Microsoft Community Training Consulting Services

Prisma Soluciones Tecnológicas for
Microsoft

Contents

Versión: 1.0

Autor: Mariano Arana

Validity: 31-01-2021

1. Audience

The audience for this project is defined as the Microsoft personnel that the work team considers necessary, the internal users of the services deployed in this solution and the personnel of Prisma Soluciones Tecnológicas or of business partners participating in the project.

2. Confidentiality

The materials contained in this document represent proprietary information of Microsoft and Prisma Technological Solutions. This material includes information that should not be discussed outside of Microsoft and should not be duplicated, used, or discussed for any purpose other than that of the present implementation process. A bilateral commitment is made to honor the discretion of the information.

3. Objective

The objective of this document is to quote the implementation and support service for the project on the Microsoft Community Training platform and its components.

The senior assistance service will be provided to the Microsoft team and its client in tasks related to the dissemination and implementation of Microsoft Community Training in the format that Microsoft deems convenient remotely during Social, Preventive and Mandatory Isolation or at Microsoft locations or its clients.

It includes the deployment of services from the Metropolitan Area of Buenos Aires (AMBA). Microsoft will need to request availability and additional costs for transfers outside of this region.

4. Scops

The services consist of the configuration, tests, implementation, documentation, and others oriented to the deployment of the reference platform:

A- Implementation
1. Survey/Scope
2. Implementation of the Community Training template in Microsoft Azure
3. Environment backup configuration
4. Integration with Azure Active Directory
5. Initial configuration and adaptation of the Community Training portal
6. Linking with Microsoft Teams
7. Android application settings
8. Test (1). Functional walkthrough from start to finish with the customer.
9. A Community Training course for administrators: Face-to-face workshop and platform use.
10. A Community Training course for users: Face-to-face workshop and platform course

11. Infrastructure support for two consecutive weeks once the application test has been validated.

B - Technical support

By virtue of this service, Microsoft will have access to the consulting team of Prisma Soluciones Tecnológicas and will be assigned a specialist who will provide services from 9 a.m. to 6 p.m., business days (Argentina) all year round, local time in the City of Buenos Aires (and locations agreed with Microsoft) on related technologies.

All visits are stipulated for locations within the radius of influence of the City of Buenos Aires (and locations agreed with Microsoft). Beyond the mentioned area, the client must request a quote for support services for the case and these services will be billed independently of the monthly subscription.

The support service does not include and is independent of the equipment warranty, which is subject to the limitations and conditions established by its manufacturer.

Regarding the items included in this category, we give full support on all the functionalities of the product. Among them we can mention the installation, tuning, Backup / Restore, Disaster Recovery.

- Windows Server, Hyper-V
- Exchange Server
- System Center
- Microsoft 365, Office 365
- Microsoft Azure (IaaS, PaaS, microservicios)
- Enterprise Mobility Suite (Windows Intune)
- Windows Server Update Services
- Microsoft Community Training

The services are applied on a monthly basis and include the visit of the client's offices and / or remote support by specialized personnel from Prisma Soluciones Tecnológicas for a period of 15 total monthly hours that cannot be accumulated at most and on a scheduled basis (Unless otherwise required, for example, in the event of an emergency) whose value amounts to $51,000 (+ VAT) for the period July-December 2020.

5. Development cost

A – Implementation: $ 168.000 + IVA.

B- Technical support: $51.000 (+ IVA) monthly [Value of the excess hour in the hourly range 9 a.m. to 6 p.m. $ 4,200 (+ IVA). Value of the excess hour in the hourly range from 18 to 9 AM. $ 5,400 (+IVA)].

Additional hours, whether provided remotely or in person, will be billed together with the corresponding support the following month.

Payment method: 30-day invoice against certification of services delivered.

Delivery: The services will be delivered from one week after receipt of the purchase order.

6. About Us

Prisma Soluciones Tecnológicas is a company with more than 15 years of experience, specialized in digital transformation, cloud governance, systems management, and productivity in the cloud in heterogeneous and complex scenarios.

The needs of our clients became an increasingly demanding demand on strategies of their IT services (business continuity, data availability, cost control, security, etc.), therefore, we created a set of solutions in the Onboarding & Governance cloud to respond quickly and with great impact in the Latin American market, designed to accompany the maturation process of clients in the cloud.

Our catalog focuses on advanced Cloud Governance and Modern Desktop services that cover most of the actual cloud operation: 1) Business continuity 2) Cloud infrastructure for critical applications (including Windows Virtual Desktop), 3) OnBoarding for cloud data centers and Change Management for the modern desktop 4) Security and compliance for Office 365 and cloud data centers, 5) Operation and monitoring of cloud services, which are complemented by our continuous services of consulting and training.

We have a capable, pragmatic, flexible and, above all, very professional team, prepared to provide technological solutions that allow clients to increase their competitiveness.

We prepare our "digital transformation services, data center management and information systems optimization" by certifying them in ISO 9001: 201 quality. With our proposal we achieve impact on thousands of users and hundreds of data centers, therefore, we are one of the companies that is carrying out the digital transformation with greater emphasis and effectiveness in different organizations in both the public and private sectors in Argentina.
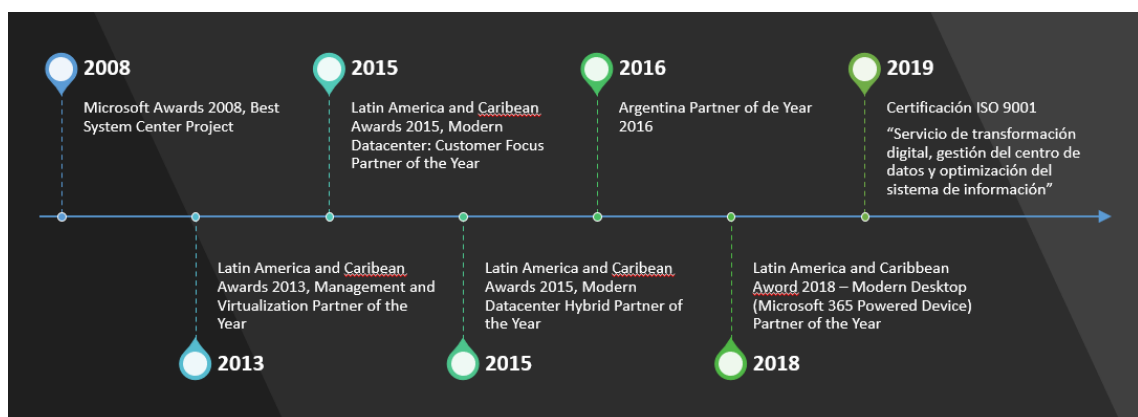
7. Quality Politics

To satisfy the needs of our clients, we assume the following commitments:

- Work on the continuous improvement, effectiveness, and efficiency of our processes, encouraging learning and the use of new technologies.
- Maintain a high level of commitment by having trained, responsible, and committed personnel with their tasks.
- Develop services that meet the expectations and needs of our customers and stakeholders.
- Strictly comply with current legislation and regulations.

We are known for always accompanying our clients, from the detailed definition of their needs to the start-up and training of users, and we focus on guaranteeing and reflecting in each of our activities that "We know how to do together".