

MICROSOFT 365 OPTIMIZATION

Microsoft 365 Optimization Managed Services

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Overview: Microsoft 365 Optimization Managed Services

This document gives an outline of key elements of the optimization managed service for Microsoft 365. Customers may select parts or the whole service depending on their requirements. Costs vary according to the depth and frequency of the service as well as the size of the subscriber base.

Planning and Initial Analysis

These are the key elements of creating the project plan and establishing goals:

- Customer briefing and initial priorities
- Gather usage analysis using Smarter SaaS 365
- Analyze results and benchmark to identify key issues and opportunities
- Create goals for cost optimization & usage improvements
- Prioritise actions
- Create project plan
- Manage process & report at agreed schedule

Recycling and Cost Optimization

Recycling is the identification of unused subscriptions and where appropriate re-allocating the subscriptions to new users. It is key to keep on top of unused subscriptions for both security and cost management. For CSP subscribers there is the flexibility to make changes straight away and for EA customers it is important to ensure that they do not exceed their maximum. Identification of unused accounts/misallocation of accounts also helps initiate discussions around current processes and procedures and how these can be adjusted to ensure oversights do not re-occur in future. Key aspects in ensuring this are:

- Identification of unused subscriptions
- Identification of duplicate subscriptions/services
- Validation of leavers and true unused subscriptions
- Comparison to HR records
- Creating emails to users/department heads
- Process review/adjustment (if required) with key stakeholders.
- Provision and implementation of scripts for recycling
- Storage of mailboxes and files
- Provision of “unwinding” facilities

App Consumption Building

The vast majority of Microsoft 365 customers do not use their full portfolio of apps. To increase the ROI on Microsoft 365 organizations need to ensure that users utilize their apps otherwise they will not be efficient in their work and also costs will be wasted. Keys to app usage building are:

- Identification of user levels of app/feature adoption
- Benchmarking and key gaps in usage vs targets
- Qualitative and quantitative analysis of root causes
- Solution to close gaps and prioritization
- Implementation of actions e.g., training and facilities
- Analysis, results and revising actions.

Preparing Teams for Unified Communications

Teams is becoming the key environment for unified communications. In order for communication through Teams the environment must be used by users. The aspects of this are:

- Understanding strategy and checklist of communications requirements
- In depth analysis of usage levels of Teams by user to identify gaps
- Understanding behaviors and root causes for non-use
- Implementation of gap closing actions e.g., user training.
- Trials identifications for key facilities
- Reporting on usage improvements and remedial actions

Improving Return on Investment

User organizations are often focused on controlling the cost of Microsoft 365 subscriptions rather than increasing their return on investment. The key aspect is understanding the efficiency levels and business benefits that Microsoft 365 is providing to the organization. The key methodology is:

- Understanding goals of the organization for implementing Microsoft 365
- Benchmarking to identify comparisons to competitors
- Analysis of costs and benchmarking
- Cost controls
- Usage levels vs targets
- Measurable business results vs targets
- User satisfaction
- Continuous improvement process



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