All about Microsoft 365

A helping hand to scale the plans,
product sets and individual
elements of Microsoft 365

RISC IT SOLUTIONS
21st Anniversary

Microsoft Partner

Microsoft

Gold Small and Midmarket Cloud Solutions
Gold Cloud Productivity
Gold Enterprise Mobility Management
Gold Datacenter
Silver Cloud Platform

01492 862780

What is Microsoft 365

The way we work is changing. We're no longer based in our offices and at our desks. Working outside of normal office hours, in our homes, and on multiple devices are now requirements rather than luxuries.

However, granting this flexibility and allowing employees to work outside of the traditional office format poses risk to your company data.

The allowance of technological freedom brings a whole host of new challenges – ensuring consistency across multiple devices, juggling work and personal apps, and ensuring employees can work from any location – all whilst navigating an ever evolving regulatory and compliance landscape. Finding this balance between freedom and control, and facing these new challenges with confidence is made easy with Microsoft 365.

Microsoft 365 is a suite of services that includes access to Office applications, plus other productivity and security tools. These services are Cloud-based meaning that they 'live' in the Cloud (a Microsoft datacentre) and you access them via an internet connection.

Microsoft 365 has many different plans to choose from, each suitable for different types and sizes of business. The plans include services such as Hosted Email with Exchange Online, Teams, SharePoint, OneDrive, and Office.

Microsoft 365 is more than just these services though; with the likes of Azure Information Protection, email encryption, and Mobile Device Management, Microsoft 365 is a complete package that presents staff with the freedom they desire alongside security features to keep that freedom secure.

Microsoft 365 is continuously upgraded and improved remotely and at no extra cost to you.

"We recently rolled out Microsoft Teams with voice across the organisation. The technology has enabled flexibility and reliability that we simply didn't have with previous products. In our current climate, this has ensured our entire workforce have been able to make the transition to homeworking with ease."

Head of IT - Alzheimer's Research UK

We're adapting to a new way of working… but so are the tools.

In the following pages we will detail all the Elements within Microsoft 365, the Plans, Application and Usage, and Business Benefits.

1. The Elements

Featured

TeamsLink
A complete Teams-based Telephony system with security features, all inclusive UK minutes and call recording.

Redstor Cloud Backup
Backup, manage and restore your Microsoft 365 data easily through Redstor.

Azure Information Protection
Label, track and manage documents and emails, keeping your data secure.

Microsoft Defender for Office 365
Keeps your email safe by scanning and removing malicious links and attachments.

Microsoft Endpoint Management
A Mobile Device Management tool to secure and manage all your workforce's devices.

Cloud App Security
Deeper visibility, stronger controls and enhanced protection for your Cloud apps.

Azure Active Directory
An identity and access management tool for users to access Cloud and on-premise servers easily.

Advanced Threat Analytics
Protects against cyberattacks and insider threats by creating profiles of users' behaviour.

Power BI
View, analyse and understand data from multiple different apps in new and complex ways.
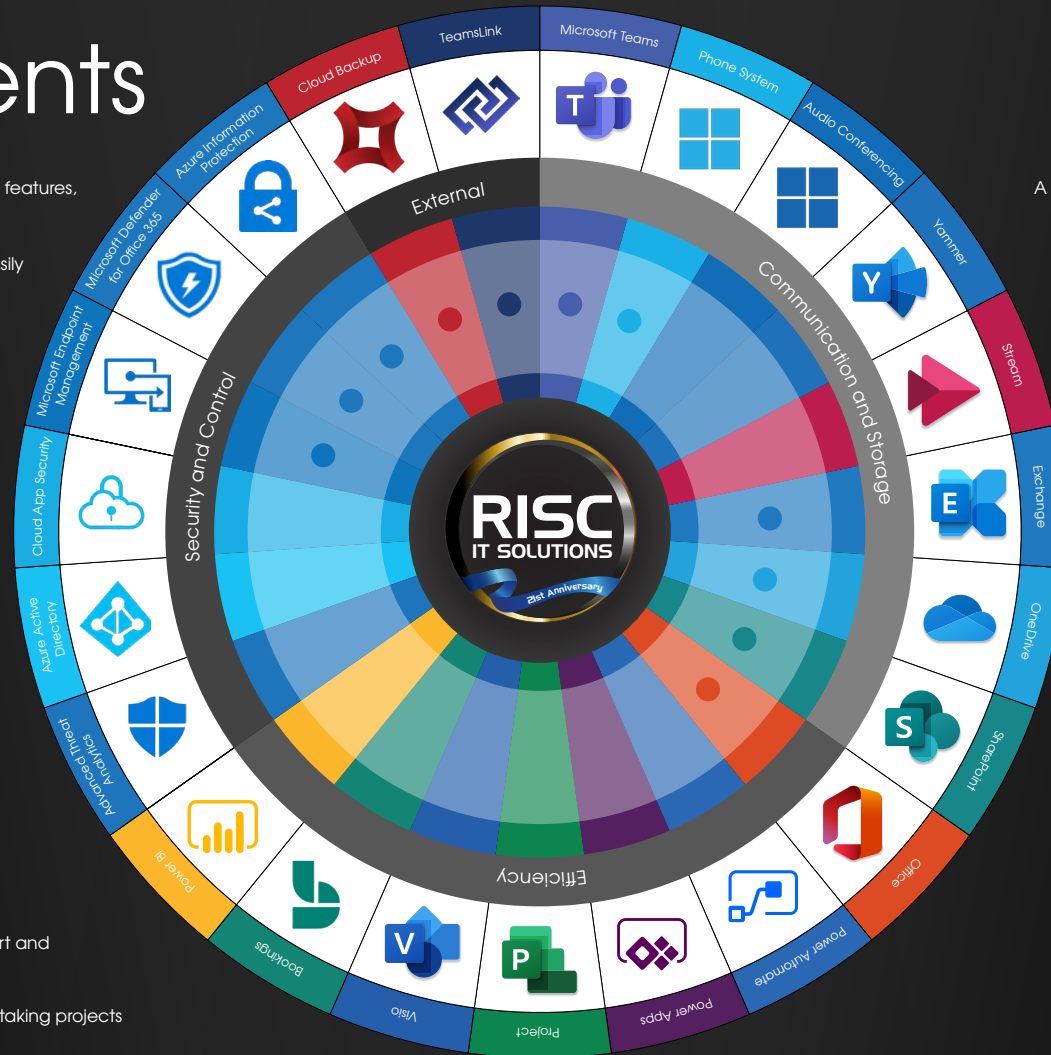
Bookings
An online service that allows your customers to easily book time and services with you.

Visio
Software to enable professional and advanced flow chart and diagram creation.

Project
Develop plans, manage budgets, assign tasks and more taking projects from start to finish easily.

Microsoft Teams
A chat-centred space allowing communication with different teams, including file sharing and collaboration.

Phone System
Use Microsoft Teams as your phone system for easy, integrated calling.

Audio Conferencing
Host group calls and meetings with non-Teams users using dial-in.

Yammer
A corporate social media platform allowing collaboration between colleagues.

Stream
Deliver live and on-demand video to your organisation any time on any device.

Exchange
Access your email on virtually any device in virtually any location.

OneDrive
A Cloud storage platform that allows you to work on and share your files from virtually any device.

SharePoint
Store documents in the Cloud for seamless collaboration with your colleagues.

Office
Word, Excel, PowerPoint etc. – your favourite work apps accessible anywhere through the Cloud.

Power Automate
Create automated workflows to connect your favourite apps.

Power Apps
Build unique low-code apps to simplify processes and tackle your organisation's challenges.

2.
Navigating your way through the Products

Communication and Storage

Having a workforce that's based in multiple locations and across multiple devices demands tools that allow successful communication.

Outlook, Teams and Yammer all aid communication, whilst OneDrive and SharePoint allow storage and collaboration. OneDrive provides a storage space per user and SharePoint allows company-wide access to documents and real-time collaboration with colleagues.

SharePoint works behind the scenes of Teams, a group-oriented communication space that allows the sharing of documents and links. Teams has developed into the heart of Microsoft 365: it's a central hub for everyone to communicate and work from. Both external and Microsoft apps can be accessed through Teams, allowing you to keep everything you need in one easy access, easy-to-use space.

Outlook is the email platform that we're all familiar with. Powered by Cloud-based Exchange Online, Outlook offers email, shared calendars, and security features on any device, anywhere with an internet connection.

Office Suite

There are two types of Office Suite in Microsoft 365: local copies and web apps.

The web apps can be downloaded on up to 5 PCs/Macs, Tablets, and Phones. This means that rather than being accessed through a web browser, the Office Suite apps are downloaded onto your device, allowing offline work. You will still receive feature updates and security patches for your downloaded versions.

The web app versions are only accessible via a web browser, so can be accessed on any device, anywhere with an internet connection. The web apps are a 'condensed' version, so do not have the full functionality that's available in the downloadable apps. Please note that Access and Publisher are not available as web apps.

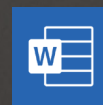| Microsoft Teams | Phone System | Audio Conferencing | Yammer | Stream | Exchange | OneDrive | SharePoint | Word | Excel | PowerPoint | Access | Publisher | OneNote |

Efficiency

Your staff need to work efficiently; after all, the use of technology is designed to aid easy working, not hinder it. Power Automate allows you to connect your different apps through automation. For example, you might automate a notification every time a colleague modifies a SharePoint document that you've authored. Power Automate can be used in hundreds of unique ways to aid all aspects of your work. Similarly, Power Apps allows you to create low-code apps that solve your business challenges enabling greater efficiency.

Project allows the easy management of all aspects of projects from start to finish, all in one place. Visio allows you to create advanced diagrams and flowcharts. View and analyse different data sources in insightful ways with Power BI, helping you gain deeper understanding and aiding growth. Bookings is an easy way for people inside and outside of your company to view your availability and book time with you, so you can focus on the meeting rather than organising the meeting.

Security and Control

With freedom comes more risk. Microsoft excels at providing security solutions to ensure that working freely also means working more securely. Advanced Threat Analytics works to create user profiles in order to monitor behaviour – it protects against cyberattacks and threats by recognising behaviour outside of these normal patterns.

Microsoft Endpoint Management allows administrators to manage users' devices – employee and business owned – by enforcing policies and conditions before access to company data is granted. It also keeps work and personal apps separate so there's no business data misuse and, equally, no invasion of personal apps.

For email security, Microsoft Defender for Office 365 scans attachments and links in emails to see if they're malicious and denies access if they are. Azure Information Protection allows users to classify and label emails and documents so that they don't get into the wrong hands, protecting your business information.

External Add-ons

There are two products in particular that work hand in hand with Microsoft 365 but are not from Microsoft.

Cloud Backup from Redstor allows you to backup and restore your Microsoft 365 data with total ease. Adding an additional layer of security to your OneDrive, SharePoint, Exchange Online, and Teams data, Redstor allows you to choose which data you want to back up and how often. Restoration of data is easy through the management portal allowing you to choose which data to restore, from when, and where to. Data is encrypted at all points of the process – at source, in transit, and at rest – to keep it safe.

TeamsLink enhances Teams' telephony functionality with a comprehensive, enterprise-grade phone system which is fully-managed and hosted on TeamsLink's servers. The management portal is intuitive and easy to use allowing you to visually see your call setup, ring and hunt groups, and users. It also has the option of call recording allowing you to capture and record all communications and interactions within Teams for true peace of mind and easy compliance management.

Power Automate	Power Apps	Project	Visio	Bookings	Power BI

Advanced Threat Analytics	Azure Active Directory	Cloud App Security	Microsoft Endpoint Management	Microsoft Defender for Office 365	Azure Information Protection

Redstor Cloud Backup	TeamsLink from Wavenet

3. Comparing the Plans

All information correct as of February 2021

	Email Only		Business				Enterprise					
	Microsoft 365									Office 365		
	Exchange Plan 1	Exchange Plan 2	Apps for Business	Business Basic	Business Standard	Business Premium	Apps for Enterprise	E3	E5	E1	E3	E5
Standard Services												
Unlimited number of licences	■	■	Up to 300	Up to 300	Up to 300	Up to 300	■	■	■	■	■	■
Install Office on up to 5 PCs/Macs + 5 tablets + 5 smartphones per user			■		■	*	*	*	*		*	*
1TB OneDrive for Business Storage			■	■	■	■	■	Unlimited**	Unlimited**	■	Unlimited**	Unlimited**
Exchange Online - 50GB Mailbox	■	100GB		■	■	■		100GB	100GB	■	100GB	100GB
Office Apps Online			■	■	■	■		■	■	■	■	■
SharePoint				■	■	■		■	■	■	■	■
Microsoft Teams				■	■	■		■	■	■	■	■
Advanced Services												
Enterprise Mobility and Security (EM+S)						E3 Suite		E3 Suite	E5 Suite			
Mobile Device Management (MDM) for Office 365			■	■	■		■			■	■	■
Email legal hold capability		■				■		■	■			
Unlimited email archiving functionality		■				■		■	■	■		
Microsoft Defender for Office 365						P1			P2			P2
Azure Information Protection						P1		P1	P2			
Advanced Threat Analytics								■	■			
Windows Defender Security Controls						■			■			
Advanced Endpoint Security								■	■			
Azure Advanced Threat Protection									■			
Azure Active Directory						P1		P1	P2			
Cloud App Security									■			
Windows Defender Advanced Threat Protection									■			
Power BI Pro									■			■
Phone System									■			■
Add-ons												
Redstor Cloud Backup	Available to add-on to all plans											
TeamsLink Telephony	Available to add-on to all plans											

* Allows Shared Computer Activation

** Available for 5+ Users

4. Application and Usage

Communication

As the ultimate communication package, TeamsLink, Teams, and Phone System provide a comprehensive, enterprise grade phone solution that's suitable for all types and size of company.

Natively in Teams, you can video and audio call other Teams users, both inside and outside your organisation. Phone system adds another layer to this allowing you to use Teams as your complete telephony solution replacing any on-premise PBX system.

You can make, receive, and transfer calls from Teams and regular phone numbers. Because it is integrated with Microsoft 365, it appears in Teams as though it is native, and is easy to use. It recognises when users in your address book are in your organisation or not, and whether they are a Teams user or not, displaying the appropriate calling options available.

TeamsLink takes that one step further, providing a comprehensive enterprise-grade phone system that's hosted on TeamsLink's own servers. The management portal is easy to use and allows you to organise multi-layered call routing, and ring and hunt groups from a visual and intuitive portal.

There is also the option of FCA and MiFID II compliant call recording, allowing you to record, archive, retrieve, search, and monitor multiple modes of communication including calls, chats, and screen shares.

Suitable for:

- Businesses of all sizes that have strict compliance needs
- Businesses that still use on-premise PBX or Skype for Business
- Businesses that need to allow secure telephony whilst remote working

TeamsLink   Microsoft Teams   Phone System

Efficiency

Working efficiently, collaboratively, and securely is easy with Microsoft 365 and Redstor Cloud Backup. Using the Office apps you're familiar with, you can work with internal and external users easily on documents through SharePoint. All your documents are accessible through your Microsoft account on any device with internet.

Even though your documents are accessible in many places, they only live in one: the Cloud. If a user accidentally deletes a file from a device, it will be replicated across your entire Microsoft 365 account. Redstor mitigates this by providing an additional layer of security, backing up your Exchange, OneDrive, SharePoint, and Teams data. You can choose which data you want to backup and when; that data is then encrypted at source, in transit, and at rest in a secure primary datacentre and also a mirror datacentre.

Recovery is easy through the Redstor Cloud Backup management portal; just select which backup you want to restore, from when, and where to. Realistically, there is no limit to the amount of data you can backup, making this a solution that's suitable for all businesses.

Suitable for:

- Businesses of all types and sizes
- Businesses that need secure collaboration whilst remote working
- Businesses that are concerned about data loss and human error

Redstor Cloud Backup   Exchange   OneDrive   SharePoint   Office
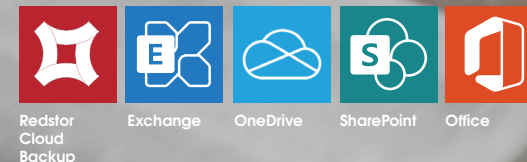
Security

Accessibility and collaboration are essential for today's workforce, but to think that this doesn't come without additional risk is naïve. Microsoft recognise this and provide security features to keep your data safe. Microsoft Endpoint Management provides comprehensive, yet easy to use, management of your workforce's devices. You're able to push out policies that keep work data completely separate to personal data, meaning you can maintain absolute security without being invasive.

Advanced Information Protection allows you to track your company data, and rescind access if required. You're also able to apply labels to your documents to ensure they are only accessible by certain groups, departments or individuals. It will also prevent copying and pasting, forwarding, taking screenshots or even printing, keeping that information absolutely secure.

Phishing attacks are a huge threat to organisations, and once again, human error is often the catalyst. Clicking on that dodgy link because you were distracted can have devastating effects on your organisation. Microsoft Defender for Office 365 scans all links and attachments sent to you and categorises them into safe or malicious. If the attachment is safe, you will have access as usual; if it's found to be malicious, you won't be able to access it and it will be detonated.

Microsoft Endpoint Management, Advanced Information Protection, and Microsoft Defender for Office 365 are the three Microsoft security products we recommend every organisation has. Using these will give you complete protection across all devices whilst also allowing collaboration and flexibility.

Suitable for:

- Businesses of all sizes that have users working on both company-owned and personal devices
- Businesses that have users working remotely
- Businesses that need to maintain data security

Microsoft Endpoint Management

Microsoft Defender for Office 365

Azure Information Protection

5.
Business Benefits

Anywhere access

Microsoft 365 can be accessed on any device with internet. One user licence can be applied to 5 different devices (laptops, PCs, mobile phones, and tablets) which will all sync together, so switching between offices and home, and from device to device is seamless. Your team can work more easily, collaborate better, and enjoy the freedom to work from where they feel most comfortable.

Easy collaboration

Microsoft 365 makes internal and external collaboration easy, so you can work as a Team regardless of how much distance is between you. Video, audio conferencing and instant messaging are available through Teams – you can share your screen on a call and take control of a shared screen as well. SharePoint allows you to collaborate on documents simultaneously, either in the app itself, online, or through Teams.

Security and control

Collaborative working doesn't mean sacrificing security, so there are plenty of advanced security features to keep your data safe. Microsoft Defender for Office 365 prevents malware and phishing attacks by scanning all links and attachments in Outlook and Teams, and detonating where necessary. Microsoft Endpoint Management allows the management of both company-owned and personal devices keeping your data secure across all devices. Viruses are often caused by vulnerabilities in software, so a huge benefit of Microsoft 365 and Microsoft Endpoint Management is the ability to push out patches and upgrades remotely.

Flexibility

Adding and removing licences, deploying software, upgrading your solutions – all those notoriously cumbersome tasks – can all be done quickly and easily with Microsoft 365. You're able to add and remove licences and switch things around with ease in the management portal, meaning you're in total control, and you're only billed for what you're using.

All about Risc

Risc IT Solutions are Cloud experts: IT professionals and trusted advisors who help companies work smarter by providing the right solutions to their business challenges.

We are one of Microsoft's top UK Cloud Partners with over 20 years experience in delivering Cloud services. With Cloud solutions managed across more than 25,000 users, we help businesses across the full breadth of IT requirements.

- Dedicated account manager
- 24x7 UK-based technical support and expert advice
- Ongoing support to help maximise Cloud investment
- Advice on licences, security and additional services

RISC IT SOLUTIONS
21st Anniversary

Microsoft Partner
Microsoft

Gold Small and Midmarket Cloud Solutions
Gold Cloud Productivity
Gold Enterprise Mobility Management
Gold Datacenter
Silver Cloud Platform

01492 862780

Risc IT Solutions Ltd, Church Walks Business Centre, Church Walks, Llandudno, LL30 2HL T: 01492 862 780 W: www.riscitsolutions.com E: information@riscitsolutions.com