

fa

# Office 365 Partner Managed Services

## Partner Booklet

Backup – Administration – Monitoring – Reporting – Discover - Audit

## What We Do

Our Office 365 Managed Services provide you with all the Office 365 support needed. Our packaged services allow you to keep your internal IT team focused on your corporate goals while we take care of your tenant with our 24/7 service desk

We provide four Office 365 managed offerings through our reseller partners:

**Office 365 Backup as a Service** - secures company data including Exchange Online, SharePoint Online and OneDrive. You can receive a free migration to Office 365 when subscribing to a 12, 24 or 36-month contract

**Office 365 Administration as a Service** – enables you to outsource the administration of your Office 365 tenancy

**Office 365 Reporting as a Service** – provides you easy to interpret data that helps to reduce costs, identify security risks and maintain visibility of usage and changes in your Office 365 environment

**Office 365 Discover & Audit** - an insurance policy providing reporting on all Office 365 internal and external access and security activity to quickly isolate events or threats

# Office 365 Backup as a Service

## Service

Our Office 365 Backup as a Service (BaaS) provides a secure backup service for your Office 365 data. We provide a full service which can be subscribed over 12, 24 or 36 months

---

BaaS is a full managed service for backup of Office 365 data and includes:

## Scope

- Exchange Online
  - SharePoint Online
  - OneDrive for Business
- 

## Inclusions

- Configure backup tenancy
  - Backup monitoring
    - Backup health
    - Alerts
    - Service degradation notification
    - Outage notifications
  - Configure Exchange mailboxes for backup
  - Configure SharePoint collections for backup
  - Configure OneDrive for Business for backup
  - Configure backup policies
  - Perform restores (limit 10 per month)
  - Monthly reporting
- 

## How do we do it?

A document is provided describing the service in detail. We work closely with you to determine what is required to be backed up. We then set up the tenancy, configure backups, set-up policies and continually monitor the status. When required we will perform restores per instruction, delivering you and your IT partner monthly status reporting

---

## Support

We provide access to a Service Delivery Manager to support backup and restore requirements

# Office 365 Backup as a Service

Features		O365	O365 & Constor
Exchange and SharePoint & OneDrive for Business	Geo-Redundancy	✓	✓
	Backup Configuration		✓
	Backup Monitoring		✓
	Office 365 Licensing Selection		✓
	Backup Reporting Monthly		✓
	Restore on Demand		✓
	Use existing Azure tenancy for backup storage		✓
	Selection of Azure Datacentres across globe		✓
	Dedicated Support Professional		✓
Exchange	Deleted Item Retention	Unlimited	Unlimited
	Storage Capacity	Unlimited Archive	Unlimited Archive and Backup
	In-Place Archiving	✓	✓
	Can be configured for compliance and Litigation requirements	✓	✓
	Information Protection (RMS, etc.)	✓	✓
	Allow for Discovery and Cross-Mailbox Search	✓	✓
	Data recovered as it was where it was		✓
	Backup of Individual Mailboxes		✓
	Backup of Shared Mailboxes		✓
	Backup of Public Folders		✓
	Restore Entire Mailbox		✓
	Restore Individual Emails, Tasks and Notes		✓
	Restore Calendar		



# Office 365 Administration as a Service

**Service** Our Administration as a Service (AaaS) provides you with administration for your Office 365 tenancy and can be subscribed to over 12, 24 or 36 months

---

**Scope** Office 365 AaaS is available for:

- Exchange Online
- SharePoint Online
- OneDrive for Business
- Skype for Business

---

**Inclusions**

- User provisioning
- Manage Azure AD Connect
- User removal
- License Assignment/Re-Assignment
- Permission changes for:
  - Shared mailboxes
  - Distribution groups
  - Calendars
- Distribution group creation
- Domain management (up to 5 domains)
- SMTP alias management
- Archiving large mailboxes to shared mailboxes
- Manage shared mailboxes
- Manage security groups
- Manage public folders
- Retention policies
- Compliance
- Spam filtering management

---

**Support** We provide access to a Service Delivery Manager to support Office 365 Administration requirements

# Office 365 Reporting as a Service

**Service** Our Reporting as a Service (RaaS) brings you visibility and efficiency for your Office 365 tenancy and can be subscribed to over 12, 24 or 36 months

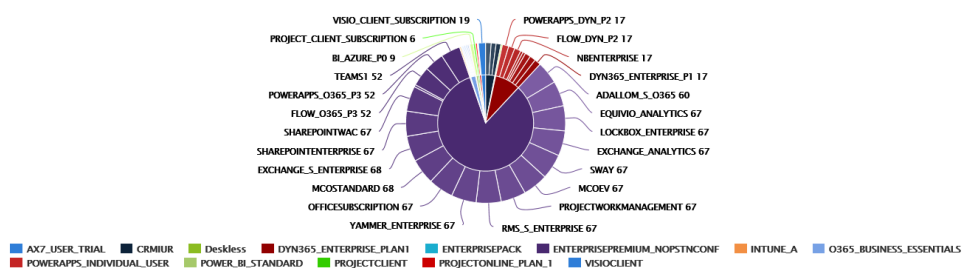
**Scope** Office 365 RaaS covers:

- Exchange Online
- SharePoint Online
- OneDrive for Business
- Skype for Business

**Inclusions**

- Custom Dashboards
- Customisable alerting on adds, moves, changes and threshold breaches
- Office 365 Services Status
  - Real-time service status
  - Tenant uptime for the month
  - Service uptime
  - Microsoft reported issues for the month
  - Scheduled or unscheduled outages
- Exchange Online
  - Mail traffic overview
  - Monthly spam\malware traffic
  - Monthly top senders and receivers
  - Total mail storage over time for storage forecasting
  - Top largest mailboxes for storage forecasting
- New changes for current month
  - Accounts
  - Groups
  - Public folders
  - Distribution groups
  - Administrator accounts
- Subscription summary
  - Licensing
  - Usage reporting (e.g. number of users consuming Office Proplus, SharePoint, Skype)
- SharePoint/One Drive for Business
  - Storage usage trending and forecasting
  - Sites
  - Permissions
  - Inactive objects
  - Sharing settings
  - External users

Licences Applied



# Office 365 Discover And Audit

## Service

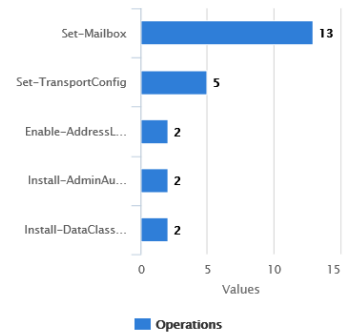
Our Discover and Audit service is an insurance policy for your Office 365 tenancy. Among other things, we provide you visibility into every file modified, every login attempt, every password change, every mailbox accessed – including when, where from, and by whom. This Discover and Audit service can be subscribed to over 12, 24 or 36 months

## Scope

Office 365 Discover and Audit covers:

- Exchange Online
- SharePoint Online
- OneDrive for Business
- Skype for Business

Top Exchange Activities

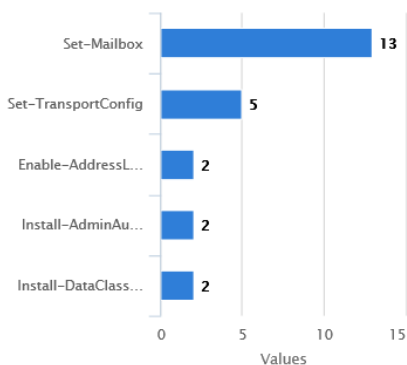


Operation	Count	
Set-Mailbox	13	<a href="#">Q</a>
Set-TransportConfig	5	<a href="#">Q</a>
Enable-AddressListPaging	2	<a href="#">Q</a>
Install-AdminAuditLogConfig	2	<a href="#">Q</a>
Install-DataClassificationConfig	2	<a href="#">Q</a>

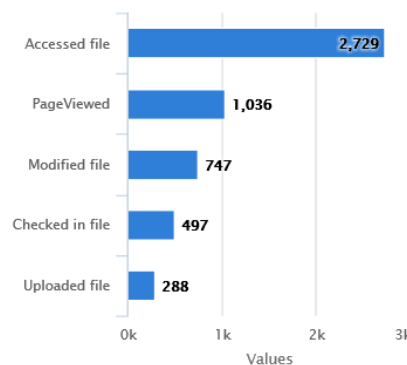
## Inclusions

- Administrator activities
- Sharing and access requests
- File and folder operations
- SharePoint and OneDrive for Business sync operations
- Account Security
  - All Office 365 administrator accounts
  - Time since password change
  - Alignment of security policies
    - Litigation Hold/in place hold
    - Retention Policies
    - Devices being used – are they approved by corporate policy
  - Accounts configured for Multi-Factor Authentication
- Discover and Audit sign-ins:
  - after multiple failures
  - from non-approved or unknown locations (other countries)
  - from multiple locations within a short timeframe (e.g. user in Sydney signs in and later signs in from London)
  - from infected devices

Top Exchange Activities



Top SharePoint Activities



Top OneDrive Activities

