

Intelligent Collaboration Services

Accelerate organisational productivity with Microsoft Teams

centrality



What is it?

A packaged set of services that provide industry leading guidance, deployment and ongoing support to enable you to unleash the power of Microsoft Teams within your organisation.

Microsoft
Partner

Gold Cloud Platform
Gold Cloud Productivity
Gold Windows and Devices



Who is it for?

Organisations that are new to Microsoft Teams or have other collaboration platforms that want to leverage the real power of the Modern Workplace.



What are the benefits?

- Eradicate your multiple collaboration & telephony platforms
- Free up your meeting rooms
- Enable you to collaborate in real time anywhere on any device
- Seamlessly integrate your M365 & SharePoint
- Reduce your conference/meeting rooms costs
- Increase your employee productivity & performance
- Take advantage of best practice security & compliance toolsets
- Increase your employee engagement






“Centrality expertise ensured my Teams deployment maximised adoption”

Why Centrality?

- Over 22 years' experience
- “Microsoft First” and “Cloud First”
- Microsoft Cloud, Teams & Voice experts
- Top 5 Gold Partner for Cloud in the UK
- Trusted to manage over 125,000 M365 seats
- UK based 24 x 7 Support
- ISO 27001 since 2015

Trusted expertise to ensure you achieve maximum adoption and business benefit



Package	 Inform	 Discover	 FastTrack	 Tailored	 Check Up
Who is it for?	New to Teams? What is it? How could I benefit?	I want to deploy Teams What do I need to do? Am I Teams ready?	I want to deploy Teams, & need help to ensure its correctly configured, but will manage the roll out myself.	I want help deploying Teams to maximise adoption & productivity in my organisation.	I have installed Teams but want to ensure its optimally configured & secure to ensure the best user experience.
What do I get?	Free attendance at Centrality Microsoft Teams event OR bespoke private session	2 day on site workshop Remote Technical discovery Readiness report & tailored proposal for implementation.	Project Management Remote technical implementation Remote Testing Onboarding & adoption plan	Bespoke Project Deployment. Option for SLA governed managed service offering.	Written report post discovery and analysis which you can implement yourself or utilise Centrality experts
	1 Day Cost: Free	2 Weeks Cost: £5,000	2 Weeks Cost: £POA	8 Weeks Cost: £POA	2 Weeks Cost: £5,000

1 Envision: Assess, Technical Discovery & Plan

Included in Package



Inform

- ✓ What is Teams? Teams capabilities overview
- ✓ Integration to Microsoft 365 & customisation options
- ✓ Security & Compliance
- ✓ Example use cases & sample personas, demonstration & Q&A
- ✓ Complete testing ready for Pilot

Included in Packages



Discover



FastTrack



Tailored

- ✓ Validate technical environment, license, network & security
- ✓ Identity solution validation, remote meeting space survey
- ✓ Determine pilot services & design from catalogue
- ✓ Agree adoption & user training strategy
- ✓ Publish readiness recommendations

Included in Packages



Discover



FastTrack



Tailored



Check Up

- ✓ Workshop with decision makers & confirm critical success criteria
- ✓ Identify user personas, workflows, needs & challenges for each selected scenario to maximise adoption

Included in Packages



Check Up

- ✓ Remote health check of configuration, user experience & security / compliance versus best practice
- ✓ Publication of recommendations & proposal for implementation

2 Onboard: Test, Pilot, Deploy

Included in Package



FastTrack



Tailored

- ✓ Implementation of readiness recommendations
- ✓ Configure security & identity
- ✓ Install Teams meeting room equipment
- ✓ Configure Microsoft Teams against target use case scenarios.
- ✓ Complete testing ready for Pilot

Included in Packages



Tailored

- ✓ Manage Pilot Trials
- ✓ Pilot meeting rooms online with user training guides
- ✓ Manage progressive user on boarding
- ✓ Progressive feature enablement as part of adoption plan
- ✓ Adoption planning & management
- ✓ Training planning & delivery
- ✓ Business communications

3 Drive Value: Measure, manage & drive adoption

Included in Package



FastTrack



Tailored

- ✓ Early live support to ensure best in class experience during initial pilot users
- ✓ 3rd line support to augment your IT team

Included in Packages



Tailored

- ✓ Monthly service review & reporting
- ✓ Proactive 24x7x365 service monitoring to maximise availability and manage software & patching where required.
- ✓ Remote helpdesk troubleshooting & resolution of issues
- ✓ Root cause analysis
- ✓ Report on utilisation & adoption
- ✓ Proactive adoption management