

Email

Microsoft Core Services Engineering and Operations sent emails to set employee expectations and ensure successful device upgrades. The first was a company-wide announcement highlighting the deployment process and new features in the upcoming release. The second was personalized for each individual and included critical information about that employee's device, dates for self-driven upgrades, and deadlines after which the device would perform an automatic mandatory upgrade. You can use this information to develop your own internal guidance.

Note: This document contains information for the release of Microsoft Office 365 ProPlus internally at Microsoft and includes information about specific processes and scenarios at Microsoft that may not be relevant to your deployment of Office 365 ProPlus. This content is intended as an example. You should modify it to fit your specific business needs.

Company-wide announcement email

Office 365 ProPlus is
coming your way!

<insert graphic>

Get ready for Office 365 ProPlus

Office 365 ProPlus will be rolling out across the company soon with brand new versions of the Office applications you use today. You'll be able to take advantage of many [great new features](#) <insert resource URL>, including <insert summary of new features> and more improvements that will amplify your productivity!

Be sure to check out these [productivity resources](#) <insert resource URL> to get familiar with the new functionality.

Internal deployment for the upgrade will be phased over the next few weeks – so look for an email from IT with more details and key information about the mandatory upgrade.

Don't want to wait? Visit [URL](#) <insert resource name and URL> to upgrade now at a time that's convenient for you!

 **Get Office 365 ProPlus Today!** <insert resource name and URL>

Information & Support

- Contact your local [Helpdesk Call Center](#) <insert resource URL>.
- Learn More—Visit [URL](#) <insert resource URL> to learn more about Office 365 ProPlus, including FAQ and Known Issues.

Thank you,

<Signature>

<Insert Company Logo>

Personalized email

Upgrade to Office 365 ProPlus and do even more great things!

<insert graphic>

How to get it

<FirstName>, Office 365 ProPlus is rolling out across the company and it's your turn to upgrade your Office applications. Start taking advantage of the [great new features](#) <insert resource URL>, including <insert summary of features>, and more!

An upgrade prompt will appear in the business bar of your current Office applications starting on <insert date>. To begin the upgrade, follow the instructions on the business bar when it is convenient for you!

Opt-out: If you have a valid business reason for remaining on a previous version of Office, you must [opt out](#) <insert resource URL> by <insert time> on <insert date>.

Learn more

Office 365 ProPlus offers many [great new features](#) <insert resource URL> that will help you get more done from the very start.

Check out these resources for more helpful information:

- [Be more productive using productivity guides](#) <insert resource URL>
- [Application compatibility](#) <insert resource URL>
- [FAQ](#) <insert resource URL>
- [Known Issues](#) <insert resource URL>

Technical assistance

- Visit [URL](#) <insert resource name and URL> to give feedback and get support.
- Contact your local [Helpdesk Call Center](#) <insert resource URL>.

Thank you,

<Signature>

Microsoft used Microsoft System Center Configuration Manager to deploy Office 365 ProPlus across the company. Make sure you edit this copy to describe the experience your employees will have. DELETE THIS TEXT BOX.

Upgrade to Office 365 ProPlus today!

<insert company logo>

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