Microsoft Teams Rapid Deployment & Support .

In light of the current situation with COVID-19, many customers are looking to rapidly invoke Business Continuity measures and support 'Work from Home' practices to enable business operations to continue with minimal disruption. CPS has created a rapid deployment work package for Microsoft Teams with short-term end-user and technical support supporting such efforts.

Rapid Deployment Options

There are **Two Options** for the outcome of the rapid deployment of Microsoft Teams

1. Microsoft Teams is introduced with restricted capabilities enabled to retain maximum compliance.

This option will see the deployment of the solution with pre-defined Teams and Channels (of your choosing), temporarily restricting the ability of end-users to create new Teams or Channels. This limits the complexity for end-users and enables effective short-term governance and management of the product whilst offering vital core capabilities of communication and collaboration.

2. Microsoft Teams is introduced with all features enabled to maximise potential benefits.

In addition to the above core functionality, Option 2 allows all users to add new Teams, Channels and Tabs (enabling effective integration with more comprehensive tools such as OneNote and Planner).

Both approaches make full use of the ability for all users to use the following capabilities:

- Instant messaging to one or more internal and external users
- Ability to have VOIP calls with one or more internal and external users
- Ability to have conversations within departmental Microsoft Teams
- Ability to mention people in conversations
- Ability to schedule meetings that use Microsoft Teams
- Ability to share screens in instant messaging and meetings

Support Services

To support the effective uptake and engagement with this solution, we have included two immediate and scaled 6-month support options.

Tier 1 – End User Teams Solution Support Available to customers in addition to Tier 2 – Solution Technical Support. CPS will provide Tier 1 End User support providing reactive telephone/email support to Teams related issues:

- 1st line support for issues relating to the Teams solution and supported components
- 'How to' queries (This service does not replace training)
- Incident and Problem Management

Tier 2 – Solution Technical Support Second-line support for both Champions and IT teams to help with "How To" queries. This will be provided by the UK-based CPS Service Desk, providing reactive telephone/email support for the following:

- 2nd line support for issues relating to the solution and supported components
- 'How to' queries (This service does not replace training)
- Incident and Problem Management

Pricing

Name of Services	Total £*
Teams Rapid Scripted Deployment & Consultancy	£5,400
Teams Tier 1 Support Services	£3 (Per user per calendar month)
Teams Tier 2 Support Services	£750 per calendar month

*Total Invoice value plus VAT

**For 6 months contract with 3 month break clause

Start the conversation.

Speak to us today to understand how your organisation can benefit from Microsoft Teams.

To find out how we can support you on your journey, contact us today.

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