

Fedelis / Rhipe

# Rhipe Success Program

Session Date : 15 May 2018

Summary Slides

# Agenda

- Office365 Past, Present and Future
- Deploying Office365
- Adoption for Success

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# Leader or Fast Follower ?

The *leader* is consistently first to market with new products and offers.

The *fast follower* can reap the benefits of the experiences of others, responding quickly and precisely

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What “exactly” is Office365?

## Microsoft Introduces Solution for Service Providers to Deliver Messaging And Collaboration Services to Consumers, Professionals and Small Businesses

February 5, 2003 |

Solution for High Volume Exchange

REDMOND, Wash., Feb. 5, 2003 — Microsoft Corp. today announced the public availability of the **Solution for High Volume Exchange**, a comprehensively tested solution optimized to enable service providers to deliver to consumers, professionals and small businesses superior and profitable Internet messaging services that complement their current offerings. Utilizing key Microsoft® technologies, the Solution for High Volume Exchange provides the first integrated technical platform that enables service providers to offer basic e-mail services — from POP3, IMAP and Web mail to integrated messaging and collaboration tools such as calendaring and scheduling — using the Outlook® Web Access client. Reducing operational costs while enabling the delivery of a richer suite of services to a broader range of customers, the solution drives new and sustainable revenues for broadband Internet access service providers in an intensely competitive marketplace.

## PlaceWare, Inc. Announces Its Acquisition by Microsoft Is Complete

April 30, 2003 |

MOUNTAIN VIEW, CA., April 30, 2003 — PlaceWare, Inc., a leading provider of Web conferencing services that enable businesses to conduct real-time, interactive presentations and meetings over the Internet, today announced its acquisition by Microsoft Corp. is complete. Placeware now becomes a wholly owned subsidiary of Microsoft. Through this acquisition, the companies plan to deliver innovative and easy-to-use online conferencing solutions that will help connect more people seamlessly in a real-time conferencing environment. Additionally, the companies aim to provide industry partners with improved technologies to develop and deliver new custom business solutions that take advantage of advanced real-time collaboration capabilities.

[PlaceWare -> Live Meeting / Live Communications -> OCS -> Lync -> Skype For Business](#)

# Business Productivity Online Suite

 Microsoft  
Office Live Meeting

Microsoft  
Exchange  
Hosted Services

Microsoft  
Exchange Online

 Microsoft  
Office Communications Online

 Microsoft  
Office SharePoint Online



Office365

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PRODUCTIVITY COMMUNICATIONS COLLABORATION BUSINESS APPS MANAGEMENT STORAGE PLATFORM

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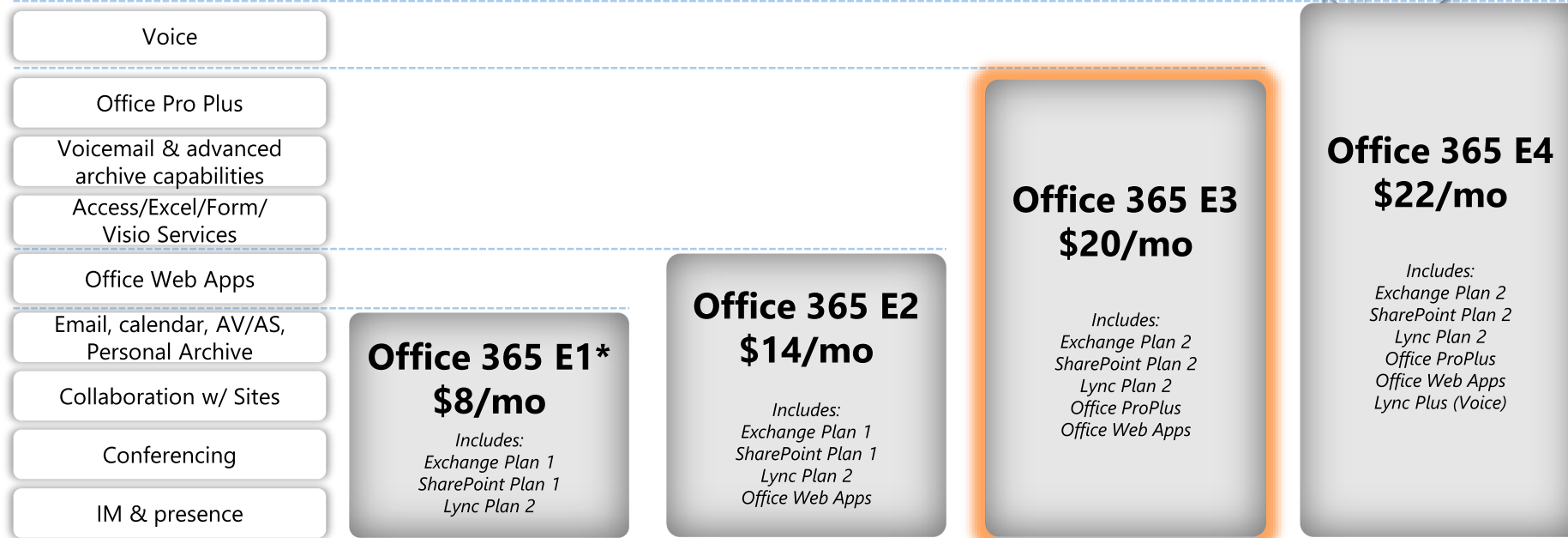
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# For Information Workers – Plan E Family

Year 2010

## Components

## Suites



### Add-Ons:

SP Online Storage (1GB) – \$2.50  
 Extranet (PAL) – \$2.00  
 Blackberry Support (BES) – \$10.00

### Offer Details:

Plan 2 include Plan 1 features  
 Office Web Apps requires SharePoint Online  
 Voice requires on-premises servers

Prices shown at ERP

\*Service Plan that maps to current BPOS



BPOS

Office365<sup>2010</sup>

Office365<sup>2013</sup>

MS365

Yammer

Power BI

Groups

Flow

Skydrive<sup>Pro</sup>

ATP

Bookings

PTA

One Drive Biz

Planner

Teams

Open License

CSP

Forms

Connections

Listings

Invoicing

Videos

Stream



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# THE PERIODIC TABLE OF Office 365

App availability depends on license type

Provided services include: Office 365 Groups • Enterprise Search • Microsoft Graph • MyAnalytics • Security & Compliance • Plus More

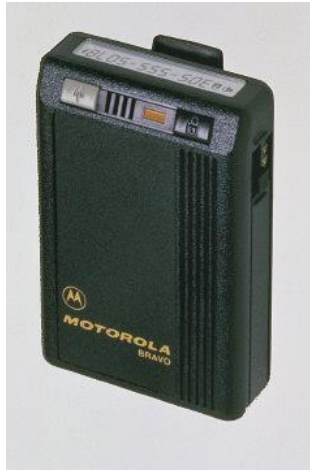
	<b>Dynamics 365</b> <small>CRM &amp; ERP [Salesforce]</small>					<b>Sway</b> <small>Next-gen presentations</small>		<b>PRESENTATIONS</b>	
<b>ENTERPRISE VIDEO</b>	<b>Stream</b> <small>Video portal [YouTube]</small>	<b>Video</b> <small>Deprecating</small> <small>Superseded by &amp; migrating to Stream</small>	<b>EMPLOYEE PROFILES</b>	<b>Word Online</b> <small>Word processing in the browser</small>	<b>Excel Online</b> <small>Spreadsheets in the browser</small>	<b>OneNote Online</b> <small>Note taking in the browser [Evernote]</small>	<b>PowerPoint Online</b> <small>Presentations in the browser</small>	<b>OFFICE ONLINE</b>	
<b>FILE STORAGE &amp; COLLABORATION</b>	<b>SharePoint Online</b> <small>Team file sharing &amp; storage</small>	<b>OneDrive for Business</b> <small>Personal file storage [Dropbox]</small>	<b>Delve</b> <small>Employee profile &amp; content discovery</small>	<b>FORMS</b>	<b>Forms</b> <small>Preview</small> <small>Code-free forms</small>	<b>PowerApps</b> <small>Code-free mobile apps (&amp; forms)</small>	<b>Flow</b> <small>Code-free workflows [IFTTT]</small>	<b>Power BI</b> <small>Business analytics &amp; dashboards</small>	<b>BUSINESS APPLICATION PLATFORM</b>
<b>OUTLOOK</b>	<b>Mail</b> <small>Outlook email</small>	<b>Calendar</b> <small>Outlook calendar</small>	<b>People</b> <small>Outlook contact list</small>	<b>Tasks</b> <small>Outlook tasks</small>	<b>TASK MANAGEMENT</b>	<b>To-Do</b> <small>Preview</small> <small>To-do list for life &amp; work [Wunderlist]</small>	<b>Planner</b> <small>Everyday project management [Trello]</small>	<b>Project Online</b> <small>Premium project management</small>	<b>PROJECT MANAGEMENT</b>
<b>CHAT &amp; CONFERENCING</b>	<b>Skype for Business</b> <small>Instant messaging &amp; video chat [Skype]</small>	<b>Teams</b> <small>Group chat &amp; video chat [Slack]</small>	<b>Newsfeed</b> <small>SharePoint's (lite) social network</small>	<b>Yammer</b> <small>Social network [Facebook]</small>	<b>SOCIAL NETWORKING</b>	<b>Visio Online</b> <small>Diagramming in the browser</small>	<b>Bookings</b> <small>Customer self-reservations</small>	<b>StaffHub</b> <small>Frontline employee hub &amp; scheduler</small>	<b>SMALL BUSINESS APPLICATIONS</b>
<b>DIRECT COMMUNICATION</b>									

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\*Items in [brackets] identify software with similar functionality for the sake of context



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```
H:INTRO PAGE 1 LINE 9 COL 11          INSERT ON
      <<<  MAIN MENU  >>>
--Cursor Movement--  -Delete-  -Miscellaneous-  -Other Menus-
^S char left ^D char right | ^G char | ^I Tab  ^B Reform | (from Main only)
^A word left ^F word right | DEL chr lf | ^V INSERT ON/OFF | ^J Help ^K Block
^E line up ^X line down | ^T word rt | ^L Find/Replce again | ^Q Quick ^P Print
--Scrolling--        ^V line | RETURN End paragraph | ^O Onscreen
^Z line down ^W line up | ^N Insert a RETURN |
^C screen up ^R screen down | ^U Stop a command |
!-----!-----!-----!-----!-----!-----!-----R

1. Introducing WordStar

WordStar is highly flexible and very visible. Watch the
screens as you give commands, and information in various
parts of the screen will guide you. You won't see all the
information all the time, but it will be there when you need
it.

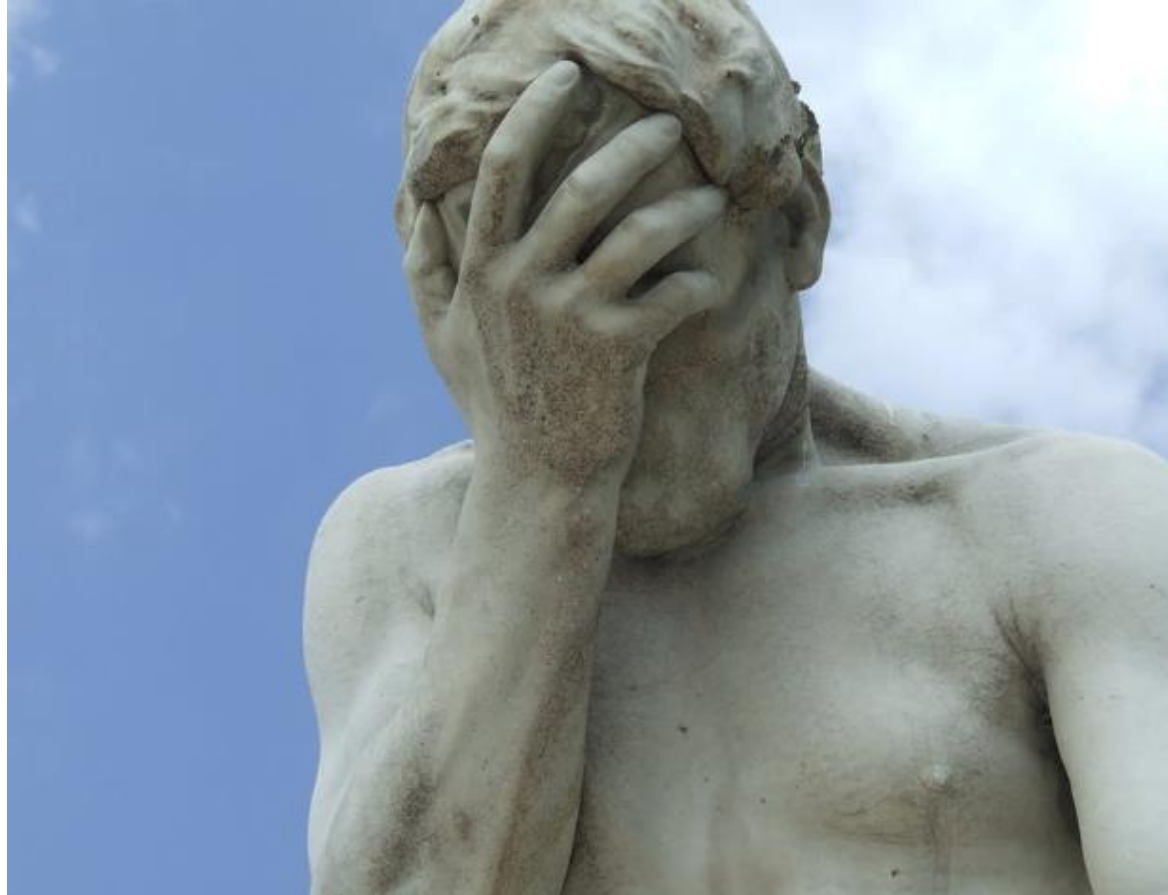
WHERE YOU ARE

The seven WordStar menus are your greatest aids. They are
like signposts at the top of your screen, showing you where
you are.
1HELP 2INDENT 3SET LM 4SET RM 5UNDL TN 6BLDFCE 7BEGBLK 8ENDBLK 9BEGTL 10ENDTL
```

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What does IT think of their Users?



Don't know what they want?

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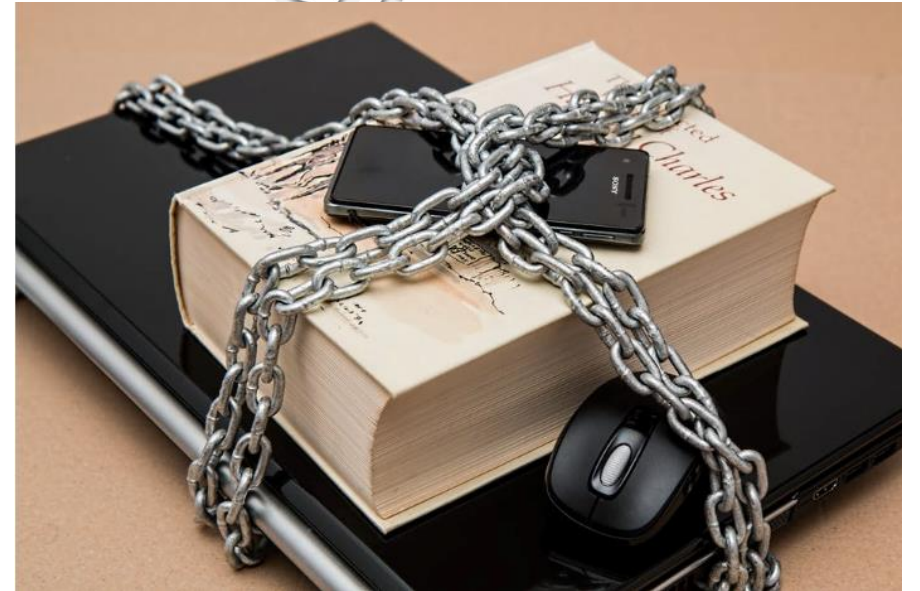
Easily Confused?



One Size Fits All?



Unsafe, can't be  
trusted



Need to be  
controlled?



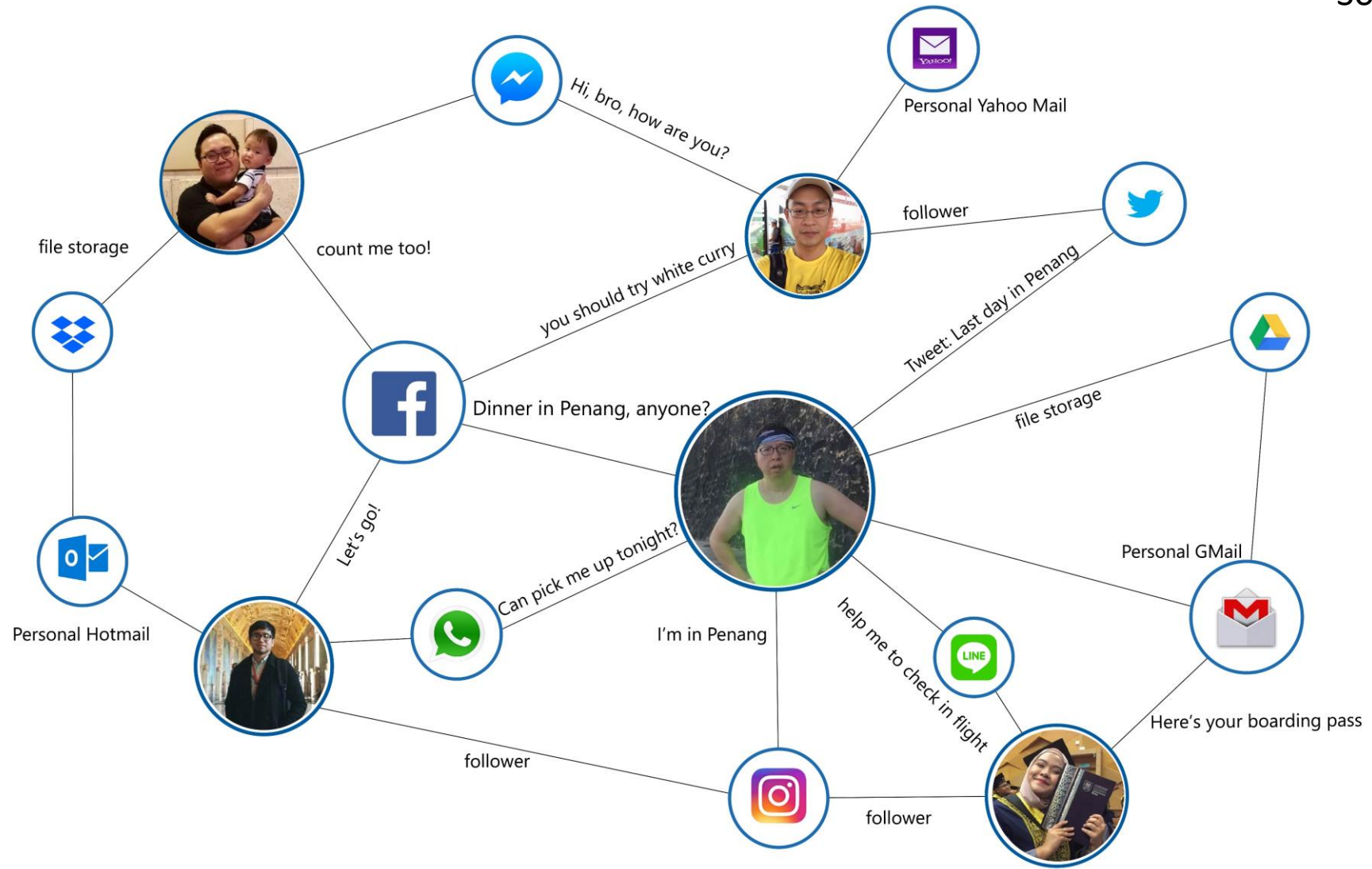
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Can't handle sophisticated Technology?

How do we communicate  
today?

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# Socially?



Whipe

Network Working Group  
Request for Comments: 1081

M. Rose  
TWG  
November 1988

Post Office Protocol - Version 3

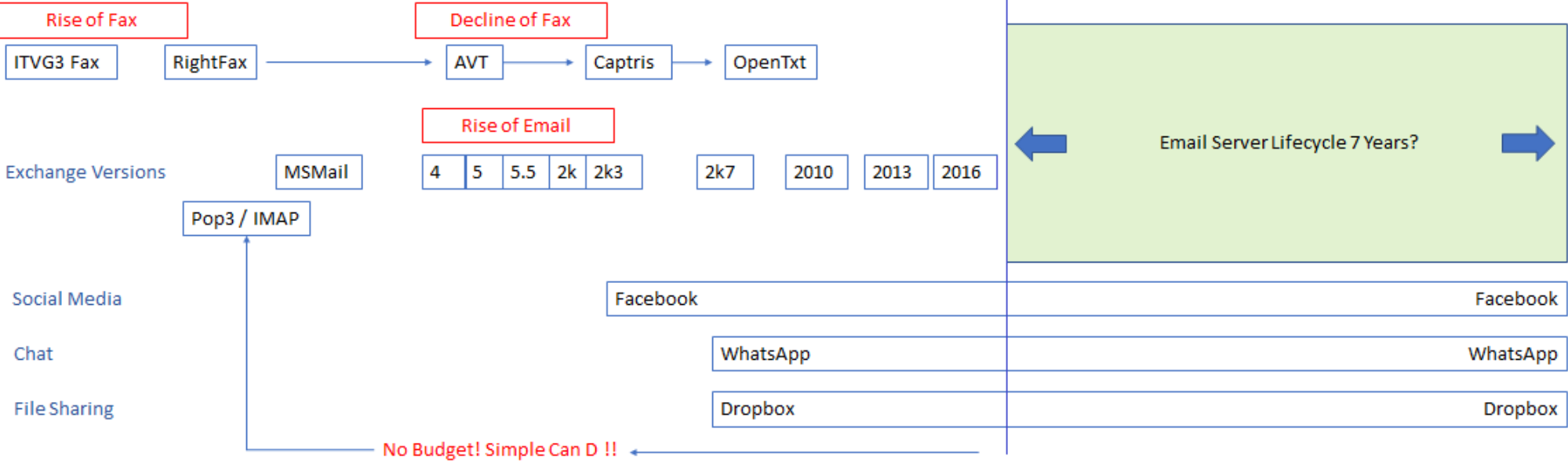
Status of this Memo

This memo suggests a simple method for workstations to dynamically access mail from a mailbox server. This RFC specifies a proposed protocol for the Internet community, and requests discussion and suggestions for improvements. Distribution of this memo is unlimited.

This memo is based on [RFC 918](#) (since revised as [RFC 937](#)). Although similar in form to the original Post Office Protocol (POP) proposed for the Internet community, the protocol discussed in this memo is similar in spirit to the ideas investigated by the MZnet project at the University of California, Irvine.

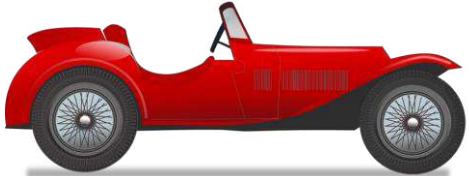
Fed

Year 2017 :Customer : We need a new Email Server !!!!! What do we do?



36 Year Technology Lifecycle?

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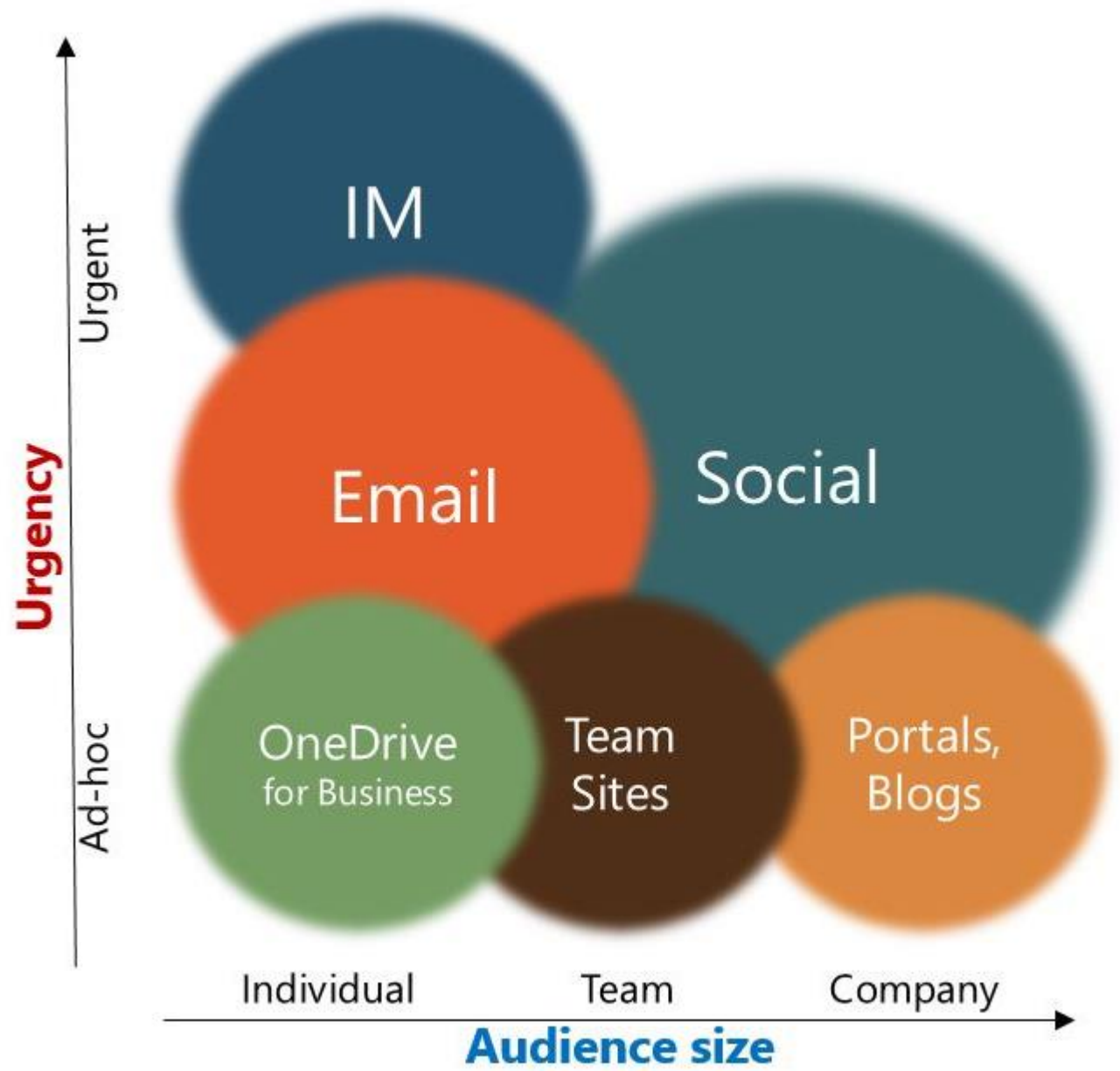


Corporate IT Tools



Users

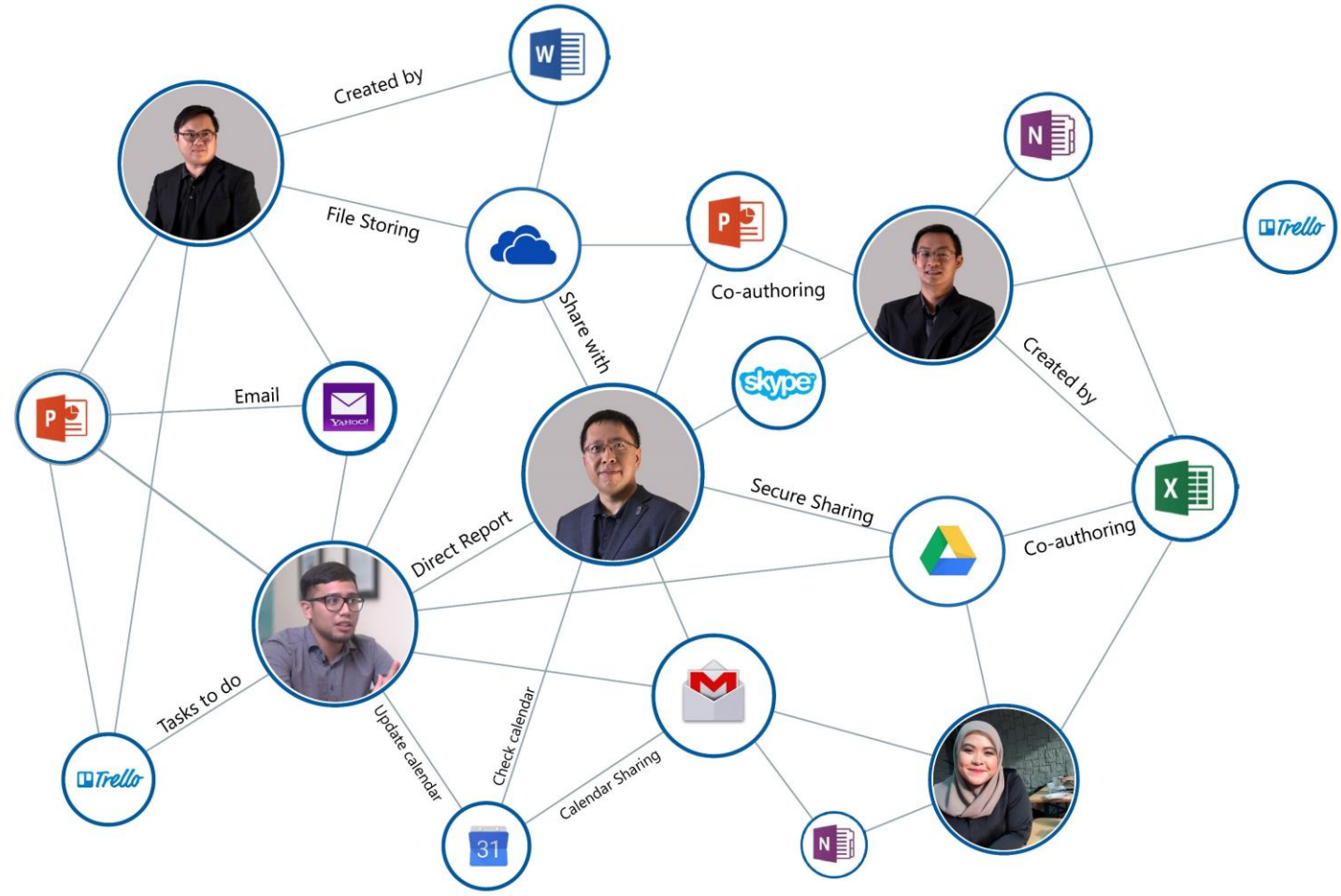
Right Tool  
for the  
Right Job?



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F

At Work?



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# What's wrong with Free Apps?!?

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- Who owns the Account ?
- Who owns the Data ?
- Where is the Company in the relationship?
- Who is the data being shared with?
- What Administrative Oversight do you have?



Office 365

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Trello



MailChimp



SurveyMonkey



Salesforce



Google Analytics



Dropbox

MS Office

Power BI

PowerApps

Flow

Delve

Staff Hub

Business Apps

Yammer  
"Facebook"

Teams  
"Slack"

Planner  
"Trello"

Forms  
"G Forms"

OneDrive  
"Dropbox"

OneNote  
"Evernote"

Sway  
"Slideshare"

Exchange  
"Email"

SharePoint  
"CMS, File Management"

Skype  
"Communications"



Office365 Substrate

Mobile Management  
MDM, EMS

Information Protection  
AIP, DLP

Search & Investigate  
Hold, eDiscovery

Threat Mgmt  
ATP, Adv Security

Azure AD – Free, Basic

Azure AD – P1 & P2



On Premise Active Directory

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So, what's the future like?

# Enabling the workforce of tomorrow!



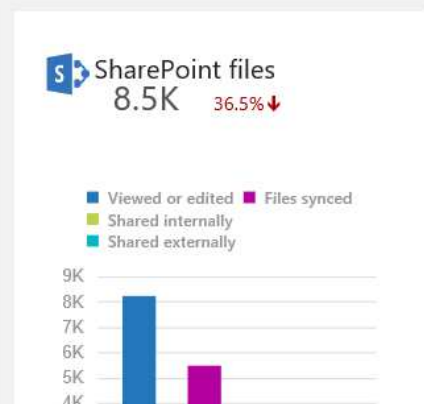
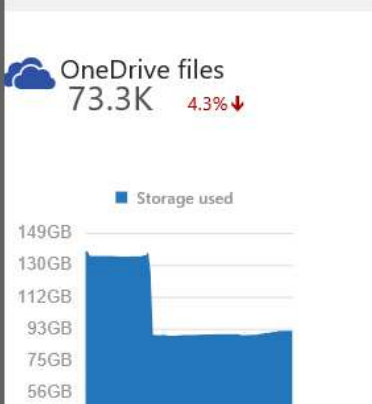
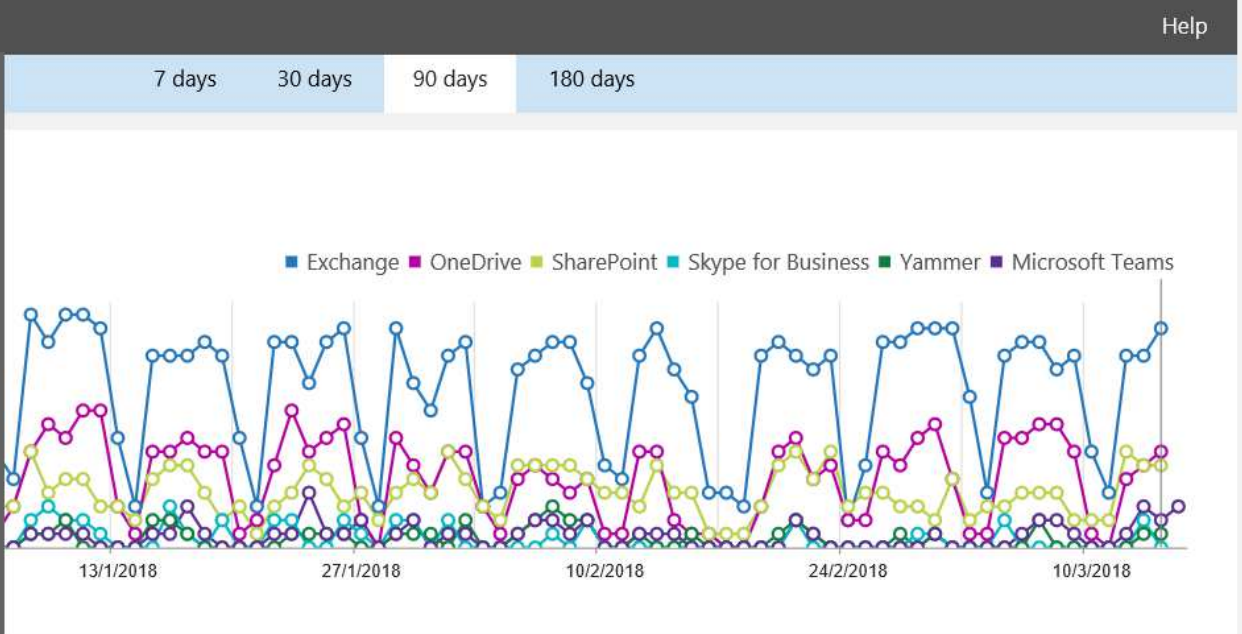
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# Office365 success will be based on usage !

- Users
- Power Users
- Business Managers
- Top Management
- System Admins
- Relevance?
- Usage Scenarios
- Which Tool?
- Compliance
- Success KPI
- App Training
- Scenario Training
- How to Docs
- How to Videos
- Help Desk
- Campaigns
- Budget

- Home
- Users
- Groups
- Resources
- Billing
- Support
- Settings
- Setup
- Reports
- Usage
- Security & compliance
- Health
- Admin centers

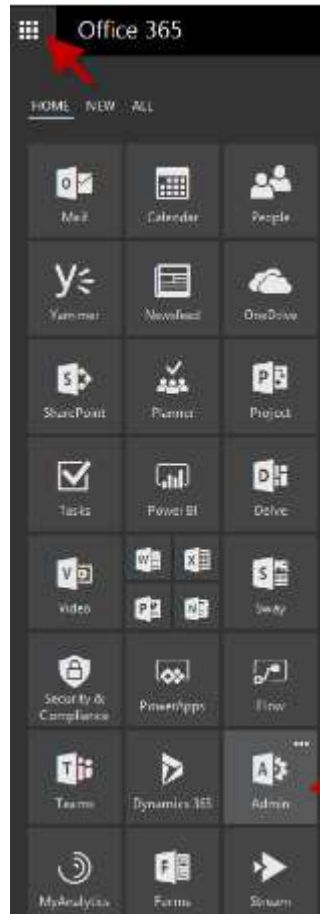
- Select a report
- Office 365
    - Activations
    - Active users
    - Office 365 groups activity
  - Exchange
    - Email activity
    - Email app usage
    - Mailbox usage
  - OneDrive
    - OneDrive activity
    - OneDrive usage
  - SharePoint
    - SharePoint activity
    - SharePoint site usage
  - Skype for Business
    - Skype for Business activity
    - Skype for Business peer-to-peer activity
    - Skype for Business conference organizer activity
    - Skype for Business conference participant activity
    - Skype for Business device usage
    - Skype for Business PSTN usage
    - Skype for Business users blocked
  - Yammer
    - Yammer activity
    - Yammer device usage
    - Yammer groups activity



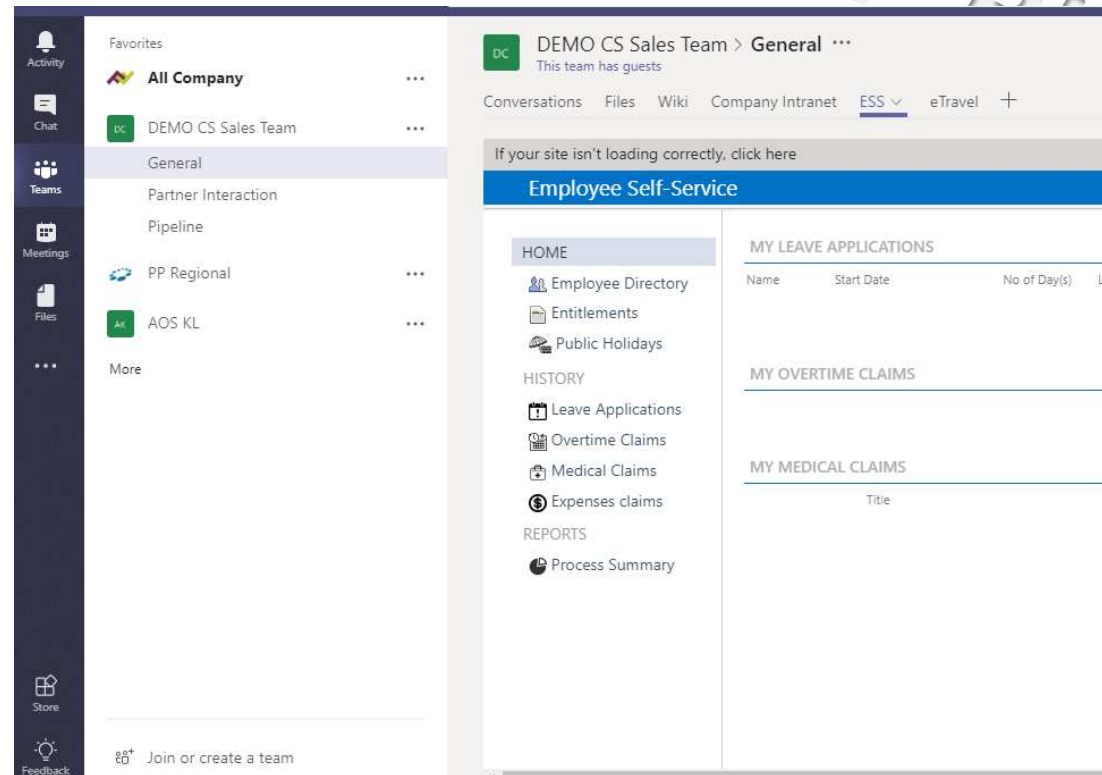
Need help

# Microsoft is betting big on Teams

New way of work



Future way of work



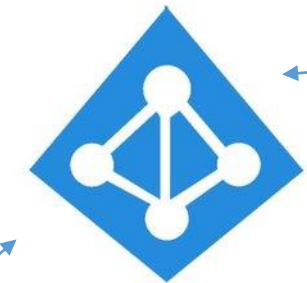
Idea by Robert Crane

# 2. Azure AD will be the way forward

AAD SYNC

Azure Free & Basic

Azure Premium P1 & P2



Azure Active Directory



SSO : Cloud Apps and Office365 possible using Azure AD and PTA

Many 3rd Party Cloud Apps can use Azure AD as a directory service

On Premise Active Directory (Identity Provider)



Azure Proxy Connector



In House Web Apps Can be accessed outside without VPN

Azure Premium -> 2FA

User Self Service  
Conditional Access  
Adv Group Mgmt



On Premise Applications



Solution Set will continue to Mature

Microsoft 365

BUSINESS ENTERPRISE

Office 365 Windows 10

Enterprise Mobility + Security

The image is a promotional graphic for Microsoft 365. It features a blurred background of four business professionals in a meeting. Overlaid on this is the 'Microsoft 365' logo in large blue font. Below the logo are two blue rectangular buttons with white text: 'BUSINESS' on the left and 'ENTERPRISE' on the right. Underneath these buttons are two icons: the Office 365 logo (a white cube) followed by the text 'Office 365', and the Windows 10 logo (a white window icon) followed by the text 'Windows 10'. At the bottom of the graphic, the text 'Enterprise Mobility + Security' is written in a light grey font.

# Plan Comparison

		Business Plans		Enterprise Plans			
		Office 365 Business Premium	Microsoft 365 Business	Office 365 Enterprise E3	Microsoft 365 Enterprise E3	Office 365 Enterprise E5	Microsoft 365 Enterprise E5
STANDARD SERVICES	Estimated retail price per user per month \$USD (with annual commitment)	\$12.50	\$20	\$20	\$34	\$35	\$57
	Maximum number of users	300	300	unlimited	unlimited	unlimited	unlimited
	Install Office on up to 5 PCs/Macs + 5 tablets + 5 smartphones per user	Business	Business	ProPlus	ProPlus	ProPlus	ProPlus
	Exchange, OneDrive, SharePoint, Skype, Microsoft Teams	•	•	•	•	•	•
	Business Apps – Outlook Customer Manager, Bookings, MileIQ <sup>1</sup> Business center <sup>2</sup> , Listings <sup>2</sup> , Connections <sup>2</sup> , Invoicing <sup>2</sup>	•	•				
ADVANCED SERVICES	Legal compliance & archiving needs for email – archiving, eDiscovery, mailbox hold			•	•	•	•
	Information protection – message encryption, rights management, data loss prevention			•	•	•	•
	Advanced Threat Protection, Advanced Security Management, Threat Intelligence, Advanced Compliance		Add-on	Add-on	Add-on	•	•
	End User and Organizational Analytics (MyAnalytics), PowerBI Pro		Add-on	Add-on	Add-on	•	•
	PSTN Conferencing		Add-on	Add-on	Add-on	•	•
	Cloud PBX, PSTN Calling <sup>4</sup>			Add-on	Add-on	•	•
	<b>Windows:</b> Windows 10 Business (Windows Defender, Store, Cortana Mgmt Controls, Auto-Install Office apps, Upgrade rights to Windows 10 Pro for 7/8.1 Pro licenses)		•				
	<b>Windows:</b> Windows AutoPilot		•		•		•
	<b>EMS:</b> Microsoft Intune, Azure Active Directory Premium P1		• <sup>3</sup>		•		•
	<b>Windows:</b> Microsoft Desktop Optimization Package, VDA				•		•
	<b>Windows:</b> Enterprise Data Protection, Windows Hello, Credential Guard, Device Guard, App Locker				•		•
	<b>EMS:</b> Microsoft Advanced Threat Analytics, Azure Information Protection P1				•		•
	<b>Windows:</b> Windows Defender Advanced Threat Protection						•
<b>EMS:</b> Azure Active Directory Premium P2, Microsoft Cloud App Security, Azure Information Protection P2						•	

[1] Available in US, UK, Canada

[2] Currently in public preview in US, UK, Canada

[3] Only selected features: App protection for Office mobile apps, MDM for Windows 10 PCs, Selective wipe of company data, AAD Auto-Enroll

[4] Cloud PBX Required

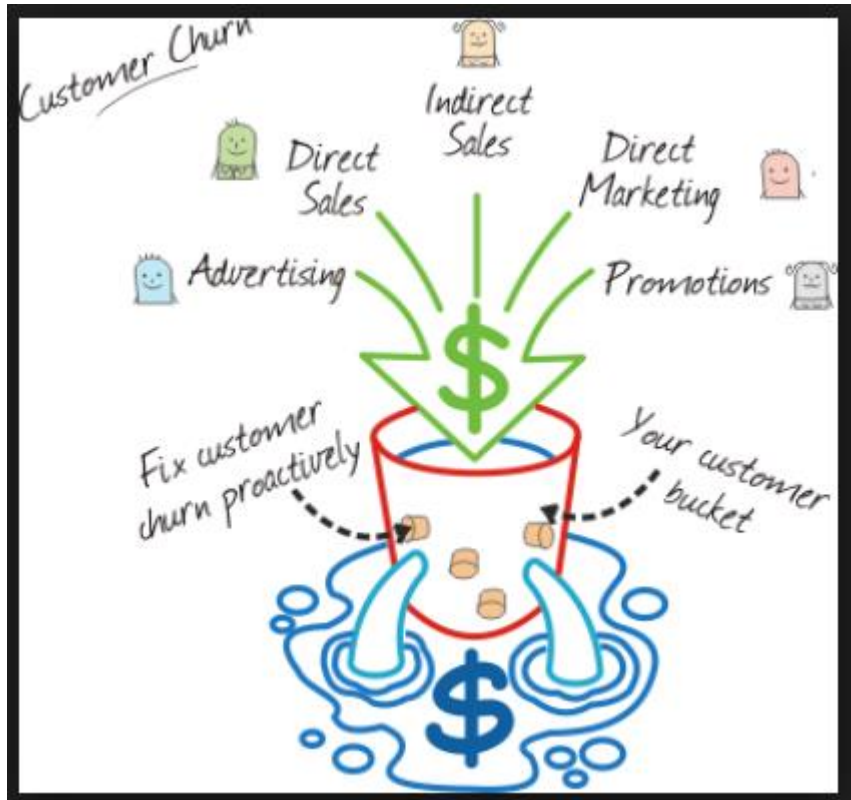
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Questions?

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# Adoption for Success

# New Paradigm, New Problems



- Re-Prioritization of Budget
- Resignation of Product Champion
- Limited Utilization
- Price Increase (less discount)
- Competitive Threat

# New Paradigm, New Challenges

- Recurring Budget
- Limited Utilization
- Price Increase? (less discount)
- Forced Product Updates

**RENEWAL  
TIME !**



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- Compliance
- Success KPI
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- How to Docs
- How to Videos
- Help Desk
- Campaigns
- Budget



Trello



MailChimp



SurveyMonkey



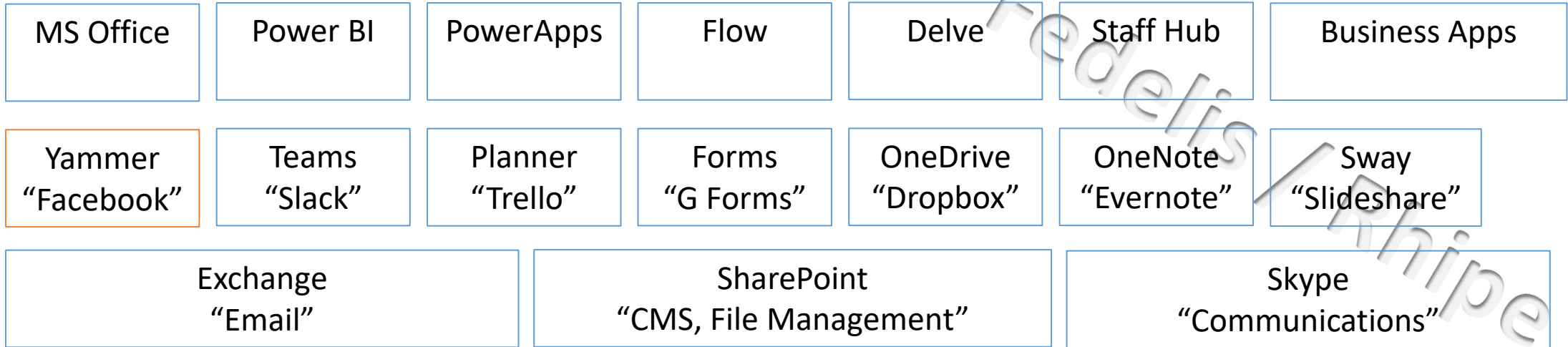
Salesforce



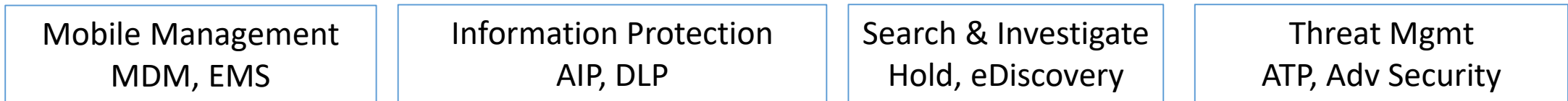
Google Analytics



Dropbox



Office365 Substrate



On Premise Active Directory



# Some Possible Opportunities

Phase 1	Phase 2
Email, One Drive, Skype	Planner, Teams, Yammer, SharePoint
Azure AD Sync (Basic)	Azure AD Premium / SSO / PTA
Basic Security	Encryption Azure Information Protection Mobile Device Management Dkim / Dmarc Advanced Threat Hold / Retention Policies / Tagging
Basic Training	Scenario Based Training Manager's Training Champion's Training