



# Managed Office 365

Administration, support and reporting to help improve adoption, utilisation and user experience

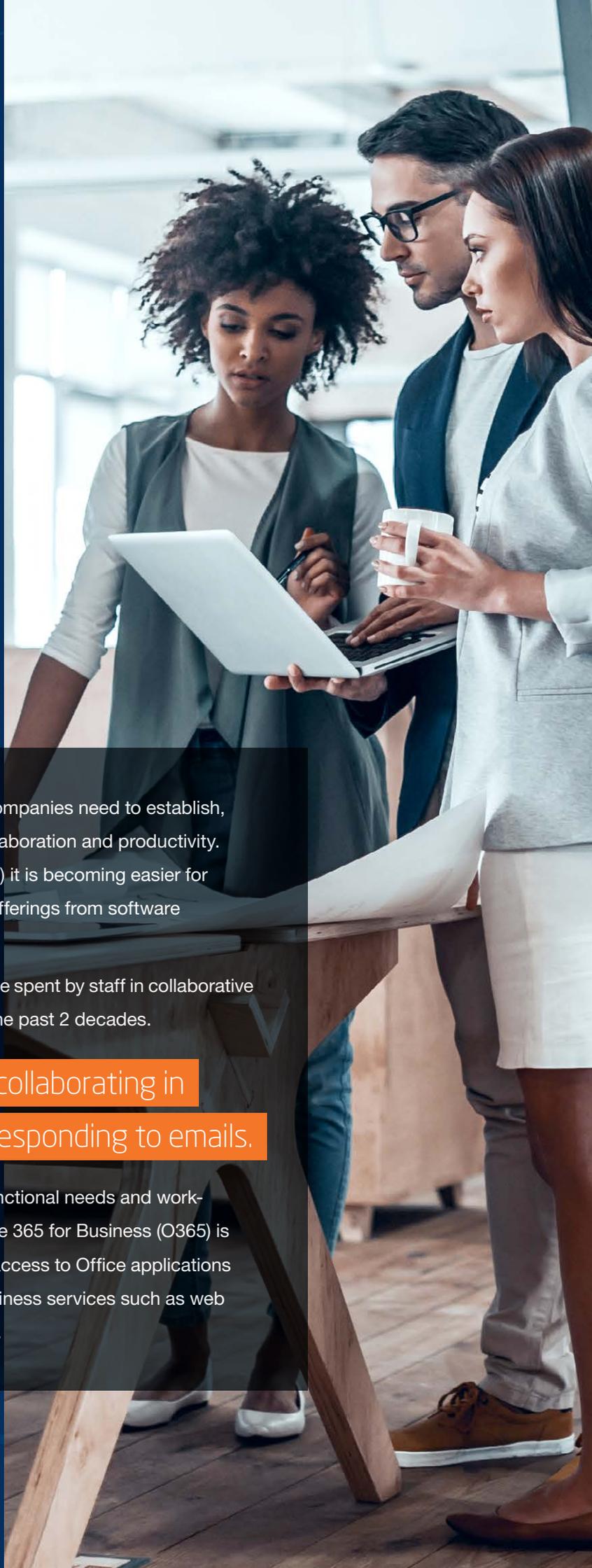
With the advent of Software as a Service it is becoming easier for organisations to stay current with feature rich offerings

In today's competitive business environment companies need to establish, maintain and constantly improve employee collaboration and productivity. With the advent of Software as a Service (SaaS) it is becoming easier for organisations to stay current with feature rich offerings from software companies such as Microsoft.

The Harvard Business Review indicates that time spent by staff in collaborative activities has ballooned by 50% or more over the past 2 decades.

Approx. 80% of time is spent collaborating in meetings, on the phone, and responding to emails.

Because every group is unique, with its own functional needs and work-style, each one requires a variety of tools. Office 365 for Business (O365) is a Microsoft subscription service that includes access to Office applications and online productivity services, as well as business services such as web conferencing, hosted email, and online storage.



# Your challenges made easy:

- Day to day administration and management
- Monitoring of service and usage
- Maximising employee collaboration and productivity with O365
- Troubleshooting with configuration
- Insight into usage, adoption and compliance reporting
- Lack of in-house skills in O365 apps, services and admin interfaces
- Consistent, high quality support at a predictable cost
- Optimise O365 licencing and the associated costs
- Keep abreast of updates, patches and new features
- Investing in the ongoing development of any in-house technical staff
- The cost of hiring and retaining skilled and experienced staff

## Service Overview

For organisations who want to maximise employee collaboration and productivity using O365, NEC's Managed O365 service provides a unique combination of administration, support and reporting to help improve adoption, utilisation and user experience.

Based on a per-user per-month model, customers can easily scale up or down to deploy services as needed, whilst knowing costs up front.

With a tiered service package and optional local 24x7 support, NEC's Managed O365 service caters to all needs and budgets. Let your IT team focus on core business rather than administrative IT tasks required to support it.

# Benefits

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## Access expertise

Even with a well-trained IT team of your own, the odds are that it doesn't have a dedicated expert who specialises in support and maintenance of the O365 environment.

## Cost effective

Leverage NEC's qualified expertise only when you need it and pay only for this period. Our proactive O365 experts can reduce lost revenue caused by downtime and expenses on remediating critical technology issues.

## Improve efficiency

NEC handles the daily maintenance of your O365 environment so your in-house IT team can focus on the supporting your core business activities.

## Security and compliance

Our service provides security monitoring of O365, plus our reporting can assist you with meeting compliance requirements.

## Business continuity

Strict SLAs ensure high availability and performance to end-users, which supports efficiency and stability of business processes that are dependent on technology (collaboration, work-flows, etc.).

## Predictable costs

Offer priced per-user per-month, providing transparent and predictable pricing without nasty surprises.

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NEC has over 100 certified  
Microsoft professionals

# Features

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## Fully managed account

Day-to-day administration of your O365 account including: Moves, Adds, Changes and Deletions (MACDs) to end-users. Service health is reviewed periodically to cater for maintenance and security activities recommended by Microsoft.

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## Monitoring

We monitor your O365 account for service availability, alerts, alarms and notifications. We notify you of any security policy violations / alerts.

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## Reporting

Periodic reports that cover overall usage, licence utilisation, audit and application specific reports. Optional custom reports based on the information available within O365 to cater for any specific requirements.

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## Software updates

Microsoft releases feature updates on a regular basis, which come to the cloud first. Our service ensures your business is always up-to-date.

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## Support

Three tier service model to suit different levels of support requirements, covering basic to comprehensive, including 24x7 support. Our Help Desk assist with troubleshooting and advice according to an agreed SLA.

| Service Package Options                            |                                    |                                    |          |
|--|------------------------------------|------------------------------------|----------|
|  | Essential                          | Standard                           | Premium  |
| Pricing unit                                       | Per user per month                 |                                    |          |
| Support hours                                      | 8:30-17:00<br>Mon-Fri <sup>1</sup> | 8:30-17:00<br>Mon-Fri <sup>2</sup> | 24x7x365 |
| Office 365 Applications                            |                                    |                                    |          |
| Outlook  | -                                  | ✓                                  | ✓        |
| Word / Excel / PowerPoint (online only)            | ✓                                  | ✓                                  | ✓        |
| Access / Publisher (PC only)                       | -                                  | ✓                                  | ✓        |
| Office 365 Service Management                      |                                    |                                    |          |
| Azure Active Directory (AD) in Office 365          | ✓                                  | ✓                                  | ✓        |
| Exchange Online & Exchange Online Protection (EOP) | ✓                                  | ✓                                  | ✓        |
| Skype for Business Online                          | ✓                                  | ✓                                  | ✓        |
| SharePoint Online                                  | -                                  | ✓                                  | ✓        |
| Teams  | -                                  | ✓                                  | ✓        |
| OneDrive for Business                              | ✓                                  | ✓                                  | ✓        |
| Yammer   | -                                  | ✓                                  | ✓        |
| Office 365 Service Monitoring <sup>3</sup>         |                                    |                                    |          |
| Service Health Monitoring                          | ✓                                  | ✓                                  | ✓        |
| Exchange Online Behaviour                          | -                                  | ✓                                  | ✓        |
| Office 365 Service Reporting <sup>4</sup>          |                                    |                                    |          |
| Office 365 Service Status                          | ✓                                  | ✓                                  | ✓        |
| Exchange Online                                    | ✓                                  | ✓                                  | ✓        |
| SharePoint / OneDrive for Business                 | -                                  | ✓                                  | ✓        |
| Executive Dashboard                                | -                                  | ✓                                  | ✓        |
| Office 365 Insights                                | -                                  | ✓                                  | ✓        |

**1. Essential Package:** Supports your choice of a single time zone in Australia, does not include public holidays. **2. Standard Package:** Supports multiple time zones in Australia, does not include public holidays. **3. Office 365 Monitoring:** Limited to the capability provided by Microsoft Office Admin Console, additional monitoring for complex environments are provided as optional offerings with POA. **4. Office 365 Reporting:** Limited to the reports provided by Microsoft as part of the Office 365 Administration reports, additional reporting capability is provided as an add-on depending on customer requirements.

## Additional Services

Fees apply.



Office 365  
Backup as a  
Service



Office 365  
Archive as a  
Service



Hybrid  
Active Directory  
Management



Train the  
Trainer



Mobile Device  
Access



Knowledge  
Base

## Why NEC?

NEC is a Microsoft Gold Communications, Collaboration and Content partner amongst others. We have been recognised through Microsoft awards for delivering innovative, unique and successful projects that drive tangible outcomes for our customers across the entire Microsoft stack. In our Microsoft teams across Australia, NEC has over 100 certified Microsoft professionals.

NEC excels in providing expertise in managed service, communications and systems integration. We have continued to invest in voice expertise, product development and research globally and have a track record spanning 50 years of engineering success and delivering support to Australian organisations, both large and small.

NEC continues to invest skills and technology in close partnership with Microsoft. Our professional and consulting services team has considerable experience in assessing and assisting complex migrations into the O365 cloud and managing those environments.



## For more information:

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v.19.09.24 | Managed Office 365

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