

Digital Workplace
Intelligent Collaboration
Microsoft 365 Evergreen Lifecycle
Customer Presentation



Atos

Agenda



01 The Challenge

02 The Service

03 Your Benefits

04 Our Experience

05 Conclusion

01

The Challenge

Microsoft 365 Challenges with ~60 feature changes per month

Enterprise IT

- Microsoft 365 lifecycle and feature releases often overlooked by businesses due to pace of change being too fast
- 60+ changes per month overwhelm IT and put them in a state of paralysis by analysis
- Lack of exploitation of features means lack of exploitation of Microsoft 365 subscription investment.
- Ability to support users so they understand new features.
- Technology change typically requires effective readiness planning and end user communication.
- Early adoption may provide incentives and support from Microsoft or service providers

Users

- Users missing out on new ways of working and providing business efficiencies
- Experienced users moving between organizations may miss previously used features
- Users may be 'aware' of feature pipeline but have confusion because features not available to them
- Understand how to best utilize new and unlocked features

02

The Service



Atos Microsoft 365 Evergreen Lifecycle service– What Is It?

- End-to-end automated process to identify, review and plan for Microsoft 365 new features. The process is **patented** to pull through the Microsoft roadmap with impact on customer tenant and into the Atos backend services for Microsoft 365 Collaboration support. ★
- helps customer to understand Microsoft 365 changes , minimize risk to business and users plus identify potential for piloting new features to deliver business value.
- Delivered as a series of workshops with on-shore or off-shore experts with automated reporting.

Atos Microsoft 365 Evergreen – What is Scope of Deliverables ?

What is the service offering?

- Atos combines multiple sources of Microsoft 365 road map information into a consolidated view complete with analysis, decision points and recommendations to the customer.
- Cross checking for Microsoft funded incentive programs to accelerate adoption
- Public and private preview tracking where possible subject to NDAs

What are the customer challenges addressed by the service?

- Consolidate and simplify Microsoft 365 road map(s) hundreds of updates per year across multiple information sources
- Catching key updates that require a decision or readiness activities, establishing and managing pilots of new features as required
- Awareness of leveraging new features or partner benefits
- End user and organizational readiness,

What are we selling?

- Proactive evergreen management of a customer Microsoft 365 Tenant road map
- Presentation by an Microsoft 365 subject matter expert
- License Review of Tenant with feedback of potential optimisations
- Gold level option for deep dive sessions or pilot spin up and support
- Optional Accessibility & Power Platform review and cross check of Microsoft 365 road map features

Evergreen Lifecycle Service

Microsoft 365 Road Map Automated Feed & Triage

Patent for automation

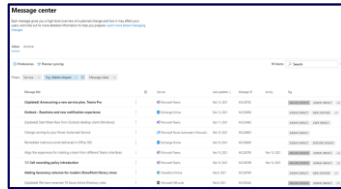


Combined Office 365 Collab, Windows 10, Mobility + Security into single source

Microsoft 365 Road Map from Microsoft Website



Customer Microsoft 365 Message Centre



Cross check MS Incentive for Customer Programs or Elite Program feed backs (NDA previews)



Undertake agreed configuration changes as required or pilots

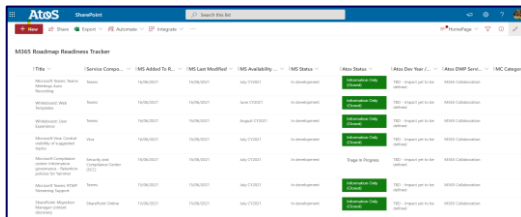
Atos Customer Support SMEs

Automatic feed (using APIs) into tracking list with automated triage

Atos Engineering SME Triage \Awareness /Benefits

Engage Atos Customer Account team for readiness & any Microsoft NDA requirements

Proactive customer engagement to review changes, any impact, decisions required, what can be exploited



Atos Engineering SME \ Lifecycle SPOC

Customer

What Parts Of Microsoft 365 Are Included In The Base Service?

Microsoft 365 core productive features including:

- Teams
- Exchange Online
- OneDrive for Business
- SharePoint Online
- Yammer
- Viva Suite
- Windows 11
- Mobile Apps
- Apps for Enterprise
- Azure Active Directory - EntraID
- Microsoft 365 Security (Defender) Informed Atos on how we built this service.
- Purview /Priva (Information Protection/Privacy)

Optional Microsoft 365 Component Add-Ons

Accessibility

- Atos is an industry recognized expert in accessibility services for IT systems
- Additional service offerings which review accessibility impact of Microsoft 365 road map services
- Atos Accessibility services also can cover non-Microsoft desktop application cross checking compatibility with industry leading accessibility applications such as Jaws etc.
- Deep relationship with working Microsoft on accessibility topics

Power Platform

- Atos offers Power Platform lifecycle monitoring, which is not fully captured in message center or the Microsoft 365 public road map.
- Atos can provide Power Platform CoE services to customers with governance, nurturing, enthusing users , presenting new features and help support and drive a customers citizen developer community. This includes leveraging the Power Platform starter kit to monitor and track applications created, shared and used by customer users, spotting trends in usage.

M365 Evergreen Lifecycle – Key Scope and Deliverables

- Proactive evergreen management of a customer M365 Tenant road map
- Presentations by an M365 subject matter expert
- License Review of Tenant with feedback of potential optimizations
- Gold level option for deep dive sessions or pilot spin up and support
- Core components: Teams, Exchange Online, OneDrive for Business, SharePoint Online, Yammer, Viva Suite,
 - Windows 11, Mobile Apps, Apps for Enterprise
 - Azure Active Directory - EntraID
 - Microsoft 365 Security (Defender) Informed Atos on how we built this service.
 - Purview /Priva (Information Protection/Privacy)
- Optional Accessibility & Power Platform review and cross check of M365 road map features

03

Your Benefits



Microsoft 365 Evergreen Lifecycle – Key Benefits

- We help accelerate readiness and adoption of Microsoft Microsoft 365 new features and product releases
- Reduce risk of user confusion or unexpected impact from new features and loss of productivity
- Work in partnership with Microsoft in managing high volume of changes and providing recommendations related to new features and readiness activities
- Combining and cross-referencing multiple roadmaps (public Microsoft 365 & Message Center)

04

Our Experience

Atos & Microsoft

Atos and Microsoft have been partners for over 20 years, helping our mutual customers achieve even greater benefits from world-class software based on the Microsoft 365 Suite.

Atos supports 1.7M O365 users, 2M mailboxes, 1M Teams/Skype users, 3000 Teams Rooms

Atos has 3,700 Microsoft certifications and the following advanced specializations.



Microsoft Copilots

M365 Copilot

Bing Better Q&A and task completion	Edge Better interaction with web content	Word Better reading and writing assistance	Outlook Better e-mail management	Excel Better data analysis	PowerPoint Better presentations	Teams Better Meetings	Business Chat Better knowledge management	Windows Copilot Better interaction with OS, apps, and files
Copilots for Web		Copilots for Productivity					Copilot for Everyday	
Dynamics Copilot Better sales and customer support	Fabric Copilot Better data analytics and business intelligence	Security Copilot Better threat detection, identification, and mitigation	GitHub Copilot Better code development	Power Platform Copilot Better creation of apps, workflows, and agents				
Copilots for Business		Copilots for Analytics	Copilot for Security	Copilot for Development	Copilot for Low/No Code Development			



Modern Work

- Specialist
- Adoption and Change Management
- Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams
- Modernize Endpoints



Security

- Specialist
- Cloud Security
- Identity and Access Management
- Information Protection and Governance
- Threat Protection

Microsoft 365 Evergreen Lifecycle – Example Customer

Deployed and running

French Electricity Producer. They sell energy and energy services to nearly 40 million client sites around the world.

Challenge

IT Modernization

- **Background :** Customer has a longstanding partnership in the energy sector.
- **IT Challenges :**
 - Ensuring secure transition to AzureAD.
 - Safeguarding data during provisioning and licensing.
 - Secure migration of mailboxes and SharePoint sites
 - **Transformation :** Atos emphasizes security, provisioning, and synchronization.

Solution

Secure Solution by Atos

Description : Atos ensures secure administration for 180,000 mailboxes, 153,000 Teams, and 32,000 SharePoint with data protection.

Challenges Overcome :

- Secure Azure AD transition.
- Data protection during provisioning.
- Handling Microsoft 365 security events.

• Implementation :

- Utilization of secure sites.
- Company-specific encryption.

Business benefits

Enhanced Security by Atos

- **Achievements :**
 - Comprehensive risk management.
 - Deployment of secure sites.
 - Implementation of security norms.
- **Customer Gain :**
 - Strengthened data protection.
 - Efficient Microsoft 365 security management.
 - Continuous risk mitigation.

05

Conclusion



Microsoft 365 Evergreen Lifecycle

Absorbing changes and delivering business value



Atos

Microsoft 365 Evergreen Lifecycle will help you understand the myriad Microsoft 365 feature changes- allowing you to successfully absorb changes and deliver business value with perpetual adoption of appropriate features both by users and within line of business processes.

- We help accelerate readiness and adoption of Microsoft 365 new features and product releases
- Reduce risk of user confusion or unexpected impact from new features and loss of productivity
- Work in partnership with Microsoft in managing high volume of changes and providing recommendations related to new features and readiness activities
- Combining and cross-referencing multiple roadmaps (public Microsoft 365 & Message Center)



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The Atos logo is displayed in white, bold, sans-serif font. The letter 'o' is stylized with a white circle inside it. The background of the slide is dark blue with two large, light blue curved shapes: one in the top right corner and one in the bottom left corner.