



End User Compute + Support

Product Overview



WHAT IS EUC?

- End user compute (EUC) is the Fastrack service that LAUNCHES your move to Microsoft 365.

With EUC, you'll find your core productivity and collaboration platform is always evolving and you'll never need to invest in specialised internal resources to keep Microsoft 365 running smoothly.



HOW DO WE DO IT?

We uncover what makes your business unique, deploy and manage your end user devices so you can get the most out of Microsoft 365, and get on with it!

1



DISCOVERY WORKSHOPS

We investigate the way you use your devices and apps.

MIGRATIONS

We move your team and data to a modern computing platform.



2

3



APP PACKAGING

We package your apps to work perfectly after every install.

SOC

We proactively protect your data, devices and identities.



6

5



SUPPORT

In the unlikely event of an emergency (computers amirite?), you've got someone to call.

DEVICE & APP MANAGEMENT

We manage your devices and apps in the cloud.



4



DISCOVERY WORKSHOPS

We make sure your move to the Microsoft 365 goes to plan with a comprehensive investigation into your existing environment.

EXISTING STATE

We'll uncover your:

- Number of users / teams / groups
- Email / on-prem infrastructure
- Licensing options
- Baseline end-user hardware
- Video conferencing systems
- SharePoint / Teams libraries
- Compliance & eDiscovery
- Device management policies
- Security state

OBJECTIVES

We'll uncover your goals and objectives:

- What are the goals for this deployment?
- What are Fastrack's recommended best practices?
- When does EUC need to be completed?
- How do we maximise productivity and collaboration?
- How will you measure and evaluate success?
- How can we help your bottom line?

MANAGED SERVICE OUTCOMES

We'll answer and set expectations about how we'll work together day to day.

- How are we going to manage the process?
- Who are the stakeholders? Who's responsible, accountable, consulted informed?
- What are the best communication channels to use?
- Who needs to be involved, when?

DEPLOYMENT OUTCOMES

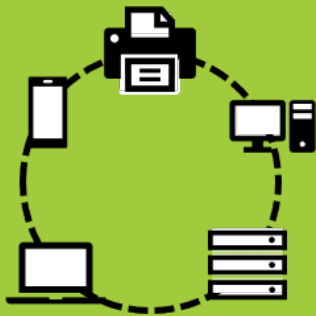
We'll validate our approach to deployment:

- What needs to be migrated?
- What new hardware / cloud services are needed?
- How will this impact other projects?
- How to we achieve the desired security state?



MIGRATIONS & OFFICE 365 ESTABLISHMENT

We migrate and integrate your critical hardware, applications and files to your new modern environment – fast – so you can pick up where you left off.



HARDWARE DEVICES

We'll review new device models you wish to use and integrate these models into your device management solution.

We'll extract appropriate hardware drivers. For each device model, we will:

- Package and test the hardware drivers,
- Import the package into your environment,
- Test the deployment of the package using your SOE.



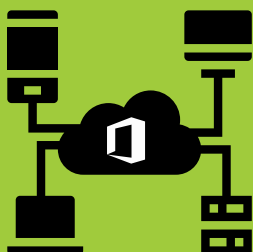
MAILBOXES

We'll migrate mailbox data using third-party migration software and provide a solution for end user device mailbox configuration.



FILES

We'll migrate user and shared file data using third party migration software.



OFFICE 365 ESTABLISHMENT

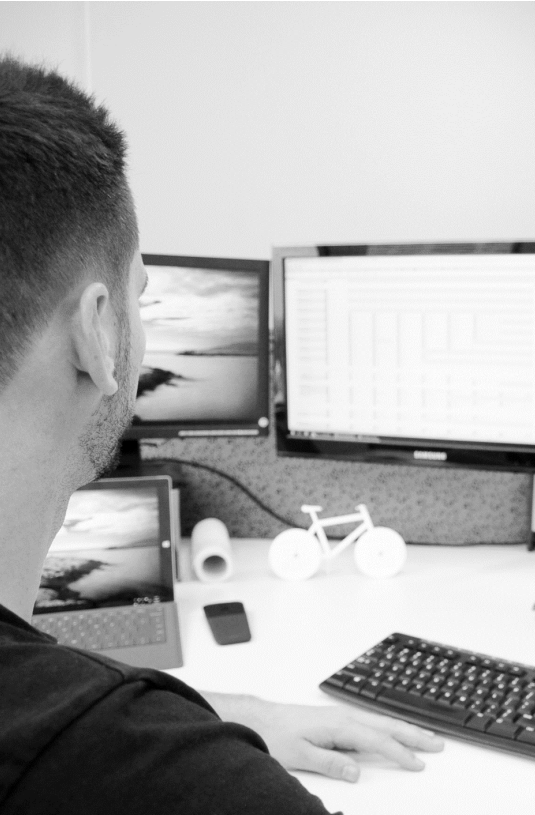
We'll configure and deploy the following Microsoft 365 workloads:

- Microsoft 365 tenant and license provisioning.
- Multi-Factor Authentication, Conditional access.
- User Moves, Adds, Changes, Deletion process (MACD).
- Exchange Online including mailboxes, resources, shared mailboxes, signature management, compliance and eDiscovery & Office 365 Advanced Threat Protection.
- Microsoft Teams, SharePoint and OneDrive including site collections, sync clients & external sharing.



APPLICATION PACKAGING

We'll manage the packaging and deployment of your applications and ensure they work seamlessly after every install on every managed device.



OUR RESPONSIBILITIES

Our Application Packaging team creates the following:

- Provision of virtual machines for application packaging and testing.
- Configuration of packaging tools within the environment.
- Provision of Fastrack's best practice packaging standards.
- Creation of templates and workflows.
- Creation of windows images, representative of the your SOE including relevant Group Policies.
- Provision of an online for new application packaging requests.

APP PACKAGING TASKS

For each package we will:

- Provision virtual machines for application packaging and testing.
- Configure packaging tools within the environment.
- Provision of Fastrack's best practice packaging standards.
- Create templates and workflows.
- Create windows images, representative of the your SOE including relevant Group Policies.
- Provision an online form for new application packaging requests.





DEVICE MANAGEMENT

We'll establish and manage the following devices and supporting services.



DEVICE ESTABLISHMENT

We'll configure your Windows 10 deployment including:

- Azure Active Directory, Azure AD enrolment Azure AD Connect & Directory Sync
- Windows Hello
- Window 10 Group Policy
- Windows Autopilot
- Device SOE / Image
- Device enrolment with Intune or SCCM
- Windows Defender ATP via Intune
- Device compliance and configuration
- Software update management
- Management of PC and mobile devices
- Assist in the enrollment of devices and users.

DEVICE MANAGEMENT

We'll manage the following tasks:

- Lifecycle of devices in Intune, including;
- Moves, adds, changes, deletions
- Ongoing device enrolment and configuration
- Device configuration and compliance policies.
- Deployment of Windows 10 updates.
- Deployment of Microsoft application updates.
- Monitoring Windows updates compliance & refer non-compliance to your front-line support team.
- Monitoring of Windows Defender ATP alerts & refer compromised devices to your front-line support team.
- Review, proposition and implementation of new Microsoft 365 features as they become available.





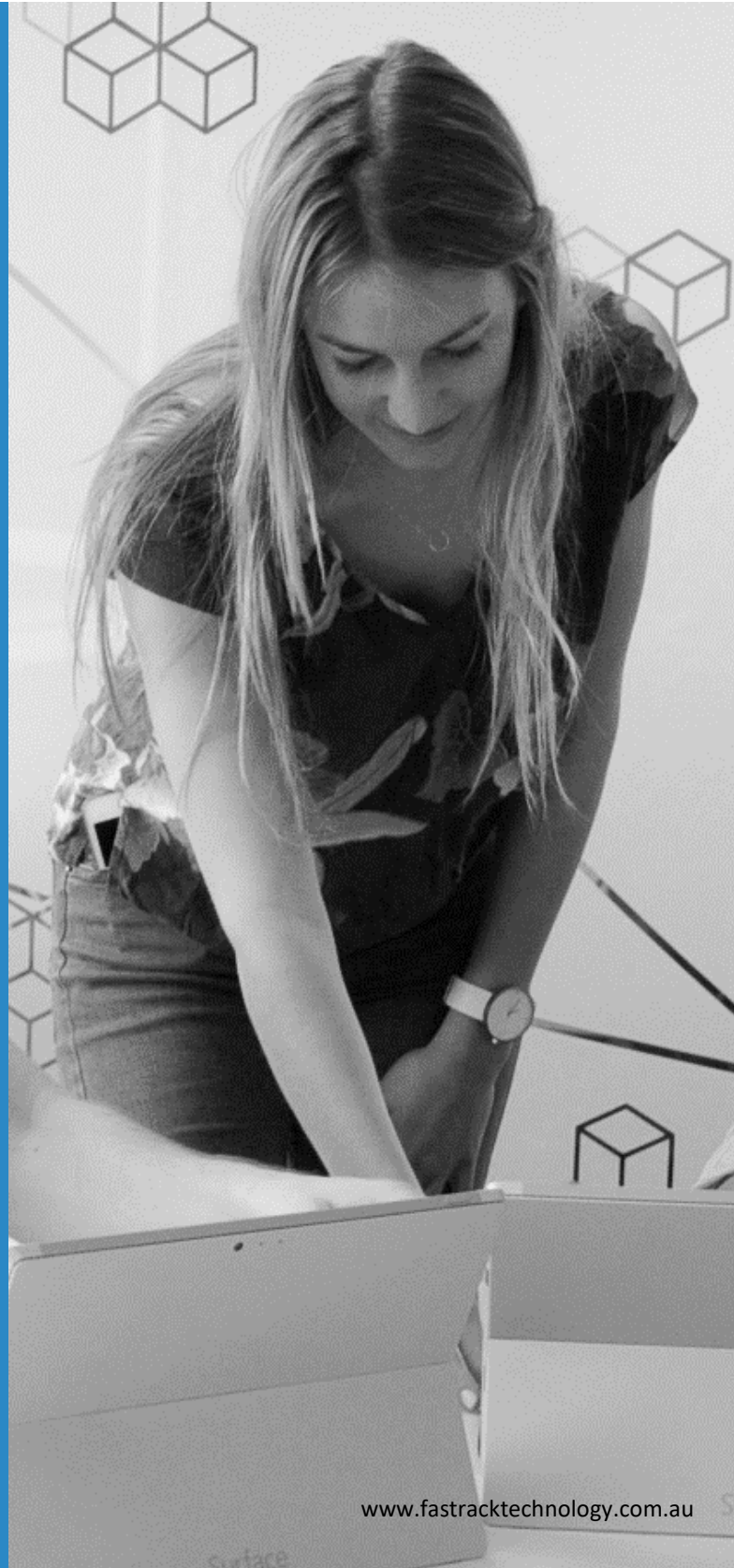
APPLICATION MANAGEMENT

We'll manage the following workloads.

WORKLOADS

We'll manage the following Microsoft 365 workloads:

- User account adds, changes, deletions.
- Procurement and assignment of Microsoft 365 licenses.
- Office 365 ATP alerts and propose and implement changes as required.
- Office 365 service alerts and propose and implement changes as required.
- We will also review, propose and implement new Microsoft 365 features as they become available.



SECURITY OPERATIONS CENTRE

After assessing your organisation's risk profile, our Security Operations Centre (SOC) team will begin actively monitoring and responding to threats targeting – directly or indirectly – your organisation.



DEPLOYMENT

We'll deploy and configure the following security technology:

- Microsoft Multifactor Authentication
- Microsoft Conditional Access*
- Microsoft Azure AD Identity Protection**
- Microsoft Azure AD Privileged Identity Management**
- Microsoft Office 365 Cloud App Security**
- Integration between Azure AD with Fastrack systems for monitoring and reporting.
- Office 365 ATP & Windows Defender ATP**

*E3 and above only

** E5 Only

OPERATIONS



We'll monitor the following technologies, scenarios and events:

- Events in Azure ID Identity Protection Office 365 Cloud App Security and respond.
- Review user configuration for MFA and Conditional Access
- Establish validity of alerts
- Force log-off users
- Force MFA challenge for users
- Force password reset
- Track all events, document notes and categorisations
- Facilitate exception-based requests for access outside Conditional Access rules

MONTHLY REPORTING

With our monthly operational report, you'll have a complete view of your risk profile and how your enterprise-grade security technology is functioning.

WHAT DO WE REPORT ON?

USER & FLEET STATISTICS



LICENSE USAGE



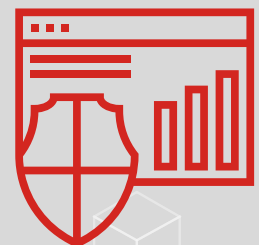
P1 INCIDENTS



TICKET METRICS



DEVICE COMPLIANCE



SECURITY STATISTICS



SUPPORT

In the unlikely event of an emergency (*computers amirite?*) you've got someone to call.

When can you contact support?

You can contact the support team Monday to Friday, from 8am until 6pm AEST/AEDT.

For 'priority 1 incidents', we're available 24/7 365 days a year.

How do we support you?

We'll provide support remotely, via phone, email, web portal or on-site (if the provision of support remotely is, in our opinion, impractical or impossible).

We can also assist in the procurement of IT hardware and software at your expense.

WHAT'S SUPPORTED?

YOUR IT EQUIPMENT INCLUDING...



Network switching
& WIFI



Room based audio
& video conferencing



Printing & scanning



Redundant power
or UPS

YOUR END-USER DEVICES & SOFTWARE INCLUDING...



Desktops



Laptops



Mobile phones



Software



SUPPORT: SERVICE TARGETS

We've quantified what 'great service' looks like. You better believe these are the most important numbers in our business.

| DESCRIPTION | TARGET |
|--|-------------------|
| Answer a call during business hours | Within 2 minutes |
| Answer a call after business hours | Within 10 minutes |
| Respond to initial email request | 1 business hour |
| Provide an update on an existing request | 10 business hours |



Albert Ransford

Support & Operations Manager

"Our support team is committed to blowing our customers' socks off every time they pick up the phone."

FASTRACK EUC LICENSING

Fastrack EUC licensing combines the cost of a Microsoft 365 license, with the value of Fastrack deployment and managed services.

VERY NICE... HOW MUCH?

| PLAN | NAME | < 50 USERS | 51-99 USERS | 100 > USERS |
|------|---|---------------|----------------|----------------|
| 1 | Fastrack EUC – Business + Front Line Support | \$120 | \$100 | \$90 |
| 2 | Fastrack EUC – E3 + Front Line Support | \$150 | \$130 | \$120 |
| 3 | Fastrack EUC – E5 Business + Front Line Support | \$180 | \$150 | \$130 |

Per user per month.



Yoni Kirsh
Managing Director

“As Microsoft 365 constantly evolves, so does Fastrack EUC. We’re always looking for ways to improve our services, so you get the most bang for your buck.”

PROJECT SERVICES

Fastrack EUC licensing combines a Microsoft 365 license, with the value of Fastrack deployment and managed services.

LET’S GET STARTED!

| DESCRIPTION | INCLUDED | COST EACH |
|---------------------------------------|----------|-----------|
| Mail Migration – Per Mailbox | - | \$80 |
| Data Migration - Per Document Library | - | \$200 |
| Application Packaging | 10 | \$1500 |
| Hardware Device Integration | 10 | \$1500 |



Michael Herbert
General Manager, Service Delivery

“Our project staff tackle migration and deployments for organisations of all sizes. You can have confidence that our teams will get your project done, on time, with the least amount of disruption to your staff as possible.”



fastrack
technology

Let's talk.



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