



**KCOM**

**Office 365 Business**

**The Microsoft Office you  
know, powered by the cloud.**

The KCOM logo is displayed in a bold, orange, sans-serif font.The Office 365 logo features the Microsoft Office icon (a square with four smaller squares inside) in orange, followed by the text "Office 365" in a black, sans-serif font.

**Power your business with the best-in-class productivity tools from Microsoft – the applications you know, always up-to-date and accessible from virtually anywhere.**

Enable your staff to work better together, how and where they want from any device, all for a simple monthly fee per user. We take care of the IT management, data security, document storage and service upgrades – you just use it.





# The dedicated support of a Microsoft Cloud Solutions provider

Moving your business to a cloud environment can raise a lot of questions at any stage of your service. Although there are a range of Office 365 online resources to work your way through, a lot of the time, dedicated support is the best way to get your questions answered.

As a Microsoft Gold Partner and official Microsoft Cloud Solution Provider, we are in a unique position to be able to offer the features and functionality of Office 365 and other Microsoft cloud services, fully supported by our excellent account management and support teams. We can help you with any query you may have more quickly than going directly to Microsoft.

In addition to the full productivity benefits of the Office 365 applications themselves, our service also includes:

- 100% UK-based and unscripted customer and technical support on the phone or online
- Microsoft-certified technical support
- Access to Microsoft Premier Support for enhanced fault resolution
- 90% of technical fault calls fixed on first call by our front line support team
- Dedicated support specialist during on-boarding
- Full planning and project management for every managed migration
- Online support content and troubleshooting tools
- Simple subscription and billing
- Automatic service and software updates

We work with you directly to make sure the solution you receive fits your business needs perfectly. 100% compatibility between all of the services you purchase from us, one bill for easy budgeting, one point of contact for all your connectivity, communication and cloud services and the peace of mind that your services are in the best hands.





## Anywhere access

Office 365 gives you access to everything you need, no matter where you are or what device or operating system you are using.

View, edit and share your Word, Excel and PowerPoint documents, email, calendars, contacts and team sites on your PC or Mac, through a mobile device or via web browser with Office on Demand and Office Web Apps.

Maintain a consistent experience across your devices by using OneDrive for Business or SharePoint Online to save your documents to the cloud from within the apps you know. Automatic backup and syncing means you always have the latest versions of your documents and services so you can continue working where you left off.

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## Familiar tools

Introducing new systems and learning how to use them effectively is an expensive and time consuming process, that's why Office 365 includes the same apps your users rely on every day with all the new features they need.



## Security you can trust

Security, compliance and privacy are built in to Office 365 to help ensure your company data is protected, so you don't have to invest in costly back-up and data recovery platforms. Using the latest industry-leading data centre design, your network is automatically protected from malware, spam, phishing attacks and other threats. Also protect confidential business data by remotely wiping lost or stolen mobile devices.

Office 365 supports the most rigorous regional and global standards including ISO 27001, SAS70 Type II, Privacy Shield and EU Model Clauses to name a few. Easily manage complex compliance regulations while having complete control over your sensitive data.

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## Smarter IT spend

No longer do you need to plan as a capital expenditure, Office 365 minimises your upfront costs as we take care of all hardware setup, maintenance and software upgrades.

As a cloud-based service, you get the latest enterprise-grade tools for a simple, predictable monthly fee per user and at a fraction of what it would cost to run it yourself.

Because no two businesses are the same, we offer a range of service plans that are optimised for different needs and budgets.



## Work better together

Collaboration among teams is vital. Work together in real time from multiple locations through business-class email, shared calendars and the ability to share files with co-workers, customers and partners. Stay in sync and on schedule.

Seamlessly move between applications—escalating an IM to an email or HD video conference, complete with screen-sharing and real time note-taking, in seconds from your desktop, laptop or handset.

Yammer, Office 365's enterprise social network also helps employees collaborate across departments, locations and business applications.

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## Always up to date

Financially backed 99.9% uptime SLA guarantee with licencing audits and upgrade cycles becoming a thing of the past; we continue adding new features so you get them automatically - more productive for you and your users as everyone is instantly kept on the same version of Office.



## Easy management

The evolution of remote working and multiple devices has increased the effort and cost needed for IT management.

On top of an easy and quick deployment, Office 365 simplifies the administration process. Manage your users and service through a single, web-based administration console, accessible from virtually anywhere. Install Office applications to any machine with a simple click and integrate with your Active Directory to add and delete users in moments.

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# Full productivity suite

## Word

Word 2016 allows you to work with more media types, including online videos and pictures to create more beautiful and engaging documents, even PDFs. The new Read Mode is clean and distraction-free—and it works great on mobile devices.

## Excel

Excel 2016 has a brand new look and new features that let you get away from walls of numbers and make better business decisions.

## PowerPoint

PowerPoint 2016 is perfect for making professional-looking presentations and is fully designed for use on tablets and phones.

## Publisher

Publisher 2016 helps you create, personalise, and share a wide range of professional-quality publications and marketing materials with ease.

## OneNote

OneNote 2016 is a digital notebook for capturing, storing, and sharing all kinds of information. A fresh, clean look lets you focus on your thoughts and ideas instead of the interface.

## Access

Access 2016 is an easy-to-use tool for quickly creating browser-based database applications that help you run your business. Your data is automatically stored in an SQL database, so it's more secure and scalable than ever, and you can easily share your applications with colleagues.





## Outlook

Use business-class email through a rich and familiar Outlook experience you can access from your desktop or from a web browser using Outlook Web App. Get a 50GB Exchange mailbox per user and send attachments up to 25MB.

## Skype for Business

Connect with other Skype for Business users via instant message, voice and video calls, and let people know your availability with your online status. Share presence, IM, and audio calling with Skype users also.

## SharePoint

Use SharePoint Online through the integrated Sites app to collaborate with people across your organisation, share ideas and easily organise your information, teams and projects.

## Yammer

Yammer allows your employees to connect and collaborate with the right people, share information across teams, and organise projects through a dedicated professional social network.

## OneDrive

OneDrive for Business gives each user 1TB of personal cloud storage that can be accessed from anywhere. Easily share documents with others inside and outside of your organisation and control who can see and edit each file.



# Migration made easy

We want to make sure that your transition to Office 365 is as safe, secure and seamless as possible.

**Where some larger companies are not able to dedicate resources to a fully personalised service for each of their customers, we will work closely with you every step of the way from understanding your current working environment through to advising on the best end to end migration process with the least impact for your business and users.**

**We take care of everything – you just start using your new Office 365 service without any hassle.**

**Fully managed email migration including all mailboxes, contacts and calendars:**

- Through our initial consultation, we will identify your current environment including number of users, data and mailbox sizes and any complexities of moving your data to the Office 365 environment.
- We will present you with a migration method proposal detailing the scope of work from this, including timings, best migration (cutover or staged) approach and cost breakdown.

**Mailbox migration (per mailbox)  
Managed migration service (per hour)**

Please contact our Sales team on  
0345 122 4222 for pricing

# Technical details

## System requirements

Office 365 does not have an operating system requirement, except that the operating system you use must be supported by its manufacturer. However, there might be advanced Office 365 configuration options, features, scenarios, or tools that have explicit dependencies on an operating system or behave differently on different operating systems.

For the best experience using Office 365, we recommend that you always use the latest browsers, Office clients, and apps. We also recommend that you install software updates when they become available.

### Office 365 is designed to work with the following software:

- The current or immediately previous version of Edge, Internet Explorer or Firefox, or the latest version of Chrome or Safari.
- Any version of Microsoft Office in mainstream support.

## Office 2016 system requirements

When using the fully installed Office applications, you will need to make sure the following minimum system requirements are present.

Component	Requirement
Operating system	PC Windows 10 Windows Server 2008 R2 Windows 7 Windows Server 2012 Windows 8  Mac (Office 2011) Mac OS X 10.6 or later
Computer and processor	1 GHZ or faster x86 or 64-bit processor with SSE2 instruction set.
Memory	1 GB RAM (32-bit)  2 GB RAM (64-bit) recommended for graphics features, Outlook Instant Search, and certain advanced functionality.
Disk space	3 GB
Monitor resolution	1024 x 768



# Select a plan

	Business		
	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium
	Please contact our Sales team on 0345 122 4222 for pricing		
User maximum	300	300	300
<b>Full, installed Office applications</b> Word, Excel, PowerPoint, Outlook, Publisher, and OneNote on up to 5 PCs or Macs		✓	✓
<b>Office on tablets and phones</b> for the full, installed Office experience on up to 5 tablets and 5 phones		✓	✓
<b>Online versions of Office</b> including Word, Excel and PowerPoint	✓	✓	✓
<b>File storage and sharing</b> with 1 TB storage/user	✓	✓	✓
<b>Business class email, calendar, and contacts</b> with a 50 GB inbox	✓		✓
<b>Unlimited online meetings,</b> IM and HD video conferencing. Includes Lync App	✓		✓
<b>Intranet site for your teams</b> with customisable security settings	✓		✓

Prices excl.VAT

	Business		
	Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium
	Please contact our Sales team on 0345 122 4222 for pricing		
User maximum	300	300	300
<b>Corporate social network</b> to help employees collaborate across departments and locations	✓		✓
<b>Corporate video portal</b> for uploading and sharing your corporate videos across the company			
<b>Personalised search and discovery</b> across Office 365 using the Office Graph	✓		✓

Prices excl.VAT

# At KCOM we get excited about providing technology solutions that really help our customers achieve what they need.

Combining connectivity, communication and cloud solutions, we bring everything together into a single managed service that's right for your business.

## Connect

Selecting the most cost-effective access technology, from ADSL to Fibre Ethernet, to address the needs of each of your sites individually means we can build a fast, flexible and reliable network to support the way you work.

## Cloud

From applications like Office 365, Skype for Business and Hosted Exchange to complete data infrastructure solutions, moving into the Cloud provides anywhere, anytime access to your business systems, all supported by great technical and customer service teams.

## Communicate

To keep everyone in touch, a flexible, high quality voice solution is still an important part of your business infrastructure. From traditional PSTN and ISDN to hosted IP platforms, we can provide you with an integrated and reliable unified communications solution.

## Consult

With our team of specialists, you don't need to be the experts. We will work with you as a trusted technology advisor, available to guide you through the ever-changing technology landscape, using our strategic partnerships with Microsoft, Amazon Web Services, Avaya, BT and many more to provide you with the solutions you need to support your business strategy.

**Challenge us to help you find an easier and more enjoyable technology solution for your business:**

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