



Connection Cloud Managed and Professional Services Catalog

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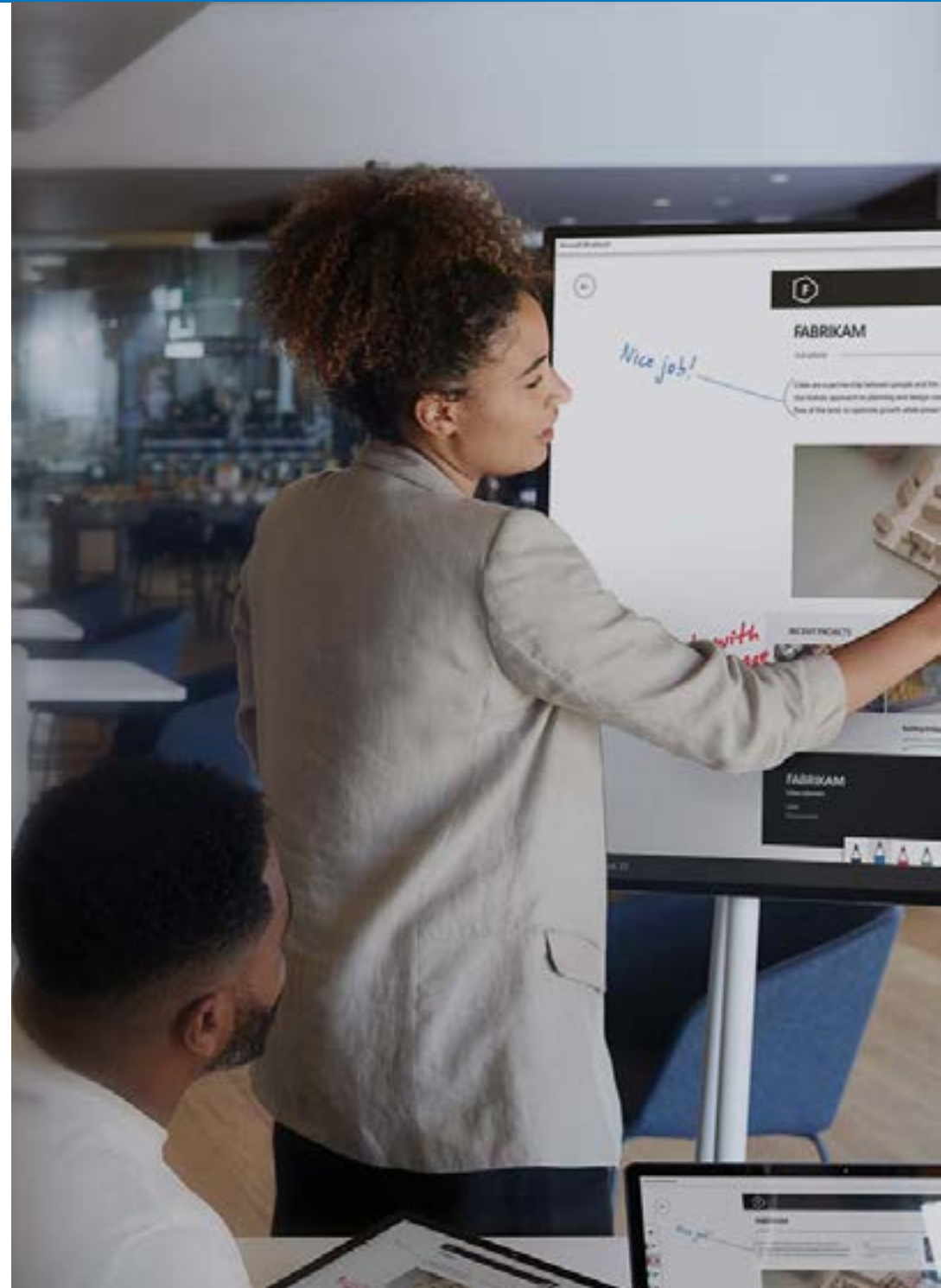
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Protect and Govern Sensitive Data Workshop

Security and Compliance Risk Identification

The Protect and Govern Sensitive Data Workshop is a three-day review and investigation of your actual IT environment. This will provide you with the insights you need to better discover, protect, and govern corporate data.



Who Will Benefit

Organizations with data spread out across multiple on-premises and cloud hosting solutions that need to meet any type of security compliance and have concerns about the overall health and security of their company data.

What Is Included

- Discussion on the hidden compliance risks of dark data
- Assessment of dark data risks via Data Risk Check
- Assessment against the Data Protection Baseline
- An analysis and report on findings and associated risks
- Discussion on tools and services that can mitigate risks
- Recommendations and next steps
- Long-term recommendations for their compliance strategy with key initiatives and tactical next steps

Supported Business Capabilities

The Data Risk Check in its core will identify privacy and regulatory risks in Exchange Online, SharePoint Online, OneDrive for Business, and Teams. It can be extended with optional modules to scan on-premises data repositories and Windows 10 endpoints.

Solution Expectation

- Data Risk Check report that includes findings and insights from the automated discovery process
- A list of recommendations and actionable next steps that will help mitigate the identified privacy and regulatory risks
- A clear look into Microsoft's approach to mitigating and controlling privacy and regulatory risks
- Compliance Manager Tenant Assessment report with suggestions and top key improvement actions

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Modernize Communications Workshop

Microsoft Cloud (Teams Phone)

This workshop is designed to guide you through the process of a simplified enterprise voice solution with reliable, high-quality, integrated calling. Through demonstrations, use-case design, and deep-dive planning, Connection will deliver actionable recommendations to deploy and adopt Microsoft Teams Phone.



Who Will Benefit

Organizations that have adopted Teams as their internal messaging solution that may have multiple locations or have transitioned to a remote work model. Candidates would be those looking to bring calling capabilities to their Microsoft Teams solution.

What Is Included

- An evaluation of current telephony and PBX needs
- Environmental and workload analysis, including existing infrastructure and telephony state
- Demonstration of the end-to-end Microsoft Teams calling experience to showcase Microsoft Teams Phone as a telephony solution
- Direction on how to transition various user profiles into a modern collaboration and communication environment
- Showcase featuring third-party applications and devices that can complement the Microsoft Teams Phone experience
- Customized, actionable recommendations you can follow to enable and adopt Microsoft Teams Phone

Supported Business Capabilities

- Teams messaging and collaboration
- Videoconference capabilities
- Microsoft Cloud
- Modern workplace collaboration and sharing
- Word, Excel, PowerPoint, and more
- Incoming / outbound voice calling

Upcoming Changes

- Compliance with existing phone lines

Resources

[Modernize Communications Workshop Data Sheet](#)

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Azure Migration Service

Microsoft Azure Cloud

This service helps you plan a data / application(s) / infrastructure move to Azure using our Azure Migrate Assessment with a focus on aligning business outcomes, priorities, and technical constraints.



Who Will Benefit

- Aging data center infrastructure
- Those looking to move to cloud hosted solutions
- Organizations seeking reduced licensing and hosting costs
- Businesses with growing needs
- An organization in search of greater disaster recovery and continuity solutions

What Is Included

Azure Migrate Assess – Azure Readiness Summary

- Assessment-based recommendations
- Estimated monthly cost

Azure Migrate Build

- Workload migration planning
- Azure environment build-out
- Workload migration

Azure Migrate Optimize

- Optimize workload performance
- Configure cost monitoring
- Configure security alerting

Azure Migrate Operationalize (optional)

- Configure monitoring solutions
 - Log monitoring
 - Agent health
 - Change management
- Configure backup and disaster recovery

Supported Business Capabilities

- Easier workload management and expansion
- Increased uptime
- System optimization
- Enhanced performance reporting
- Greater monitoring / alerting
- Security notifications

Solution Expectation

- Better system response
- On the fly memory / CPU increase
- Decreased downtime
- Hot failover options
- Longer lifecycle for decreased project costs

Resources

[Azure Migration Services Data Sheet](#)

[Pharmaceutical Case Study](#)

[Plasma Collection Industry Case Study](#)

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Microsoft SQL Workload Migration

Microsoft Cloud

Azure SQL Database provides an industry-leading Platform-as-a-Service (PaaS) implementation of Microsoft SQL Server in the Azure cloud. The service is based around organizations looking to migrate from an on-premises database to an Azure SQL Database.



Who Will Benefit

- Organizations with multiple SQL DB solutions
- Those looking to implement centralized DB solutions
- Businesses wanting to consolidate multiple databases
- Organizations seeking to migrate various solutions to the same DB solution / platform
- A company whose current solution needs to be updated due to compliance standards

What Is Included

- Initiate and discovery
- Assessment
- Planning
- Transformation and optimization
- Testing and remediation
- Project management

Supported Business Capabilities

- Service scalability
- Enhanced security
- Greater licensing scalability
- Backup and recovery
- Disaster recovery and business continuity
- High availability

Solution Expectation

- High availability
- 99.9% up time
- Enhanced performance tuning options with recommendation reporting
- On-the-fly scalability (up or down)
- Enhanced security compliance
- Rapid deployment of additional DBs

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Azure Migrate Assessment

Microsoft Azure Cloud

A personalized, in-depth review and analysis of your actual environment that will help give a detailed understanding of its overall ability to shift workloads to the Microsoft Azure Cloud.



Who Will Benefit

- Organizations that have identified an interest in shifting to a cloud-based datacenter
- Businesses with current on-premises solutions that are nearing license renewal / replacement

What Is Included

- Migrate assessment
 - Services / virtual machines
 - Databases
 - Web applications
- Assessment Report
 - Azure readiness
 - Azure solution sizing
 - Dependency visualization
- Migration strategy report

Supported Business Capabilities

- Discussion on Azure capabilities and your overall ability to migrate
- Estimated costs
- Discussion on discoveries—if any—you may need to update / migrate

Solution Expectation

- No changes will be made to your environment during this assessment
- Performance enhancements are not part of this offering

Resources

- [Azure Migration Services Data Sheet](#)

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Secure Identities and Access Workshop

Cloud Optimization

Quickly and accurately identify authorized users and give them proper access to the information and tools they need to do their job. The goal is to provide you with tools to protect authorized user identities so employees can authenticate credentials and manage file access—while still giving them the freedom to collaborate with others.



Who Will Benefit

- C-suite
- Chief information security officer (CISO)
- Chief information officer (CIO)
- Chief security officer (CSO)
- Identity and / or application owners / decision makers
- IT security
- IT operations
- Security architect
- Security engineers
- Application business owners

What Is Included

- Discussion on identity goals, objectives, and the existing and desired identity security posture
- Insights into applications (sanctioned and unsanctioned) used within the environment
- Showcasing of core IT and user security scenarios through demos
- Development of a joint action plan based key results, recommendations, and next steps

Supported Business Capabilities

- Rating of the identity security posture and how it compares to peers
- Discussion on how to reduce costs and improve business agility and security with simplified app access

Solution Expectation

- Understanding of how to prevent identities from being compromised
- Insights into apps use—even ones unsanctioned by IT

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Microsoft Viva Services

Teams and Outlook Cloud Optimization

Microsoft Viva is an employee experience platform that brings together communications, knowledge, learning, resources, and insights in the flow of work. Powered by Office 365 and experienced through Microsoft Teams, Viva fosters a culture that empowers people and teams to be their best from anywhere.



Who Will Benefit

- Office 365 solutions
- Microsoft Teams
- Remote workforce
- Mobile workforce

What Is Included

Assess

- Gather information on key business scenarios
- Define scope
- Identify business stakeholders
- Introduce Microsoft Viva

Art of the Possible

- Showcase employee experience transformation
- Microsoft Viva overview with selected pathways
- Demos and immersive experiences

Build the Plan

- Build upon newfound knowledge and pair it with unique business challenges
- Prioritization of scenarios and next steps built into a plan

Solution Expectation

- A prioritized list of business scenarios that can be addressed by deploying Microsoft Viva
- Recommended preparation in terms of skills and best practices
- A roadmap outlining potential workstreams and dependencies with clear next steps
- An adoption framework

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Teams Rapid Readiness Assessment

Cloud Enablement and Collaboration

This service assess your environment and determines its overall readiness for a Teams rollout. During this advisory service, we will provide a roadmap that documents business and technical requirements, deployment best practices, and design considerations. Teams provides a workspace for real-time collaboration and communication, meetings, and file and app sharing.

Who Will Benefit

Organizations who

- Are currently using Skype for Business Online or Skype for Business Server
- Have an on-premises PSTN solution
- Want to keep their on-premises PSTN solution and require Teams
- Are exploring the enablement of a remote workforce
- Need to rapidly onboard many users to Microsoft Teams

What Is Included

Day 1: Discover

- Collect information on current environments through technical assessment
- Identify business requirements and desired business outcomes for Teams through stakeholder interviews

Day 2: Analyze

- Generate findings based on data collected
- Generate use case-specific options for deployment
- Develop overall recommendations roadmap and design for the Teams implementation

Day 3: Recommend

- Present findings and recommendations
- Collect concerns and challenges
- Present SOW for implementation

Supported Business Capabilities

- Active Directory / Azure AD / Azure AD Connect
- Mail and messaging
- Chat, online meeting and calling platform (Skype, Lync, etc.)
- Source data (i.e. file shares and SharePoint Server)
- Office 365 Tenant and Workloads (if available)
 - SharePoint Online
 - Exchange Online
 - OneDrive for Business



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Comprehensive Hyperscale Cloud Managed Service

Cloud Managed Service

This service manages, monitors, and secures an Azure, Google, or AWS cloud estate.



Who Will Benefit

Plans are built to safeguard the cloud estate through continuous management, monitoring, and consultation focused on growth and optimization:

Basic

Business with minimal cloud infrastructure requiring managed support only

Essential

Company with moderate cloud infrastructure requiring comprehensive proactive management and monitoring

Enterprise

Organization with larger cloud footprint requiring comprehensive proactive management and monitoring

What Is Included*

- Unlimited support hours
- Complimentary migration
- Proactive monitoring
- Security and compliance management
- IaaS and PaaS management
- Backup services
- Monthly detailed reporting
- Complimentary on-demand consultative hours
- Access to Azure experts

Supported Business Capabilities

Security and compliance management

- IaaS and PaaS management
- Backup services

Solution Expectation

See Key Metrics and Target

KEY METRICS	TARGET
Support	24 x 7 x 365
Response SLA	30 minutes

Resources

[Cloud Managed Services](#)

[Azure Managed Services](#)

[AWS Managed Services](#)

[Google Managed Services](#)

[Azure Virtual Desktop Managed Services](#)

[Microsoft 365 Managed Services](#)

[BaaS for Microsoft 365 Powered by Veeam Managed Services](#)

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*Basic Plan is managed support only

Microsoft 365 Services

Cloud Managed Service

This service manages and monitors your Microsoft 365 environment.



Who Will Benefit

Our plans are built to align and grow with your environment:

Business

Recommended for Microsoft 365 Business Premium Users

Enterprise

Recommended for Microsoft 365 E3 Users

Premium

Recommended for Microsoft 365 E5 Users

What Is Included

- 24 x 7 x 365 help desk with 30-minute initial response
- User and group management
- Adoption and change management
- Customer-lead engagement
- Dashboard reporting
- Compliance management
- Policy management
- Security, identity, and governance monitoring

Supported Business Capabilities

- The service manages Microsoft 365 tenants
- Microsoft 365 Backup Service optional; see separate plan

Solution Expectation

KEY METRICS	TARGET
Support	24 x 7 x 365
Response SLA	30 minutes

Resources

- [Cloud Managed Services](#)
- [Azure Managed Services](#)
- [AWS Managed Services](#)
- [Google Managed Services](#)
- [Azure Virtual Desktop Managed Services](#)
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Office 365 Backup as a Service (BaaS) Powered by Veeam

Cloud Managed Service

Turnkey Office 365 backup and restoration management.



Who Will Benefit

Microsoft Office 365 Users

BaaS for Exchange Online, SharePoint Online, Teams, and OneDrive for Business

What Is Included

- Extended backup of Exchange Online, SharePoint Online, OneDrive for Business, and Teams*
- 24 x 7 help desk with 2-hour SLA for file recovery
- Backup of 10GB per user*
- Unlimited retention period
- Complimentary backup configuration for Exchange Online, SharePoint Online, OneDrive for Business, and Teams*

Supported Business Capabilities

Office 365 backup and restoration

Solution Expectation

See Key Metrics and Target

KEY METRICS	TARGET
Support	24 x 7 x 365
Response SLA	30 minutes
Restore SLA	2 hours

Resources

[Cloud Managed Services](#)

[Azure Managed Services](#)

[AWS Managed Services](#)

[Google Managed Services](#)

[Azure Virtual Desktop Managed Services](#)

[Microsoft 365 Managed Services](#)

[BaaS for Microsoft 365 Powered by Veeam Managed Services](#)

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*NOTE: This service is fully managed by Connection. We maintain the Veeam licenses on your behalf, with the backup hosted in a discrete Azure environment through us. Storage is pooled. Limits can be increased at an additional cost.

Azure Virtual Desktop (AVD)

Cloud Managed Service

Comprehensive management of any AVD environment.



Who Will Benefit

New and existing AVD users

What Is Included

- Management of multiple environments
- Management of workspaces, host pools, app groups, remote apps, and custom RDP settings (AVD ARM and classic)
- Complete session host lifecycle management
- Management of user sections
- Management of Azure Files and NetApp
- Management of FSLogix configuration profiles
- Management of directory profiles
- Management of host pool cloning
- Management of session time limits
- Assigning and unassigning users to personal desktops

Supported Business Capabilities

Proactive management of AVD environment

Solution Expectation

See Key Metrics and Target

KEY METRICS	TARGET
Support	24 x 7 x 365
Response SLA	30 minutes

Resources

- [Cloud Managed Services](#)
- [Azure Managed Services](#)
- [AWS Managed Services](#)
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