



Kris Kozak

BitTitan Business Development

SYNNEX Corporation

krisk@synnex.com

Agenda

-  The “Cloud Now” Landscape
-  Migrations Today: Important Considerations
-  Why MigrationWiz
-  Licensing and Profitability
-  MigrationWiz Overview
-  Support and Resources

“

During the COVID-19 pandemic,
88% of organizations are asking
their employees to work remotely.

”

- GARTNER

We Live in a 100% Cloud Now World

Help Your Customers Adapt and Overcome Their Journey to the Cloud



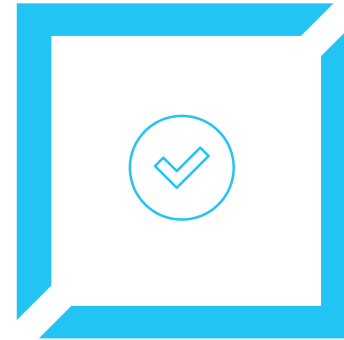
CLOUD RELIANCE

The current climate means countless businesses must rely on cloud services



MIGRATIONS NOW

Businesses need to migrate as quickly as possible



EXPERTS NEEDED

Your guidance and experience is needed to make a quick informed decision



BUSINESS CONTINUITY

A transition to the cloud cannot interfere with their business operations

BitTitan Is Trusted by Microsoft Partners

43K
CUSTOMERS

19M
USERS SERVICED

187
COUNTRIES

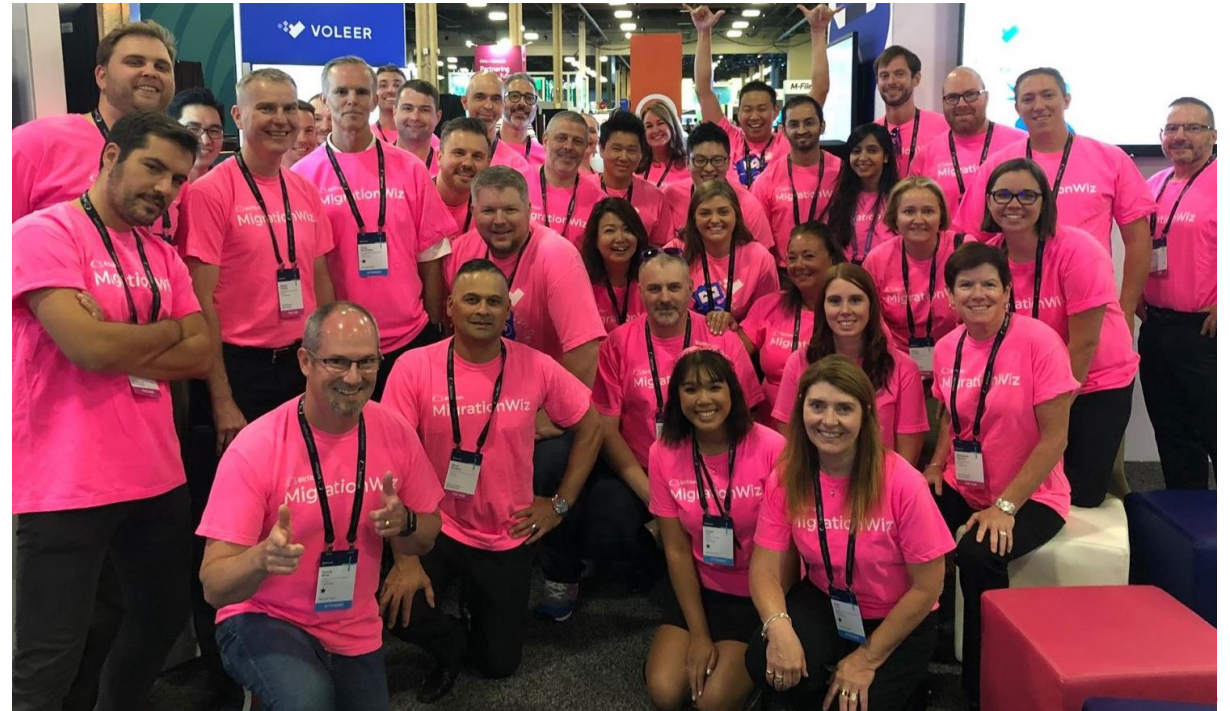
12 years ago we started building software to help IT services providers drive cloud adoption.

Today, our industry-leading platform helps IT professionals assess, deploy, and manage cloud solutions with greater profitability.

MigrationWiz® powers...

- ✓ Mail migration to Office 365
- ✓ Documents migration to OneDrive and SharePoint
- ✓ Personal Archives migration to Office 365
- ✓ Public Folder migration to Office 365
- ✓ Outlook profile configuration
- ✓ NEW! Microsoft Teams to Microsoft Teams migration

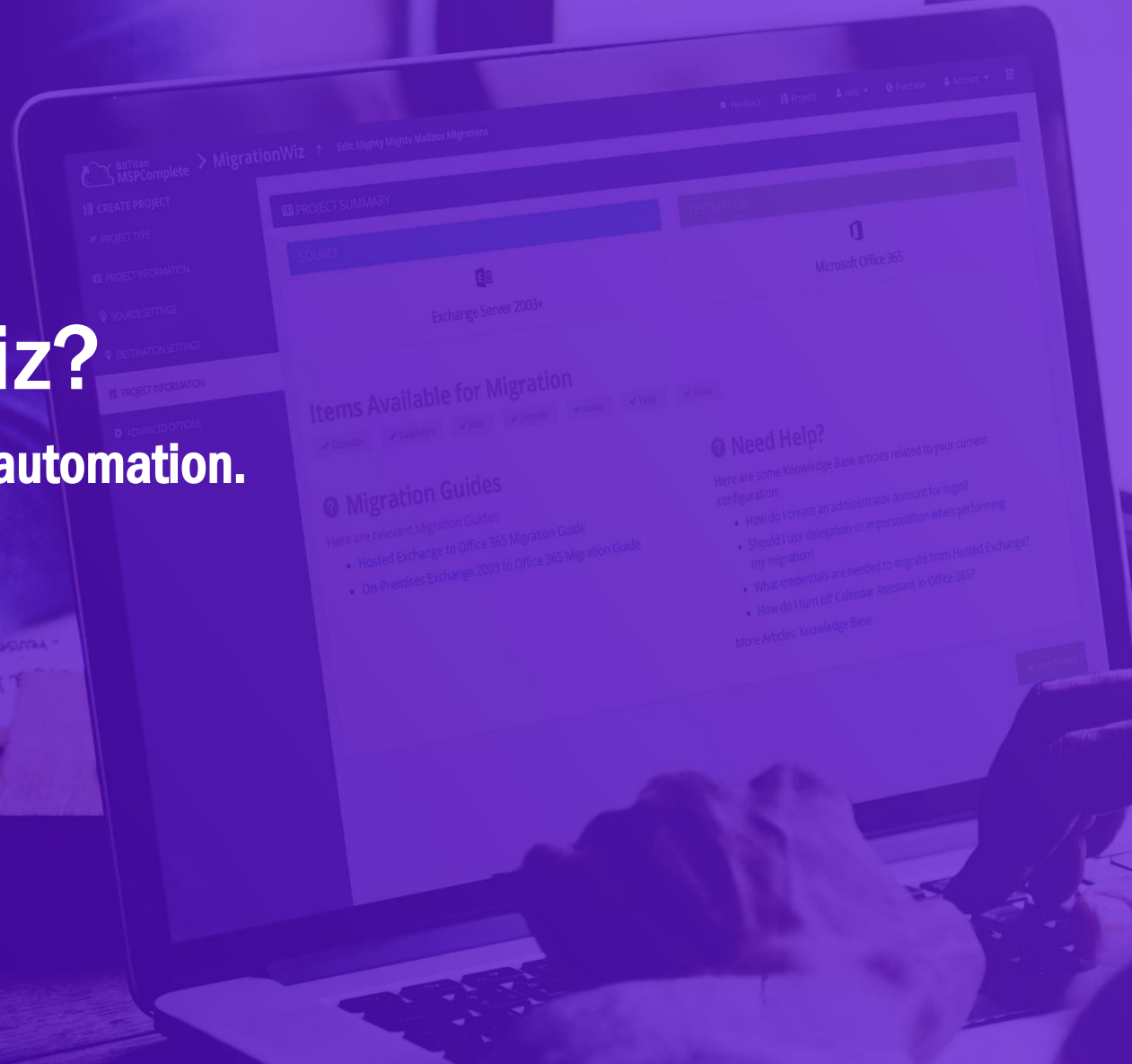
MigrationWiz runs on  **Microsoft Azure**





Why MigrationWiz?

Learn why top partners leverage automation.



Why Do You Need an Automated Tool?

Manual migrations are hard.

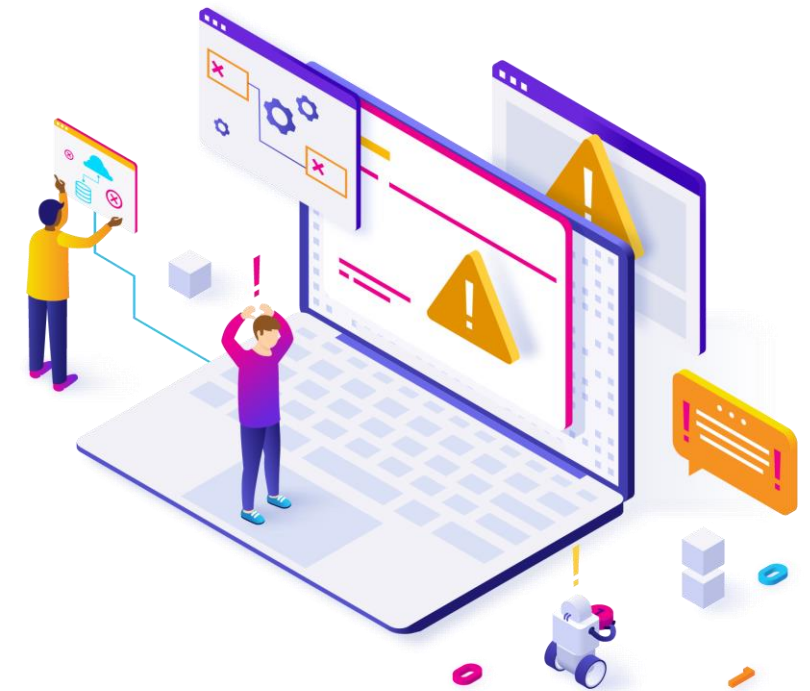
Lots of steps, time, and people needed to complete even the smallest migrations. High risk of human error.

Top roadblocks partners face with migration projects

- 32% Project complexity of the migration
- 27% Customer downtime during the migration
- 10% Data loss and security during the migration
- 6% Lack of technical expertise on performing the migration
 - Data from joint BitTitan-Osterman Research Survey, 2018

Free migration tools can't handle scale and complexity

- Free tools don't have the support, don't scale well, and can't handle complex migration scenarios.



Why MigrationWiz?

We make it easy for partners to migrate their customers



Easy to use & remote ready

100% SaaS with no special training, installations, or professional services required. One simple UI for all workloads.



Fast & scalable

Quickly move users and data to the Destination at-scale. Migrate as fast as the Source and Destination allows.



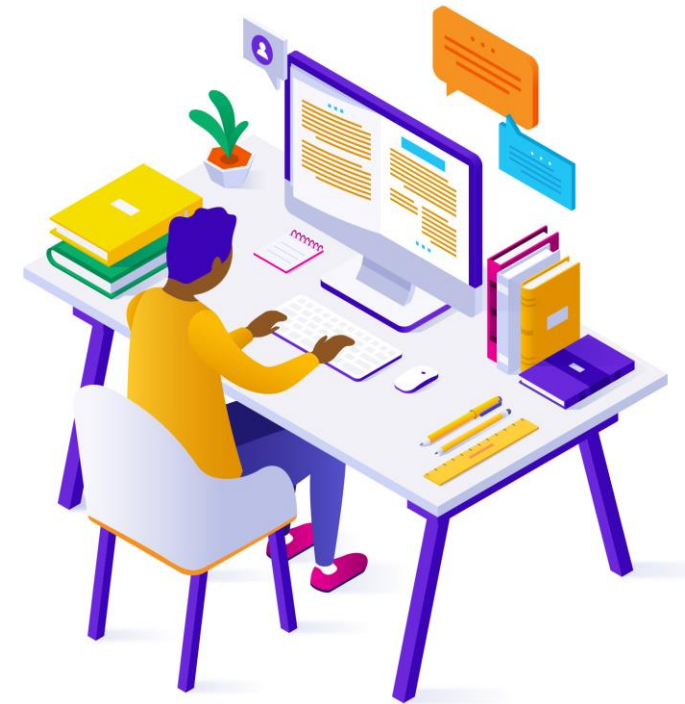
Secure & compliant

Data fully encrypted during migration through Azure datacenters. Regional processing options available to address compliance.



Enterprise reliability

Support migrations with seat counts in the thousands and complex business scenarios like mergers, acquisitions, or divestitures.



Move Workloads Using MigrationWiz

We make it easy with a flexible tool for any size project

The screenshot displays the MigrationWiz dashboard interface. At the top, there are navigation buttons for 'Go To My Projects' and 'Visit Our Support Center'. The main content area is divided into several sections:

- RECENT PROJECTS:** A list of projects with columns for Project Name, Role, Projects, and Licenses. A purple circle highlights this section.
- ACTIVE MIGRATIONS:** A summary box showing 8 items migrating across 98 projects.
- LICENSE OVERVIEW:** A summary box showing 1789 total licenses remaining, with breakdowns for MigrationWiz-PublicFolder (72), MigrationWiz-Mailbox (805), and Migration Bundle (912) licenses.
- RECENTLY COMPLETED MIGRATIONS:** A box indicating no projects in this workgroup.
- RECENTLY FAILED MIGRATIONS:** A box showing a failed migration for user2001@mightymigrations.com one week ago.

Project Name	Role	Projects	Licenses
Mighty Mighty Mailbox Migrations	Administrator	6	✓
Forescent Group Document Migrations	Administrator	10	✓
Dynambra Public Folder Migrations	Manager	2	✓
Hyperer & Co. Mailbox Migrations			
Execumbee Ltd. Mailbox Migrations			
...ers Document Migrations			

- **Modern authentication** via Oauth
- **Migration collaboration** with project sharing
- **Flexible migration approaches:** staged, quick switch, big bang
- **Interface** from web browsers, PowerShell or API
- **Auto-scaling, concurrent migrations** on-demand

Sources & Destinations We Support



Mailboxes



Documents



Personal Archives



Collaboration

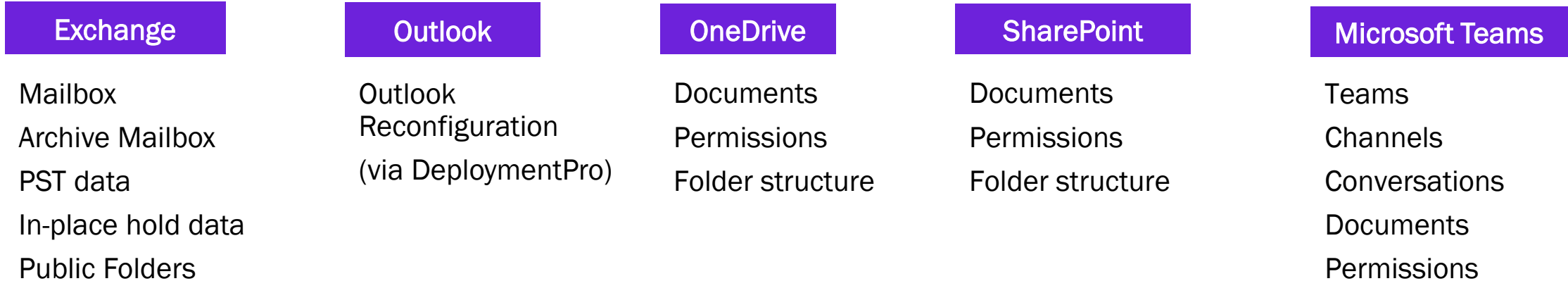


Hybrid Exchange Management

	Mailboxes	Documents	Personal Archives	Collaboration	Hybrid Exchange Management
Sources	Microsoft 365 (Govt. China, Commercial, Dedicated) Exchange 2003/2007+ Gmail IMAP IBM Notes 6.5+ Novell GroupWise 7+ Zimbra 6+ POP	OneDrive SharePoint Online Google Drive Dropbox Windows Files System	Microsoft 365 (Govt. China, Commercial, Dedicated) Exchange 2007+ Google Vault PST Files	Microsoft Teams	Exchange On-premise
Destinations	Microsoft 365 (Govt. China, Germany) Exchange 2007+ Gmail IMAP	OneDrive SharePoint Online Google Drive Dropbox	Microsoft 365 (Govt. China, Germany) Exchange 2007+ PST Files	Microsoft Teams	Exchange Online

Mergers, Acquisitions and Divestitures

MigrationWiz migrates all the workloads to Microsoft 365



MigrationWiz Customers Have Spoken.



4.7/5 Stars. 191 Verified Reviews.



Easy · Fast · Scalable · Secure Migrations

Overall Rating

- ★★★★★ (136)
- ★★★★☆ (48)
- ★★★☆☆ (8)
- ★★☆☆☆ (0)
- ★☆☆☆☆ (0)

"Above And Beyond"

Submitted: July 26, 2020

★★★★★ Overall User Rating

Was this user review helpful?

Product(s): MigrationWiz

Overall Comment: "BitTitan went above and beyond in helping me get my migration for a client setup. Can't rate them high enough"

○○○○○ Evaluation & Contracting

○○○○○ Integration & Deployment

○○○○○ Service & Support

○○○○○ Product Capabilities

MigrationWiz has the most reviews collected on Gartner Peer Insights of any Cloud Office Migration Tool on the market.

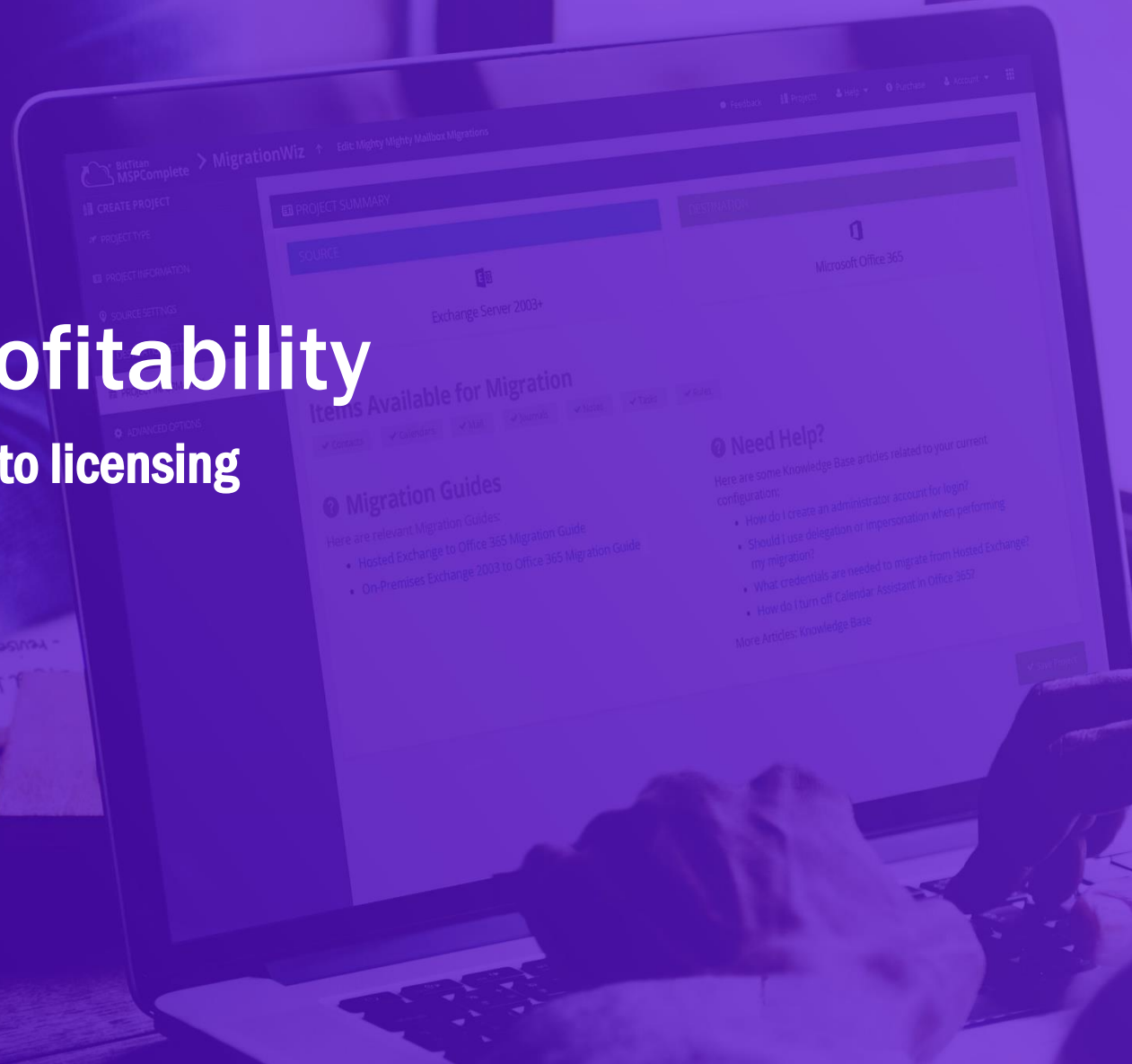
Feedback from BitTitan customers provided anonymously through Gartner Peer Insights is highly positive. Factors considered were product capabilities, scoping and planning features, as well as satisfaction with support.

More independent customer evaluations of MigrationWiz can be found [here](#).



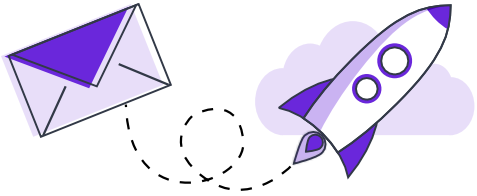
Licensing and Profitability

Simple, project based approach to licensing



Which BitTitan License for My Project?

The right licensing for the right project



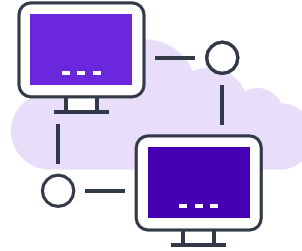
MAILBOX LICENSE

- ✓ MAILBOXES



USER MIGRATION BUNDLE LICENSE

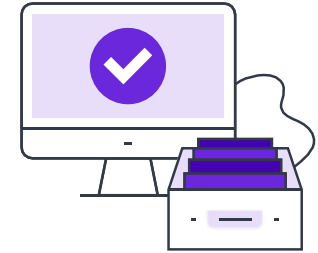
- ✓ MAILBOXES
- ✓ DOCUMENTS
- ✓ PERSONAL ARCHIVES
- ✓ OUTLOOK CONFIGURATION



COLLABORATION LICENSE

- ✓ TEAMS
- ✓ CHANNELS
- ✓ CONVERSATIONS
- ✓ PERMISSIONS & FILES

*For Microsoft Teams



PUBLIC FOLDERS LICENSE

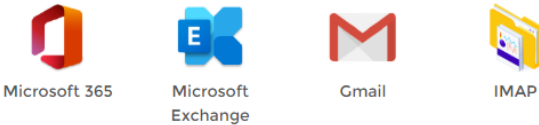
- ✓ PUBLIC FOLDERS

User Migration Bundle = 4 Projects, 1 License

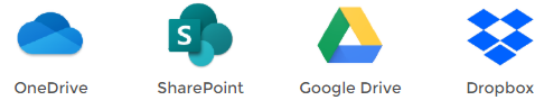
Migrates everything and increases partner project profitability



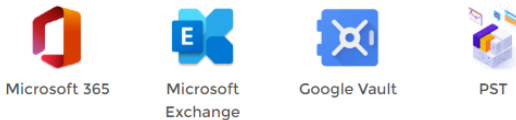
Mailboxes



Documents



Personal Archives

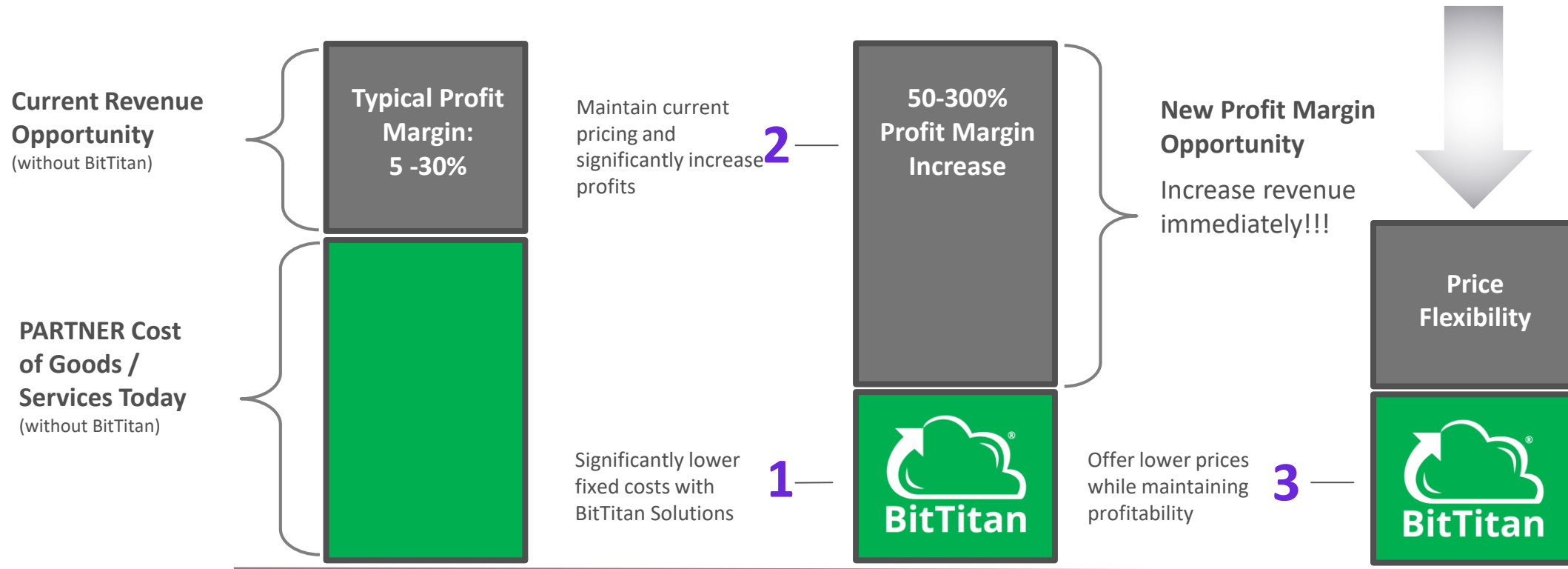


MigrationWiz



Automatic Outlook profile reconfiguration with DeploymentPro.

MigrationWiz Increases Cloud Profitability



90% reduction in time + 50+% reduction in cost = 5-10x Scale Impact



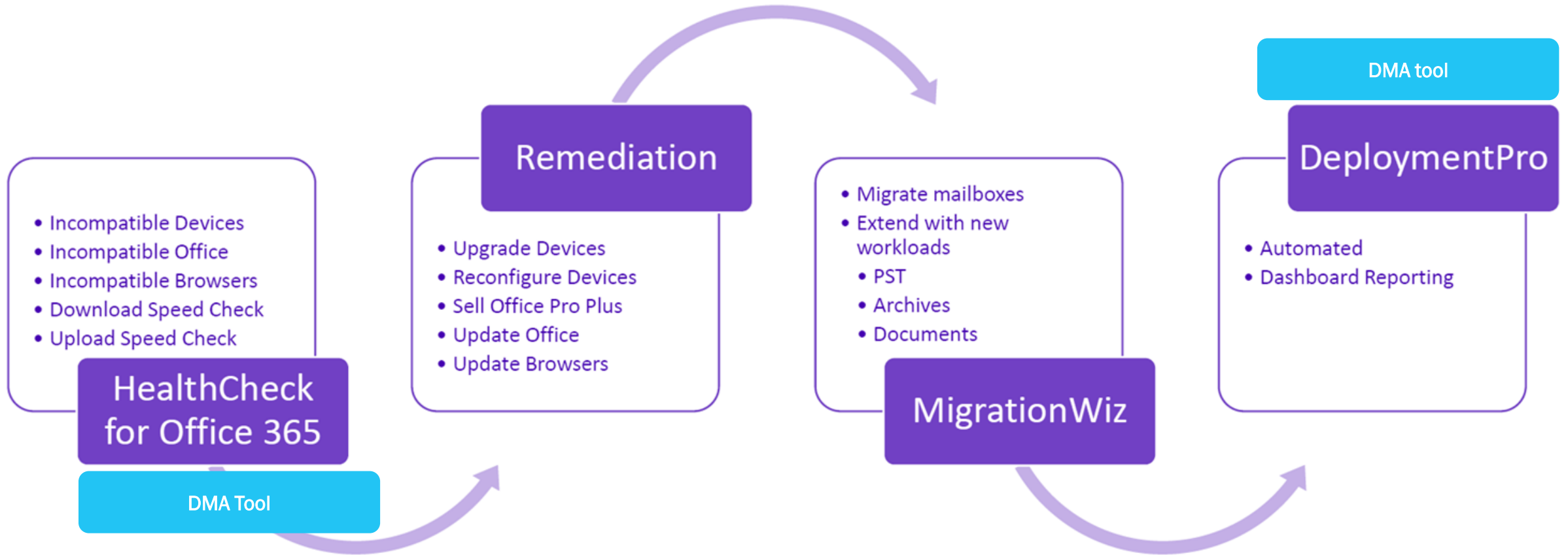
MigrationWiz Technology

Automating the migration process for partners



0365 Migration Flow with MigrationWiz

MigrationWiz automates the migration process from start to finish



Assess Your Environment to Ensure Compatibility with Microsoft 365



HealthCheck for Microsoft 365 assesses:

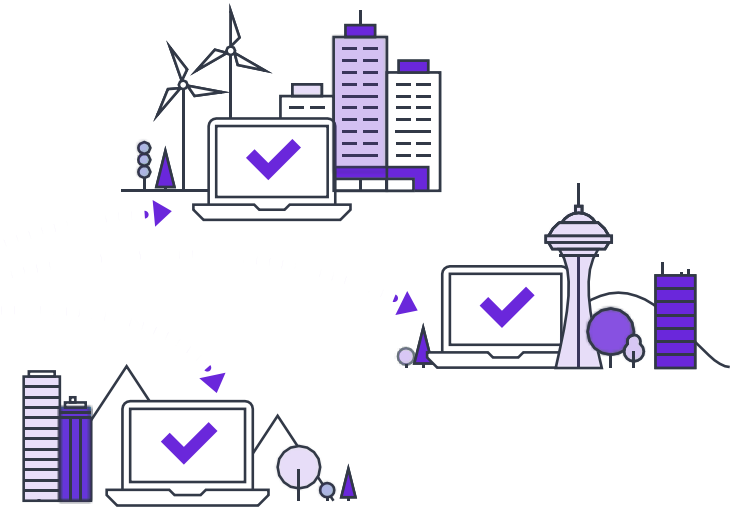
- Operating system versions
- Internet browser versions
- Office software versions
- Average bandwidth speed
... and more

It's completely free!

Automate Outlook Configuration with DeploymentPro

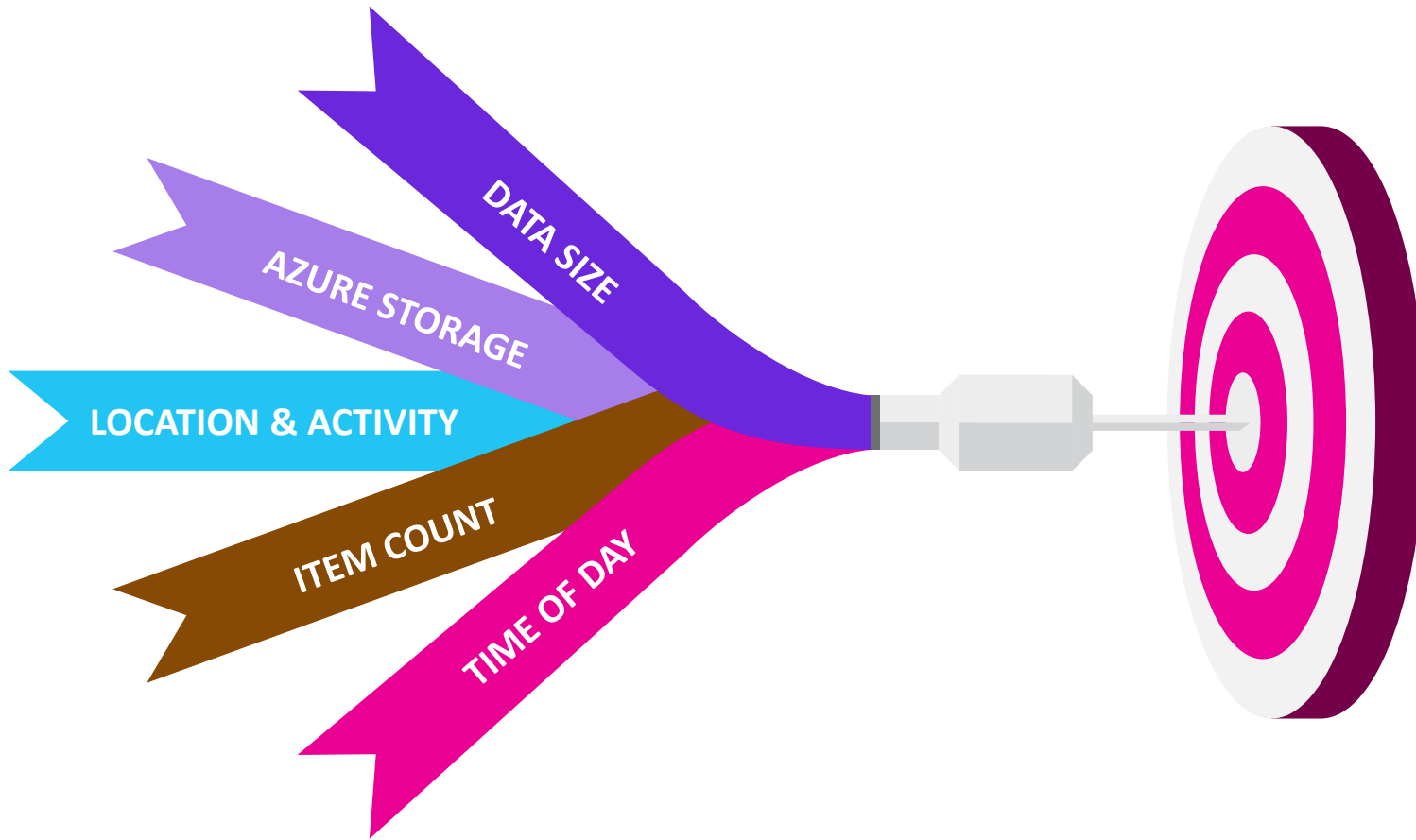
Complete the deployment with BitTitan tech-magic!

- Create Microsoft Outlook profiles for Microsoft 365
- Configure and track desktops remotely from a web interface
- Customize end-user communications
- Multiple DMA deployment options
- Check the health of hardware and software remotely



Throttling is Impacting Migrations

New Factors Influence Throttling



COVID- 19 Impact

- Providers are throttling during peak times
- Fast and reliable migrations today rely on app-based authentication
- Evenings and weekend throttling will be reduced

Advice For Today's Migration Delivery

Avoid Throttling

Leverage app-based authentication in MigrationWiz

Timing

Schedule migrations during non-peak hours

Planning

Do an in-depth assessment of the customer environment

Proof of Concept

Create a POC and account for all variables

Successful Migration





Support and Resources

Let's get started!



BitTitan Customer Success



Customer Support

- 24/7 global support
- Same day response
- 95% customer satisfaction



Knowledge Base

- 90+ migration guides
- 1000+ help center articles
- Publicly available



Customer Enablement

- In-product guided assistance
- Project configuration support
- Enterprise options available

Resources

Next steps and how we can help



Get started on your next migration project! [Watch the Video!](#)



Fill out a [short survey](#), get 2 Free User Migration Bundle License!



Access free 24/7 support, or visit help.bittitan.com for KB articles!



Get started for free and [register for a BitTitan account!](#)

Flash Promo: MigrationWiz Collaboration!



Teams Takeover!

Migrate Now, for Less.

\$40.00*

*Now thru Dec. 31, 2020



Key places to find content

All content that is linked through out this document can be found at these sites.

[Microsoft 365 Business Partner Page \(aka.ms/m365bpartners\)](https://aka.ms/m365bpartners):

The one stop show for all product content related to Microsoft 365 Business, including product pitch material, licensing and deployment kits

[Microsoft SMB Tech Community \(aka.ms/smbtc\)](https://aka.ms/smbtc):

Forum for technical discussion & questions. The place for the experts

[Microsoft 365 Business Service Description \(aka.ms/M365BSD\)](https://aka.ms/M365BSD):

The place to answer all your questions on the product and what is included from a licensing perspective

[Microsoft 365 SMB Plays \(aka.ms/mwsmb\)](https://aka.ms/mwsmb):

The place to get deep dive information on core SMB partner opportunities including partner playbooks, customer marketing material & tele sales scripts

[Microsoft 365 Launchpad \(aka.ms/partnerlaunchpad\)](https://aka.ms/partnerlaunchpad):

This the hero tool for partners to identify a solution, create and offer and close the deal with customers.

Get started building your business with **Cloud**

Go deeper technically with the [Desktop Deployment Series](#)

Enable [Windows Analytics](#) to collect extensive data about the state of devices and assess device readiness.

Try [Office Readiness Toolkit](#) to help identify compatibility issues with Microsoft Visual Basic for Applications macros and add-ins that your customer uses with Office.

Educate customers to upcoming deadlines with [Office 2010 end of support webpage](#) and [Windows 7 end of support webpage](#).



End of - Modern Workplace in the Cloud

Workshop 1: Cloud Opportunity for Partners

For more information, contact msftcsp@synnex.com