

Employee Experience

Designated Engineering overview

Employee Experience scenarios

With hybrid and remote work, it's important that your employees stay connected. Microsoft Viva, our employee experience platform, allows you to help people and teams do their best work using the apps and experiences they rely on every day to connect, collaborate, and get work done from anywhere.

Viva Connections: Promote communication across the workplace, all from one central location

Viva Topics: Enable faster learning, connections, and innovation by making information easier to find

Drive outcomes

Your priorities

- Improve and modernize our communication methods
- Seamlessly share information with a hybrid work model
- Increase awareness of Microsoft Viva functionality among different departments: change management, learning & development, IT, etc.

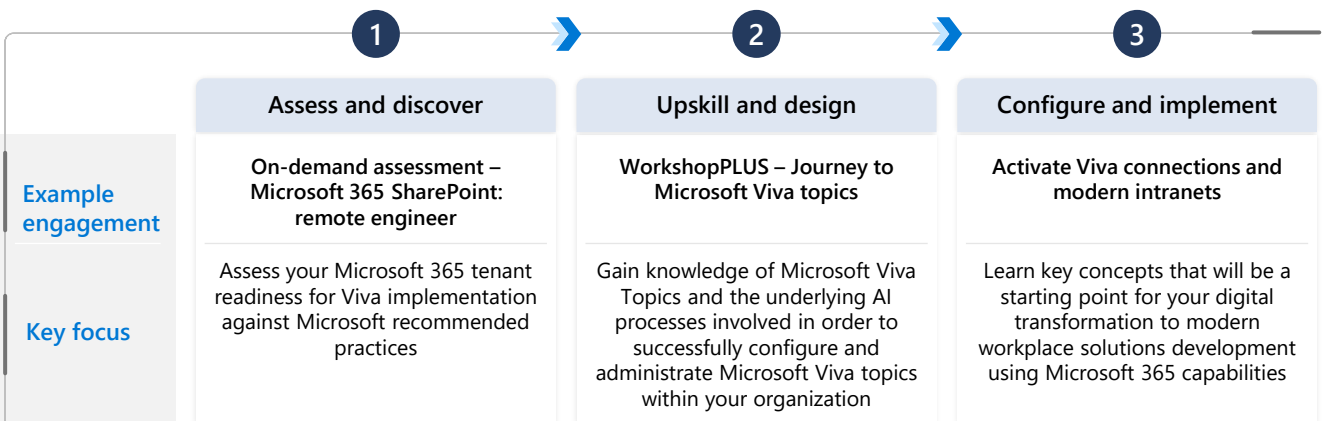


Outcomes we deliver

- Develop a plan to leverage Microsoft Viva within your organization
- Maximize your ability to inform, engage and connect with your organization by creating a hybrid and modern workspace
- Improve productivity and engagement by bringing communication, knowledge, learning, and insights into an integrated experience

What your Designated Engineering package could look like

Your account team will design a specific program of services tailored to your organization's business and technology goals. If you are still defining your technology needs, our experts will work with you to assess your strategy and tailor an engagement for your organization. Here is what a sample **Designated Engineering for Employee Experience** could look like:



Microsoft Teams

Designated Engineering overview



Microsoft Teams scenarios

Organizations thriving in today's remote-working reality are embracing real-time communications and collaboration. Microsoft Teams, our productivity platform, allows your organization to achieve more on a single, intelligent hub.

Microsoft Teams Designated Engineering overcomes common configuration and enablement issues associated with real-time communications and networking.

Foundation – Assess, roadmap, and deploy Microsoft Teams according to your organization's guardrails

Performance optimization – Improve your real-time communications performance by addressing your network and call quality issues



Driving outcomes with Designated Engineering for Microsoft Teams

Your priorities

- Prepare and adapt Teams for the hybrid work environment
- Ensure that we have the right Security and Compliance policies in place
- Be successful with our deployment and usage of Microsoft Teams



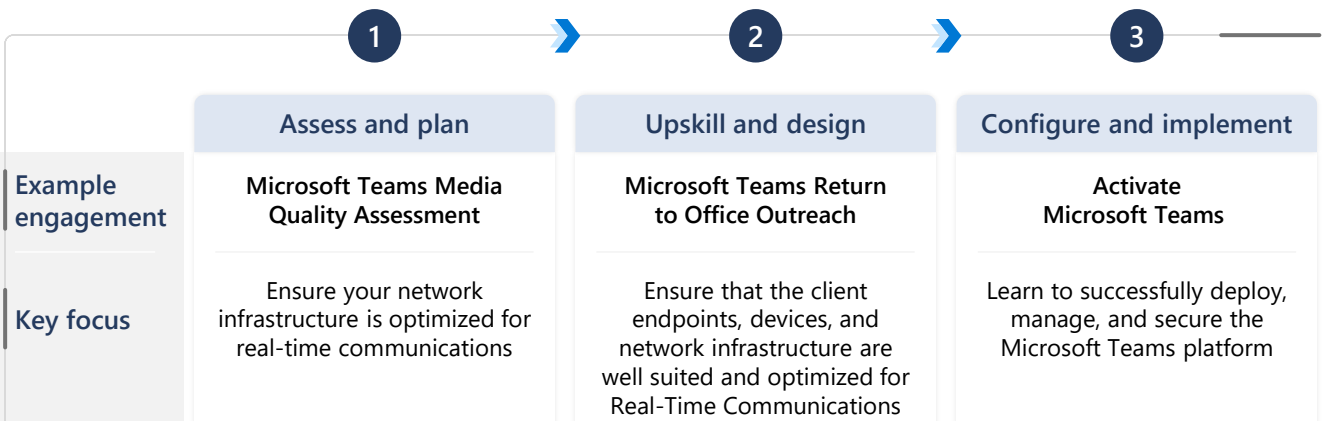
Outcomes we deliver

- Evaluate Microsoft Teams readiness by assessing their Office 365 tenant or on-premises environment and identifying prerequisites, and dependencies, and recommending best practices
- Teach customers the various solutions that help secure remote work with an emphasis on Microsoft Teams
- Provide knowledge on the technical framework and management of the Microsoft Teams platform in order to stay one step ahead of new features as they are released



What your Designated Engineering package could look like

Your account team will design a specific program of services that is tailored to your organization's business and technology goals. If you are still defining your technology needs, our experts will work with you to assess your strategy and tailor a custom proactive engagement for your organization. Here is what a sample Microsoft Teams Performance Optimization Designated Engineering could look like:



Microsoft Teams Phone

Designated Engineering overview



Teams Phone System scenarios

Implementing and administering Phone System for Microsoft Teams requires an understanding of key concepts and skills. The Designated Engineering package for Microsoft Teams Phone System provides readiness assessments, instruction, and hands-on learning to help you implement, configure, administer and troubleshoot your Microsoft Teams voice enablement.

Microsoft Teams Phone System – Understand the foundations of Phone System for Microsoft Teams, including features, functions, and prerequisites for successful implementation. Learn how to configure, administer, and support a successful cloud-based voice transition.



Driving outcomes with Designated Engineering for Microsoft Teams Phone System

Your priorities

- Ensure my Teams Phone system will integrate seamlessly with my Microsoft 365 tenant
- Understand the PSTN and develop a plan for Enterprise Voice that meet our needs
- Develop fast expertise to manage and support Microsoft Teams Phone System effectively



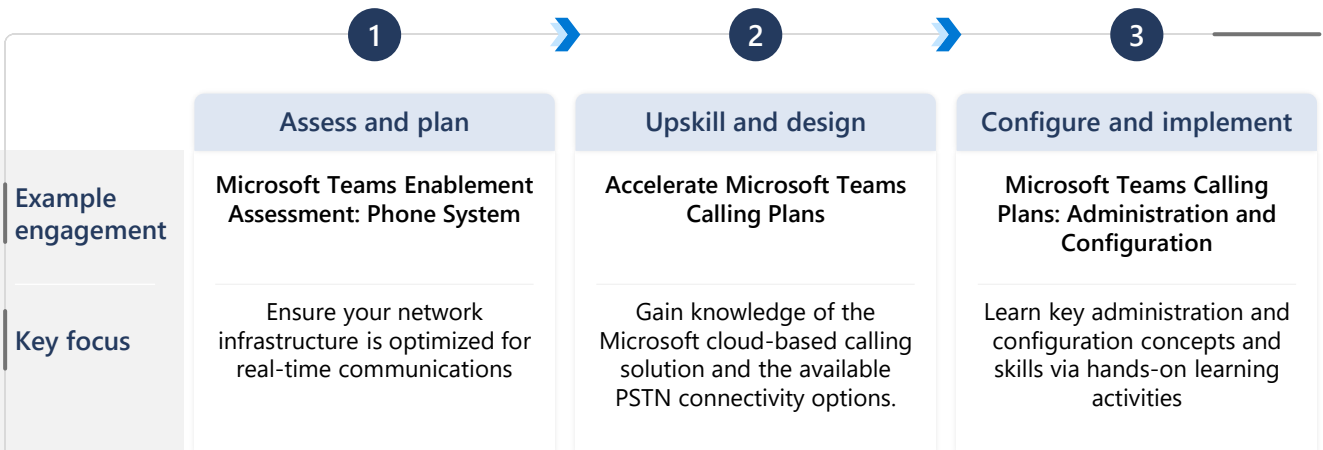
Delivery components

- Evaluate the readiness of your Microsoft 365 tenant or on-premises environment for Microsoft Teams telephony
- Understand the key components of the Phone System for Microsoft Teams, including calling features, PSTN connectivity options, devices, analytics, and reporting options
- Deliver best practices and recommendations for planning, configuration, operations, and monitoring of Microsoft Team



What your Designated Engineering package could look like

Your account team will design a specific program of services tailored to your organization’s business and technology goals. If you are still defining your technology needs, our experts will work with you to assess your strategy and tailor a custom proactive engagement for your organization. Here is what a sample **Designated Engineering for Microsoft Teams Phone System** could look like:



Windows Client

Designated Engineering overview



Windows Client scenarios

Enhance your hybrid work security and deploy with confidence. With a Designated Engineering for Windows Client package, Microsoft engineers will help your organization prepare to deploy Windows 11 and/or Surface devices—streamlining security management across diverse locations and empowering your employees to work where and how they want.

Windows 11: Enable modern IT, deploy, manage, and secure Windows 11.

Microsoft Surface: Deploy, maintain, and optimize Surface devices within your organization.

Modern Endpoint Management: Secure hybrid work and protect data on any device.



Driving outcomes with a Windows Client Designated Engineering

Your priorities

- Ensure your company is ready to upgrade
- Successfully deploy and migrate to Windows 11
- Help your team navigate the new operating system successfully



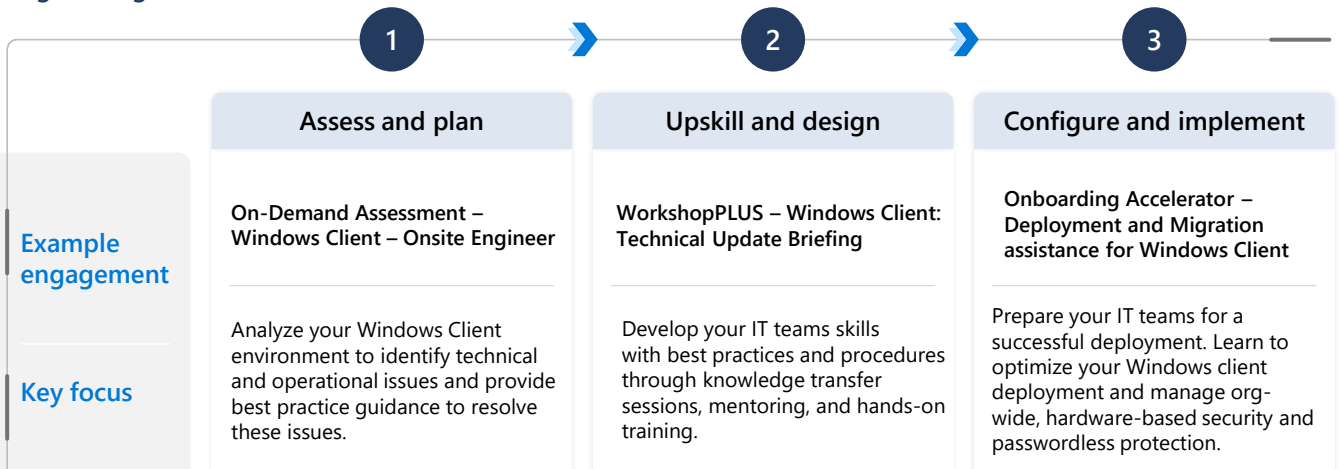
Outcomes we deliver

- Address and remediate current blockers that are preventing your Windows 11 deployment
- Drive successful migration to Windows 11
- Provide you with the knowledge and experience needed to rollout of the latest Windows 11 operating system into your enterprise environment



The Windows Client Designated Engineering experience

Your account team will design a specific program of services tailored to your organization's business and technology goals. If you are still defining your technology needs, our experts will work with you to assess your strategy and tailor a custom proactive engagement for your organization. Here is what a sample **Designated Engineering for Windows Client** could look like:



Zero Trust

Designated Engineering overview

Zero Trust scenarios

Modernizing your security model allows you to effectively adapt to the complexities of the modern environment, embrace the hybrid workplace, and protect the people, devices, apps, and data within your organization. This DE provides you with guidance to help you along your Zero Trust security journey, enabling strong authentication and device compliance for your organization.

Identity – Learn how to deploy and manage Microsoft Azure AD to administer remote workers, devices, partners, and bring-your-own-device (BYOD) scenarios utilizing principles of Zero Trust

Endpoint – Gain visibility into devices accessing the network. Ensure compliance and health status before granting access

Driving outcomes with a Zero Trust Designated Engineering

Your priorities

- Enforce a security policy to better support a diverse bring-your-own-devices (BYOD) ecosystem with a hardened security posture
- Ensure that potential threats are investigated and resolved
- Streamline device management and application management across cloud solutions for our internal users



Outcomes we deliver

- Provide a unified security management plan to enable robust capabilities that assume Zero Trust; allowing your employees to work securely from any device
- Learn how to leverage the expert-level threat monitoring and analysis capabilities within Microsoft Defender
- Simplify automated provisioning, configuration management, and software updates for all your endpoints

What your Designated Engineering package could look like

Your account team will design a specific program of services that is tailored to your organization’s business and technology goals. If you are still defining your technology needs, our experts will work with you to assess your strategy and tailor an engagement for your organization. Here is what a sample Zero Trust Designated Engineering could look like:

