


Microsoft
Partner

 365Automated


SIMPLIFY
INNOVATE
AUTOMATE

**POSITIVE
DISRUPTION
ENABLES YOUR
BUSINESS TO
RECLAIM
CONTROL**



With **innovative** thinking and insights, O365Automated focuses on bridging the gap by integrating the functionalities and capabilities of all your Microsoft 365 applications.

We strive to make mundane, repetitive tasks simpler by **automating** the process. **Simplification** means effort and time reduction that allows your team to focus on what matters.



SIMPLIFY

INNOVATE

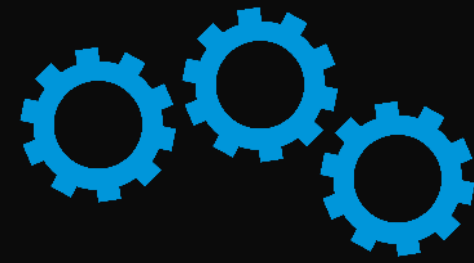
AUTOMATE

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what does this mean?



WHY choose O365Automated?



Automation

Create custom workflows to manage all aspects of Microsoft 365 suite including selected Azure features

Granular access control

Granting differing levels of access to a particular user / group and determine what they are authorised to do while accessing the system

Teams Voice Capabilities

Call Quality Monitoring Service, Provisioning of numbers, Auto Attendants and Call Queues managed from one platform

The Services

Microsoft Teams Phone Number Management

*Ease of user management
& increase productivity while
containing costs*

Microsoft 365 User Management

*Provide employees the freedom to
manage their own data on
Microsoft 365 & Active Directory
with seamless and secure
integration*

Azure Server Management

*Ensure optimal and cost-efficient
performance through reporting and
recommendations*

Microsoft 365 License Management

*License management is simplified
giving you control in a single pane
of glass*

The Services

Reporting & Notifications

A single point of truth dashboard with user information, user activity, and license per device statistics in real-time

Security

Committed to the highest levels of trust, transparency, standards conformance, & regulatory compliance

Call Quality

Cost Allocation

Keep costs aligned with budget allocation and help business track expenses while showing profitability to justify cost allocation

Call Quality

A Monitoring Service

Continuous monitoring of the service to detect any call quality concerns, i.e:

- > Packet loss
dropped signal / dropped calls
- > Jitter
voice / video distortion
- > Round-trip
time taken to connect users

Automatically alert the required stakeholders in real-time* when conditions are triggered.

Dashboard Analytics

- > Identify type of connection failures
VPN / WiFi / Network
- > Locate the building or floor where a connection issue is occurring
- > Pinpoint which device / platform is experiencing connection issues
iOS, web, android

Reporting

Real-Time* Reporting

Data is displayed in real-time with a 16min delay from time a call is ended

Historical Reporting

Data refresh every 3 hours

Specific to ISPs



Dashboards

- > Customised ISP's | Client Dashboards
Pre-defined and set up to specifications
- > ISPs manage visibility of calls for their Clients



Reporting, Notifications & Alerts

- > Report includes call license status of ISP's clients
- > Ability to access own profile and manage client profile alerts
- > Co-branded Email templates to send notifications
 - > Hierarchy (top to bottom) access
ISP will see their clients and clients will only see their users



Billing

- > Direct billing to ISP only

What makes O365Automated **different**

SIMPLIFY
INNOVATE
AUTOMATE



Ease of use



Fast & Scalable



Secure



Single View



Streamline
Mundane
Repetitive Tasks



Reduce Costs



Identify Super
Users



White Label
Solution



Fixed User License
Cost



24/7 Support

Microsoft
Partner



365Automated

...when times demand agility