Matrixforce®

Microsoft® Office 365

Office 365 Justification
White Paper

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Introduction

This document is provided for business decision makers who are looking to make an informed decision about moving to Office 365. Office 365 is the second generation of Microsoft Online Services first launched in 2009. The Office 365 value proposition is greater reliability, security, and productivity – at less cost than on-premise server infrastructure or applications.

While Office 365 is in the cloud, it is not a hosted offering for customers to administer off-site servers but rather Software as a Service (SaaS) providing portals and applications for administrators and end-users. Office 365 combines the familiar Office desktop suite with cloud-based versions of next-generation communications and collaboration services:

- Microsoft Exchange Online offering business-class e-mail, scheduling, and mobility
- Microsoft SharePoint Online giving advanced document storage and application integration
- Microsoft Lync Online providing presence availability, instant messaging, and desktop sharing.

Microsoft takes a comprehensive approach to protecting your data at both the physical layer exemplified by a $2 billion investment in state-of-the-art data centers and the logical layer using security-aware engineering practices for services and software. Office 365 provides secure access across platforms and devices, as well as premium anti-spam and antivirus technologies that are automatically updated to protect against the latest threats. The security features and services associated with Office 365 are built in, reducing the time and cost associated with securing your IT systems. At the same time, Office 365 enables you to easily control permissions, policies, and features through online administration and management consoles so you can configure Office 365 to meet your specific business and security needs.

Challenges

Currently, most technology infrastructure is considered a utility service that is no longer cost effective to maintain on-premise. Just like electricity and water, the trend is to pay monthly for these services at much less cost than continually purchasing and maintaining hardware and software. Like death and taxes, the server hardware you buy today will be out of warranty and not supported with no availability of replacement parts within 3-4 years. Then you face the waterfall effect of new operating systems and application software, not to mention any hardware failures and software updates and backup along the way. Meanwhile, there are more workers on the go, accessing business information by more platforms than ever before. And finally, have you budgeted and implemented double the cost and technology infrastructure for a business continuity plan in case of a natural or man-made disaster?

Common Objections

Matrixforce respects the right and decisions of all customers. However, circumstances must be extremely unique to outweigh the savings and benefits of Office 365 versus on-premise solutions. Many service providers and IT departments are quick to perpetuate cloud myths of poor reliability or security. Unless they have a long-term business model and a wide variety of services offerings, most service providers receive significantly less revenue than selling and supporting on-premise solutions. Although IT departments are often overworked, taking servers away strikes fear of less prestige and control. What it really means is less mundane maintenance like updates and more time for brain work and assisting end-users. Some management likewise cannot fathom having data outside the building, but think nothing of not being able to touch cash in the bank vault or use online financial transactions.

Cost Savings

For the most savings, the best time to move to Office 365 is at or near a required refresh of servers for file storage, e-mail, or communications. Not only do you escape the capital cost of hardware and software, but you avoid maintenance and disaster recovery along with all backend upgrades. However, you still must stay within the 5 year standard support period of Office desktop software. Use the Cloud Computing Comparison tool and you will see an **average of 40% savings over a 5 year period**.

Business Benefits

Truth be told, no one wants to work 365 days a year. However, we do need our technology to be available around the clock because you never know when that hot sales prospect will want a product fact sheet or when you'll need to coordinate a last-minute cross-country meeting. In most workplace instances, having integrated, always available communication and collaboration solutions streamlines the way we work and can be just the ticket to greater productivity and cost savings. Just image that in the event of a disaster, your employees could not access your building but they can communicate and access vital information anywhere there is an Internet connection.

Microsoft® Exchange Online	Microsoft® Lync Online	Microsoft® SharePoint Online
• Business-class email, calendar, and contacts on your PC, phone, and web	• Know whether others are available to communicate with presence information	• Share information through a highly secure environment and work together regardless of the location
• Large 25 gigabyte (GB) mailboxes and the ability to send messages up to 25 megabytes (MB)	• Presence and click to communicate from Microsoft Office applications	• Improve team productivity with easy-to-use collaborative tools
• 99.9% uptime commitment with financially backed service level agreement	• Create, moderate, and join pre-planned and on-the-fly audio, video, and web meetings with people inside and outside your organization	• Invite external users to work on projects, documents, and other important data
• Continuous data backup between globally-redundant datacenters	• Collaborate with SharePoint sites	• Easily manage documents and help ensure integrity of content
• Regulation compliance including CyberTrust, SOX, SAS 70 Type II, HIPAA, and ISO 27001 and 27002	• Communicate with other organizations running Lync	• Keep everyone up to date with company information and news
• Latest defenses against viruses and spam with Forefront Online Protection	• Communicate with Windows Live Messenger contacts	• Get users up to speed quickly
• Automatic patching eliminates the time and effort of maintaining and servicing your e-mail system	• Let customers participate in your Lync conference calls even if they are not Office 365 customers	• Reduce the complexity of securing business information
• Secure policies to enforce PIN lock and remotely wipe data from lost phones	• Increase communication and productivity with reduced email using instant messaging	• Take file sharing to a new level with robust storage capabilities
• Email archiving retention policies and optional legal hold to preserve data	• Reduce costs for business travel and phone expenses	• Seamless integration with Microsoft Office 2007/2010 and Office SharePoint Designer
• IT-level phone support available 24 hours a day, 7 days a week		

Office 365 Privacy

Microsoft strives to be a leader in industry privacy and transparency. To learn more about privacy at Microsoft, download the Standard Response to Request for Information - Privacy documents from the Office 365 Trust Center.

- **No Advertising**. Office 365 does not build advertising products out of customer data or scan email or documents. Browser analytics are gathered in the Microsoft Online Portal for aggregate site usage by users.

- **No Mingling.** Office 365 keeps customer data separate from consumer services such as Live. Microsoft Online Services use separate systems that are physically and logically separate from consumer systems.

- **Data Portability.** Customers own their data, and retain all rights, title and interest in the data stored with Office 365. A full copy of your data can be downloaded at any time and for any reason, without any assistance from Microsoft. Upon Office 365 subscription expiration or termination, Microsoft provides by default 90 days of limited access to export data.

- **Data Limits.** Core customer data is not accessed for administration unless explicitly requested via customer service request for operations and troubleshooting. Normal personalization or communications concerning tips and advice utilize no access to core customer data. Customer account information only must be accessed for purchase and billing questions. Microsoft does not voluntarily provide law enforcement access to customer data and tries to redirect such an entity to the customer, unless legally required to disclose information. Follow this link to learn more about Microsoft Online Services Data Limits.

- **Administrative Access**. Access to customer data is strictly controlled and logged and sample audits are performed both by Microsoft and third parties to attest that access is only for appropriate business purposes. Limited key personnel only of the Operations Response Team may access core customer data only as needed and by exception. Support, Engineering, and others in Microsoft have no access to core customer data. Partners have access to core customer data only with customer permission. Follow this link to learn more about Microsoft Online Services Administrative Access.

- **Data Centers**. As a standard policy, Microsoft does not disclose the location of its data centers. Microsoft operates between 10 and 100 data centers located around the world. The following are locations Microsoft has elected to disclose to the general public:

    o   For customers with a Ship-To Address in the Americas:
        Quincy, Washington
        San Antonio, Texas
        Chicago, Illinois

    o   For customers with a Ship-To Address in the European Union:
        Dublin, Ireland
        Amsterdam, Netherlands

    o   For customers with a Ship-To Address in the Asia-Pacific:
        Singapore
        Hong Kong

Office 365 Security

As a pioneer in online data services, Microsoft builds on deep industry experience to incorporate cutting-edge security practices from development through to administration and maintenance. To learn more about privacy at Microsoft, download the Standard Response to Request for Information - Security documents from the Office 365 Trust Center.

- **Deep Experience**. Microsoft has developed proven practices and policies as a result of over 15 years of experience in providing security for online data. Microsoft offers a financially backed 99.9% uptime Office 365 Service Level Agreement.

- **5 Layers of Security.** Data is secured in 5 different layers - data, application, host, network, and physical. See the Security in Office 365 White Paper.

- **Monitoring and Access Restriction.** Microsoft proactively monitors Office 365 services to identify potential known and unknown threats by predicting malicious behavior, and also monitors for irregular events that may indicate threats. In addition, production server access is restricted to a short list of critical operations personnel.

- **Secure Lifecycle.** The Microsoft Secure Development Lifecycle ensures that security and privacy is incorporated into online services by design, from software development to services operations. See the Office 365 for Enterprise Security Service Description.

- **Independently Verified**. Office 365 is complaint with many world-class industry standards and regulatory compliance as verified by third-party security audits:

  - ISO 27001

  - EU Model Clauses

  - HIPAA-Business Associate Agreement

  - Federal Information Security Management Act

  - Data Processing Agreement

Choosing the Right Partner

Matrixforce has helped dozens of organizations and thousands of users move to Office 365 for better security, greater reliability, and less cost. As an elite national Microsoft Cloud Accelerate Partner, you get a proven track record and unique knowledge from **Office 365 Experts**:

Solution	Expertise
Office 365	- Cloud computing comparison versus on-premise servers - Office 365 versus Google Apps - Adoption, deployment, and support services - Enhancement with Windows Intune and CRM Online
Exchange Online	- On-premise Exchange deployment and support since 1996 - Exchange 2003/2007/2010 migration to Office 365 - Exchange online limits and migration expectations - Bulk update and special tasks using Office 365 Cmdlets - DNS management for autodiscover and preventing downtime - iPhone, iPad, and Mac Office 365 configuration - Effective SMTP relay for devices and applications - Regulation compliance with secure e-mail and archiving
Lync Online	- Group policy Lync client deployment - DNS management for effective autodiscover and connectivity - Office 365 Federation with other organizations - Advanced Lync client troubleshooting - Compelling desktop sharing and conferencing
SharePoint Online	- Team site configuration and security - Alternative use of folders or columns - File share migration - Extranet deployment for external users

Overview of 365 Transitions

Matrixforce provides a migration plan for e-mail, document storage, and presence or selected subset of available services. Then an Office 365 free trial for 30 days is started, users are enabled, separate Outlook profiles configured, presence client deployed, document portals configured, and mail synchronization started. Finally, mail delivery is directed to Office 365, documents are uploaded, and existing related on-premise servers or applications are decommissioned. Clients may choose co-existence with directory synchronization or direct cut-over. Typical migrations take approximately 10-15 business days.

Conclusion

Moving productivity services to the cloud requires a serious consideration of cost savings, security & privacy, and a knowledgeable service provider. Office 365 offers a cost effective solution for communications and file access, whether day-to-day or in disaster situations. While most objections to Office 365 are driven by loss of revenue by legacy providers and fear of less prestige by some IT departments, the facts of significant cost savings and improved security and productivity are difficult to dispute. The substantial business benefits and enterprise-grade security allow you to move to the cloud with confidence. However, care should be taken in selecting a service provider with extensive cloud business focus, as well as a minimum of 20 years of on-premise support experience. There is little risk and no obligation to starting an Office 365 free trial for 30 days to learn more. After 30 days you can convert your trial into a paid subscription.

Resources

Office 365: http://office365.microsoft.com

Microsoft Global Foundation Services: http://www.globalfoundationservices.com

Microsoft Data Center Videos: http://www.globalfoundationservices.com/infrastructure/videos.html

Microsoft Trustworthy Computing: http://www.microsoft.com/about/twc/en/us/default.aspx

Security Development Lifecycle: http://www.microsoft.com/security/sdl/default.aspx

Forefront Online Protection for Exchange: http://technet.microsoft.com/en-us/forefront/cc540243