



LIMA 365 Managed Service

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Technology tailored to you®

Gold
Microsoft Partner





Foreword.

In an ever-changing digital world, managing your workplace environment and employee needs is becoming more and more challenging.

LIMA 365 Managed Service is an integrated solution, bringing together the productivity of Office 365 with advanced security and device management capabilities to help safeguard your business.

There are four key components to LIMA 365:

→ **Subscribe**

LIMA's integrated 365 offers your users the freedom and flexibility to work seamlessly from anywhere in the world

→ **Support**

LIMA's managed cloud support function provides you with vital services included managed billing, tenant administration and 24x7 technical support.

→ **Protect**

LIMA's managed backup solution ensures your data is always protected and accessible

→ **Learn**

LIMA's integrated learning portal ensures you make the most of the Microsoft 365 tools available

Microsoft 365 Momentum



100M+
Monthly
Active Users
Office 365



500M+
Monthly
Active
Devices
Windows 10



250%
Growth in
Cloud Data
Stored
SharePoint



60B
Authentications
Per Month
**Azure Active
Directory**

Subscribe.

Thrive in a ever changing digital world by giving your people the freedom and flexibility to be productive and work together from anywhere, while maintaining security and compliance. Discover how an integrated solution from Microsoft 365 can deliver:

→ Productivity and Collaboration tools

Microsoft 365 give you access to countless applications and services to ensure you have the right product for the task.

Co-author a document in OneDrive, hold a video conference in Teams, conduct a staff poll in Yammer, harvest information with Forms and automate your business processes with Flow. All this and more can be achieved the moment you embrace the modern workplace.

→ System and Device Management

People are more productive when they are given the freedom to choose the device that best suits the task. With application and device management from Microsoft Intune, your staff can switch from corporate to personal devices without compromising security or efficiency. Revolutionise the way your devices get deployed, reset and re-purposed, with an experience that is zero-touch for IT. With Windows Autopilot, your staff can unbox their new device, turn it on and watch as all applications and configurations are deployed automatically.

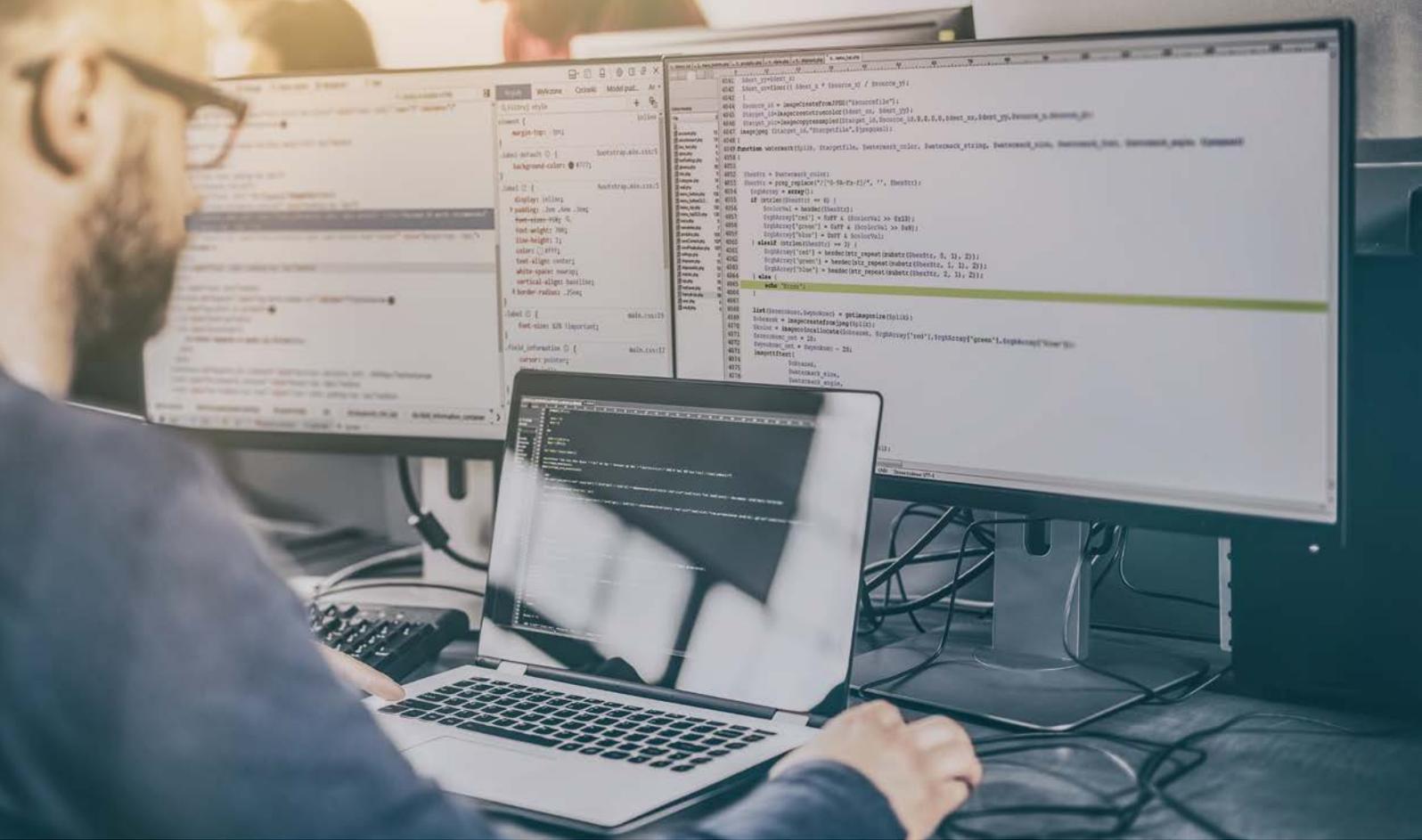


→ Intelligent Security

The Enterprise Mobility and Security package, included in Microsoft 365, is one of the most comprehensive security solutions on the market. Protect your sensitive data wherever it goes with information protection, use identity and access management features to enforce extra security when out of the office, and prevent important documents leaving the organisation with data loss prevention.

→ The latest version of Windows for the enterprise

Modern desktop delivers the best computing experience, powered by Windows and Office—and loved by IT and users. It provides users the most productive tools, while protecting their data and information. Simplify the process of keeping devices up to date while saving time, reducing costs, and gaining control.



Support.

LIMA's Managed Cloud Support provides you with vital services such as Managed Billing, Tenant Administration, Continuous Optimisation and 24x7 Technical Support. You'll have peace of mind knowing that your data is secure and your users are protected.

→ Managed Billing

With Managed Billing you have the flexibility to only pay for what you want or use. You can increase or reduce your license count at any time. There's no need to register a credit card and no upfront licensing costs. As your Cloud Solutions Provider, we'll be the point of contact for Microsoft regarding any billing queries or problems.

→ Tenant Administration

LIMA will provide ongoing administration of your tenancy including any additions, changes or deletions of users. We'll manage your mailboxes, groups, distribution lists and mail flow rules. We will also provision and deprovision licenses, monitor service health and keep your local active directory in sync.

→ 24x7 Technical Support

With a myriad of services running in tandem, occasional technical issues may arise. With 24x7 technical support, you'll have access to our modern workplace experts to help resolve issues related to these services. This includes Exchange Online, SharePoint, Teams, Information Protection, Identity and Access Management, Threat Protection and Intune.

→ Continuous Optimisation

Through our continuous optimisation objective, you'll receive regular consultancy on the latest products and developments in Microsoft 365, helping you plan, implement and drive adoption of new tools. We'll provide insight on security and compliance, product usage and threat management, ensuring your business remains safe and secure.

Protect.

Microsoft provides powerful services within Office 365 – but a comprehensive backup of your Office 365 data is not one of them.

LIMA's managed backup solution eliminates the risk of losing access and control over your Office 365 data including Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams – so that your data is always protected and accessible.

- Protect your Office 365 data
- Quickly restore your office 365 items
- Flexible retention policies
- Meets legal and compliance requirements

➔ Exchange

Backup Microsoft Exchange Online emails, attachments, contacts, tasks, group mailboxes, archive mailboxes and calendar. Easily and quickly recover all the data you need – including the ability to preview email content, download email attachments or send email right from the backup

➔ OneDrive

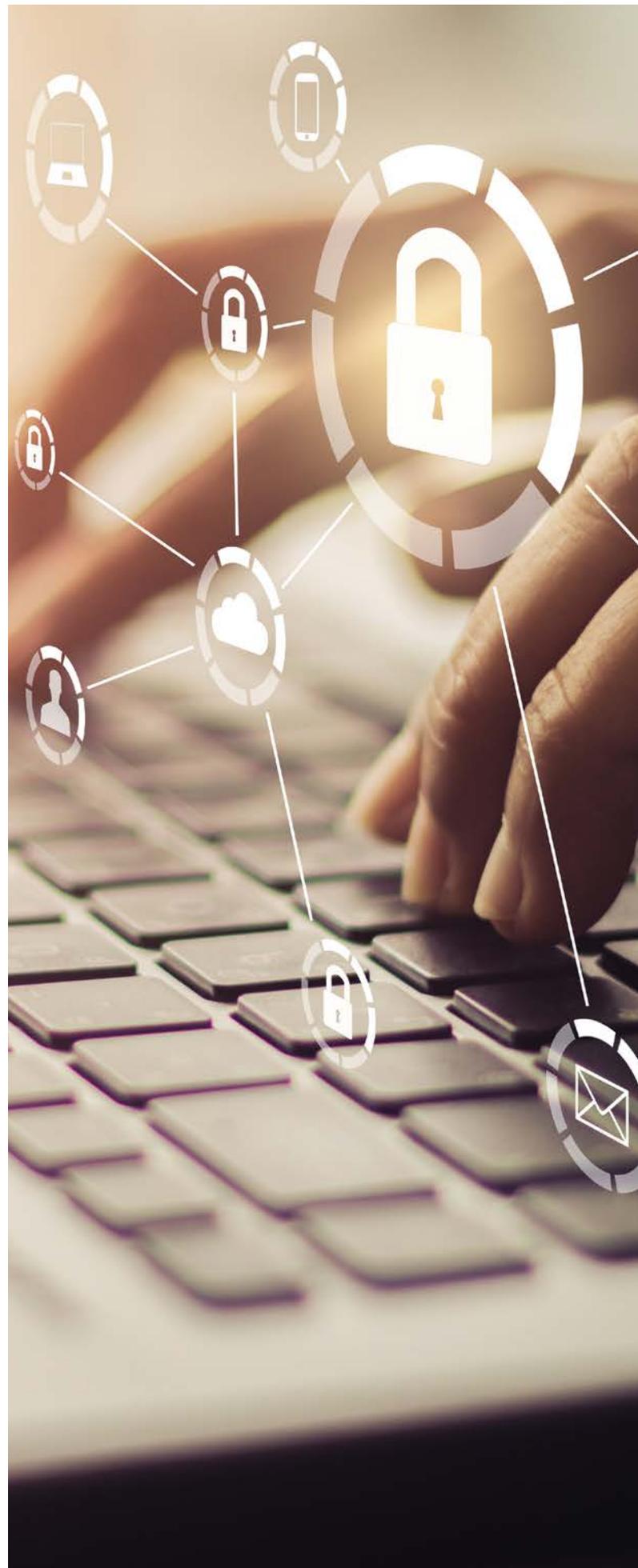
Backup files and folders for Microsoft OneDrive for Business and flexibly recover all necessary data, including access permissions. To further streamline the recovery process, you can download files right from the backup and use immediately.

➔ SharePoint

Backup Microsoft SharePoint online site collections, team sites, communication sites and all access permission settings. Granularly recover all critical items and download files directly from the backup.

➔ Teams

Backup data posted and shared with Microsoft Teams, files and sites, along with other embedded services such as emails, contacts, calendars and tasks. Quickly restore data attached to Teams tabs and channels and reattach to the corresponding Teams location.





Learn.

Microsoft 365 provides over 20 applications and services at your fingertips. These range from productivity, collaboration, communication and automation. With an ever-increasing list of applications and services available, getting the most out of your investment can be difficult.

LIMA's online learning portal can give your people the skills and confidence needed to make the most of the tools available.

→ Theme based learning paths

Our platform includes more than 22 learning paths made up of 55 courses and continues to be enriched every month with more Office 365 solutions.

→ Live, interactive training

Each course allows you to participate in distance led live interactive training sessions with an Office 365 training specialist.

→ Case videos

These short videos allow you to approach Office 365 products by highlighting a daily situation. Users can learn how to simplify or even automate everyday tasks.

→ Built-in gamification system

Gamification enhances user's efforts and stimulates their involvement in the training. The more users view content the more points they earn for badges.

→ Management and reporting console

Take advantage of the rich reporting and administration features to see your most active users, badge counts, popular courses and more.

LIMA 365 Plan comparison.

	Features	Office 365 E3	Microsoft 365 Business	Microsoft 365 E3	LIMA 365
	Retail price per user per month	£17.60	£15.10	£28	£20
	Maximum number of users	Unlimited	300	Unlimited	
Office Apps	Word, Excel, PowerPoint, OneNote, Access	ProPlus	Business	ProPlus	
Email & Calendar	Outlook, Exchange Online	Unlimited	50GB	Unlimited	
Chat based Workspace, Meetings	Teams	•	•	•	
Social, Video, Sites	Yammer, SharePoint Online, Planner	•	•	•	
	Stream			•	
Business Apps	Scheduling Apps – Booking, Staff Hub	•	•	•	
	Outlook Customer Manager, MileIQ, Business Centre, Listings, Connections, Invoicing		•		
Threat Protection	Office 365 Advanced Threat Protection		•		
	Microsoft Advanced Threat Analytics			•	
	Device Guard, Credential Guard, Enterprise Data Protection			•	
Identity and Access Management	SSPR, MFA, SSO		•	•	
	Conditional access		•	•	
	Dynamic groups			•	
	Cloud App Discovery, Application Proxy			•	
	Direct Access			•	
Device & App Management	Microsoft Intune, Windows Autopilot		•	•	
	Windows 10 License		Pro for Business	Enterprise	
	Anti-Virus		•	•	
	Windows Hello for Business			•	
	Windows Virtual Desktop, AppLocker			•	
Information Protection	Exchange archiving	•	•	•	
	Data loss prevention, Litigation hold, eDiscovery	•	•	•	
	Azure Information Protection Plan one, BitLocker Enforcement		•	•	
Backup	Automated backups for Mailbox, Teams, OneDrive, SharePoint				•
	Cloud hosted backup storage per user				•
	Schedule up to four backups per day				•
	Fully managed monitoring, maintenance and restores				•
End User Training	Access to online learning portal				•
	Theme based learning paths				•
	Live interactive training sessions				•
	On demand case videos and tutorials				•
	Management and reporting console				•
Support	Fully managed billing				•
	Tenant creation and administration				•
	User creation and administration				•
	Device Management				•
	Continuous optimisation				•
	Technical support for Office 365 subscription				•

LIMA 365 Managed Service Definition.

Role or Responsibility	Description
Office 365 configuration and management	LIMA are responsible for managing Office 365 services and policies, including Exchange Online administration responsibilities: <ul style="list-style-type: none">• Email administration• Mailbox and rule configuration• Exchange on-premises management
Identity management	LIMA are responsible for creating user accounts, assigning users to groups and enabling Multi-Factor Authentication. Additions / amendments will be submitted via LIMA provided online forms to ensure accurate data is captured.
User and device grouping	LIMA will create and manage required device and user groups as part of IT operations. No membership or configuration changes are allowed to these groups. Altering these groups can lead to unexpected configuration of devices and loss of functionality.
Device policy management	LIMA will apply Device policies according to best practices and consider requests for policy changes. Default policies include industry standard security baselines and device compliance settings.
Device setup	LIMA will work with the customer's onsite IT or designated Champion(s) to provision new devices and replace existing. Devices will be pre-configured with the current version of Windows and receive their apps and configurations via the cloud.
Application deployment	LIMA will configure automated deployment for approved applications upon request. The customer is responsible for managing the installation and maintenance of any apps that cannot be deployed through this service.
Security monitoring	LIMA will monitor the customer's Managed devices. If a threat is detected, LIMA will notify the customer, isolate the device, and rectify the issue remotely where possible
Update monitoring and management	LIMA will actively monitor customer Managed devices to ensure that the latest quality and feature updates are installed for Microsoft Windows and Microsoft Office.
Change management	LIMA will notify customers, in advance, when changes need to be made to their Microsoft environment. The customer is required to have their own change management process and have a contact established with LIMA.
24x7 technical support	LIMA will provide Technical support for devices, Windows and Office product suite for all enrolled users. All Support cases require triage through the customer's own IT Support or designated Champion(s) who may escalate to LIMA if they cannot resolve.
Bi-annual service review	LIMA will visit the customer twice a year to review the service. The format of these reviews will be focused on security and compliance, threat management, product usage and the latest developments in Microsoft 365.

We'd love to hear from you.

To discuss how LIMA and Microsoft 365 can help your organisation become a Modern Workplace, speak to your Account Manager today.

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