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TRN Digital Capabilities And Service Offerings

2022



Gold DevOps
Gold Collaboration and Content
Gold Cloud Productivity



Silver Application Development
Silver Cloud Platform
Silver Datacenter
Silver Small and Midmarket Cloud Solutions



CUSTOMER OPPORTUNITY

Successful workplace experiences empower employees to **be connected & productive**, both within & across teams, from wherever they sit. TrnDigital and Microsoft 365 together offer organizations a modern, managed and secure collaboration platform.

We enable customers to maximize their technology investment by **implementing, optimizing, and managing Microsoft 365**: modernizing businesses quickly & confidently -- without taking on unwanted complexity & risk.





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TrnDigital M365 Managed Service for Modern Workplace

With our end-to-end Microsoft 365 Managed Service, we partner with customers to capitalize on cloud collaboration, while eliminating the hidden costs & risks of legacy technologies.

Our scaled engagement model enables us to support organizations of any size - from startup to enterprise - with predictability and rigor.

We ensure customers stay current, properly licensed & up-to-date with software patches & latest capabilities, while also having robust security and data governance to protect company assets.

BUSINESS OUTCOMES

- › **Accelerate business collaboration and innovation** – implement M365 to unify employees on one secure cloud platform.
- › **Do more with less** - Drive cost efficiencies by consolidating & decommissioning outdated technology while streamlining business process.
- › **Protect and govern sensitive data** - deploy Microsoft security & compliance capabilities so that employees can be creative and work together securely.
- › **Improve employee satisfaction** – Enable users to connect from a 'first class' seat anywhere around the globe, maintaining human connection, speeding time to value, and reducing facilities cost.



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HOW WE DO IT

Key components of a **successful M365 service** include portfolio analysis, user provisioning & access management, governance, centralized & effective communication, managing customizations, mitigating user disruption, and driving business adoption.

Modern Cloud Collaboration

- Managed implementation of M365 services, subscription & tenant health.
- Configuration & Management for SharePoint Online, OneDrive for Business, Teams.
- Business productivity applications, collaboration portals, intranet, & microsites.
- Business intelligence portals & reporting dashboards.

Secure & Govern

- Access management & authentication, users & devices.
- Multi-factor authentication & access for external users.
- Information architecture, governance & compliance capabilities implementation, and ongoing governance.
- Security monitoring & management of all patches & updates.

Drive adoption & success

- Adoption & change management tactics to successfully onboard & support end users.
- Development & support of an internal champion community.
- Learning solutions & robust internal communications.
- Ongoing assessment of end-user satisfaction, adoption & usage.
- Management & resolution of support incidents.
- Support for exceptional scenarios & customizations.

US based Biotechnology Company

50% SLA Improvement

The response time and the resolution time were cut into half.

30% Greater Adoption

Increase in service adoption of Microsoft Products like Teams

Business Challenges

Client's IT team was managing the support in house and wanted to provide the best IT support to their employees. They were looking to increased efficiency, scalability as per their current and future needs, in a cost-effective manner with a controlled subscription-based budget.

Our Solution Highlights

We provided the needed support coverage and the technical depth across the various Microsoft Technology Offerings based on the clients preferred response and resolution SLAS.

A combination of US and Offshore based support was provided at a fixed monthly cost to give the predictability needed to effectively manage the budget and free up the client's Internal IT resources.

Increased user adoption because of a continuous training and thorough understanding of user needs

Results

- Improved Efficiency
- Reduced TCO
- On-time Onboarding
- Process Standardization
- Delivery Excellence and Improved SLAs



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Why partner with TrnDigital

Our rigorous and scalable process distinguishes us as a go-to partner in the Microsoft partner ecosystem.

Cost-effective

Our experts have executed countless successful migrations - TrnDigital offers a fixed cost end-to-end migration - from analysis to go-live.



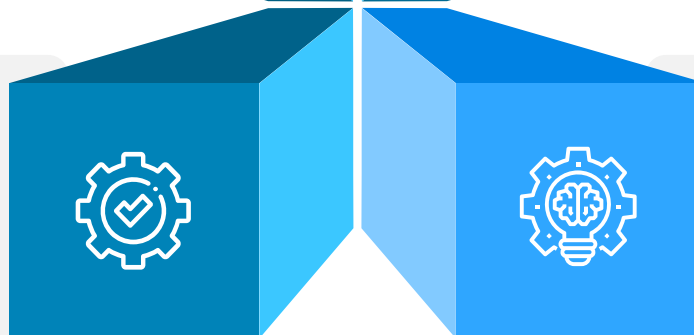
Overcome limitations

TrnDigital has a repository of scripts and tools to mitigate the limitations posed by vendor tools.



Trust us with your data

We use a detailed validation & remediation process, so you can trust us with your data.



Support for exceptional scenarios

We help clients handle customizations and provide workarounds for unsupported scenarios.



Microsoft
Partner



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24x7 Global IT Services

100+

Employees &
Contractors



35+%

Annual
Growth Rate

100+

Happy
Customers

200+

Successful
Projects

40,000+

End
Users



USA Offices:

Boston, MA (HQ), Piscataway, NJ

India Offices:

Bengaluru, KA (HQ), Vizag, AP



CONSULTING, ADVISORY AND ROADMAP

- Technical Assessment & GAP Analysis
- Governance
- Information Architecture
- Planning Implementation
- Center of Excellence



APPLICATION DEVELOPMENT

- Power Platform Implementation
- Modern Intranet
- UI Development
- DevOps
- Azure Development Services



END USER SUPPORT & DESKTOP SERVICES

- Dedicated & Shared Support
- Managed MSP Services
- Intune Offerings
- Security Services
- Azure Managed Services



SERVICE ADOPTION & CHANGE MANAGEMENT

- Communications Planning
- User Adoption Strategy
- Classroom Training and Workshops



CLOUD MIGRATION SERVICES

- Microsoft Tenant Migration
- On-Prem to Microsoft 365
- Other Platforms to: SharePoint, Exchange, Teams, Power Platform, etc.
- Azure Application Migration Services



CRM Services & Digital

- Dynamics 365 Services
- HubSpot Services
- Veeva CRM Services
- Inbound and Outbound Marketing

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Thank you