KCOM

Office 365 Enterprise

The Microsoft Office you know, powered by the cloud.

KCOM **Office 365**

Power your business with the best-in-class productivity, collaboration, analytics, security and compliance tools from Microsoft – always up-to-date and accessible from virtually anywhere.

Give your IT teams unprecedented data access controls, advanced threat protection and unified IT management. Simplify your business costs, improve team agility and increase visibility and insights into your data.

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.

Microsoft Partner | Gold Hosting
Silver Cloud Platform
Silver Small and Midmarket Cloud Solutions

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, cost breakdown and best migration approach:
  - Cutover – all-at-once mailbox and data transfer for companies with less than 150 mailboxes.
  - Hybrid – gradual mailbox and data transfer for companies that have between 150 and 2,000 mailboxes through an integrated Exchange server and Office 365 environment.
  - Staged – similar to a Hybrid approach but for companies with more than 2,000 mailboxes and based on Exchange Server 2003/2007.

SharePoint

Many businesses are choosing to move away from on-premise shared file servers to putting content into SharePoint sites, taking advantage of the improved collaborative working capability it provides. But this still presents a clear initial challenge; how do you move all of your files and content into SharePoint effectively?

We can provide full support and advice around migrating file shares and file servers into the Office 365 SharePoint environment, offering best practice advice, alternative migration methods, and most importantly, what not to do.

Active Directory

At some point on your journey to the cloud, you'll reach a point where you'll need to make a decision about what you want you to do with your Active Directory. Many are choosing to retain their on-premise Active Directory for the time being, to make use of the assets a little longer, or wanting to retain a greater level of control over their user management.

With this in mind, it's important to think about how your new cloud services, such as Office 365, integrate into your Active Directory, as you'll want to continue to centrally manage all of your users and their access privileges, rather than managing separate instances.

We can support full Office 365 integration into your on-premise systems. This includes the initial consultancy to discuss how to prep your Active Directory covering all pre-requisites, any further preparation advice and transition guidance.

In addition, if moving your entire Active Directory to the cloud is something else you want to consider, then we can also discuss your options around this, and how we can provide Hybrid Cloud environments to suit varying needs.

Guaranteed availability

UK and international data centre options give you access to everything you need, no matter where you are or what device or operating system you're using. All covered by a financially backed 99.9% uptime SLA guarantee, you can be sure all of your Office 365 features and data will be there when you need it.

Security you can trust

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

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, when they need them.

Smarter IT spend

Minimise your upfront costs – we take care of all hardware setup, maintenance and software upgrades. As a cloud-based service, you get access to the latest productivity, communication and insight tools for a simple, predictable monthly fee per user and at a fraction of what it would cost to run it yourself.

Work better together

Collaboration among teams is vital. Work together in real-time through full PSTN calling, conferencing, instant messaging, email, shared calendars and the ability to share files with co-workers, customers and partners. Stay in sync and on schedule.

Simple management

Reduce the cost and effort needed for IT management. Manage your service and users 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.

Always up to date

We keep your service constantly up-to-date; as soon as a new feature is released, it will be automatically available for your business to use. No more licencing audits or upgrade cycles. Everyone in your business is instantly kept on the same version of Office – let your users and IT team be more productive.

Built for teams and networks

Eliminate separate PBX systems and simplify your entire voice infrastructure. Office 365 offers a single platform solution for calls, conferencing, video and sharing with Skype for Business. Connect your teams in real-time from the Office applications they use every day with Cloud PBX, PSTN Calling and PSTN Conferencing.

Cloud PBX

- Combine your separate PBX systems and move functionality to a central location in the cloud – no on-premise infrastructure needed.
- Fully manage your users, call settings, reporting/monitoring, email and content from anywhere with an internet connection through a central portal.
- Complete call control in Office 365 – make, receive and transfer calls in the office, at home or on the road using phone, PC, tablet and mobile.
- Full suite of end-user calling features (call hold, transfer, waiting, forwarding, caller ID, music on hold, voicemail etc.)

PSTN Calling

- Tightly integrated add-on for Office 365 and Cloud PBX.
- Easy to administer and manage with automatic updates to your service.
- Easily create new DDIs or port over any existing numbers you have.
- International and domestic calling plans available.
- Pay one bill for all of your communications, with minutes directly from Microsoft
- Call usage reports for the last 90 days can be exported to CSV

PSTN Conferencing

- Dial in to and out from any Skype for Business meeting using a traditional phone
- Combine audio, video and web meetings to provide a single connected user experience and platform
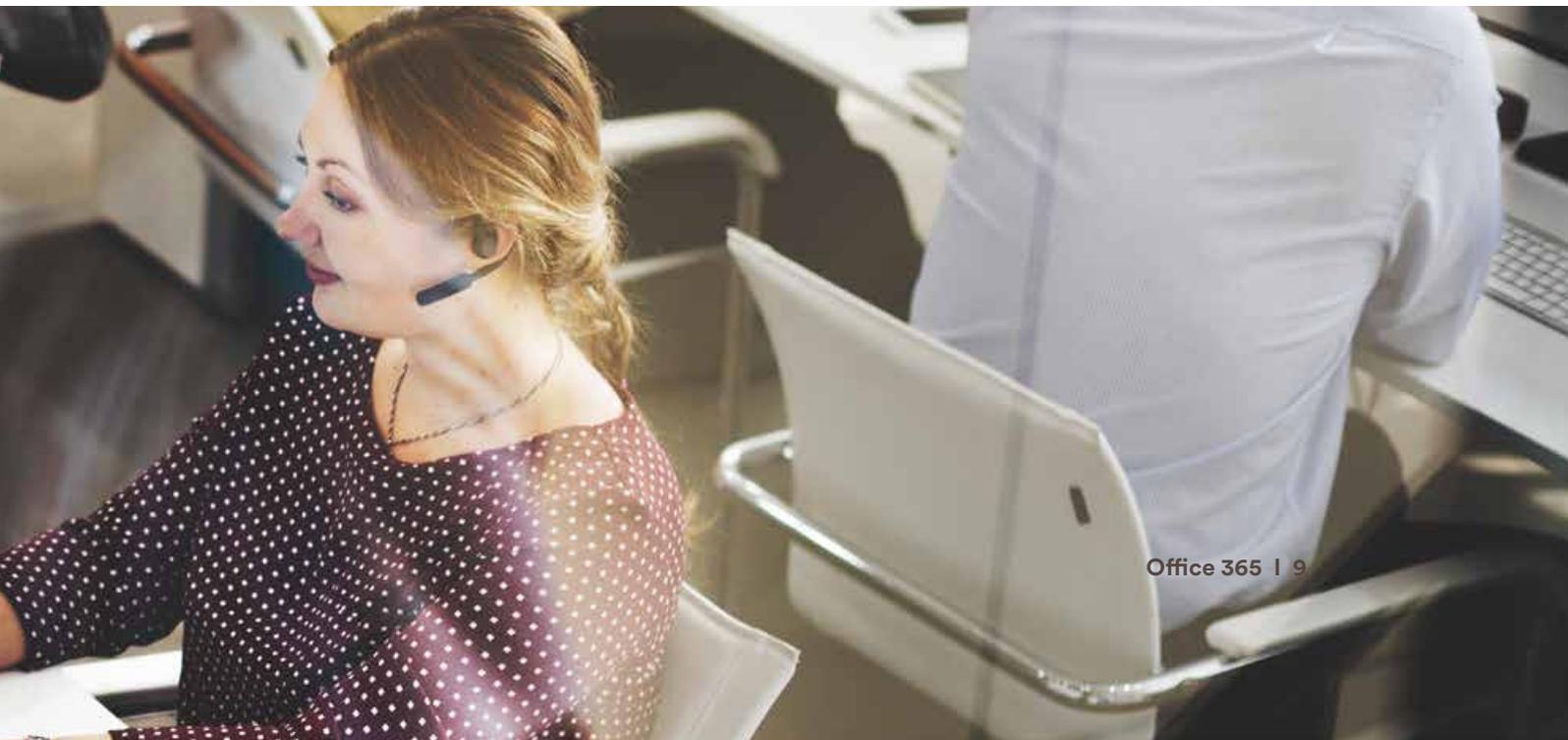
Personal and organisational analytics

Discover new stories in your data with easy-to-use live dashboards, interactive reports and compelling data visualisations. Power BI and Delve Analytics are powerful tools that bring your data to life and give you complete visibility over your team and organisational highlights.

Power BI

- Visualise and analyse live data with greater speed, efficiency and understanding.
- Dashboards, interactive reports and visualisations help bring your data to life.
- Any data, anywhere, any way – work with data from Microsoft's cloud, third-party cloud apps and on-premise systems.
- Stay connected from any device and see all your data through a single pane of glass.

Delve Analytics

- Rich interactive team and organisational insights into key trends like time, relationships, reach, influence and work-life balance.
- Personal and team-based dashboards.
- Help your users get time back and spend it more effectively.
- Powered by Office Graph – cloud data availability and processing power allows for quick analysis of large batches of data.

People-centric security

Get more control over your data security and compliance with Advanced Threat Protection, Customer Lockbox and eDiscovery. Secure attachments and URLs, eliminate unnecessary access to your files and reduce legal and compliance risk.

Advanced threat protection

- Secure add-on service for Exchange Online.
- Protect against unknown malware and viruses with behavioural analysis, machine learning and admin alerts as soon as any threats are detected.
- Real-time protection against malicious URLs.
- Rich reporting and tracing with visibility into who opened what email attachments and URL links.
- Save important content with robust retention and archiving tools

Customer lockbox

- New approval rights, transparency and control over your data in the cloud.
- Limited access to your data – you must provide explicit permission for any access to your data.
- All data access is fully logged and audited for peace of mind.

Advanced eDiscovery

- Reduce the costs and challenges that come along with sorting through large quantities of data.
- Easily archive, find and review content and protect your data to comply with legal requirements.
- Preserve your important content in-place, in real-time with in-place hold. This uses less storage space, lowering your costs and complexity.
- Hold entire mailboxes or SharePoint sites with location and query-based hold with no impact to you users' experience.
- Monitor data activity with deep service insights on how data is used, accessed and shared
- Real-time search and analytics tools, always live and up-to-date – no need to wait for indexing
- Works across the entire Office 365 service – SharePoint, Skype for Business, OneDrive, Exchange and public folders.

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.
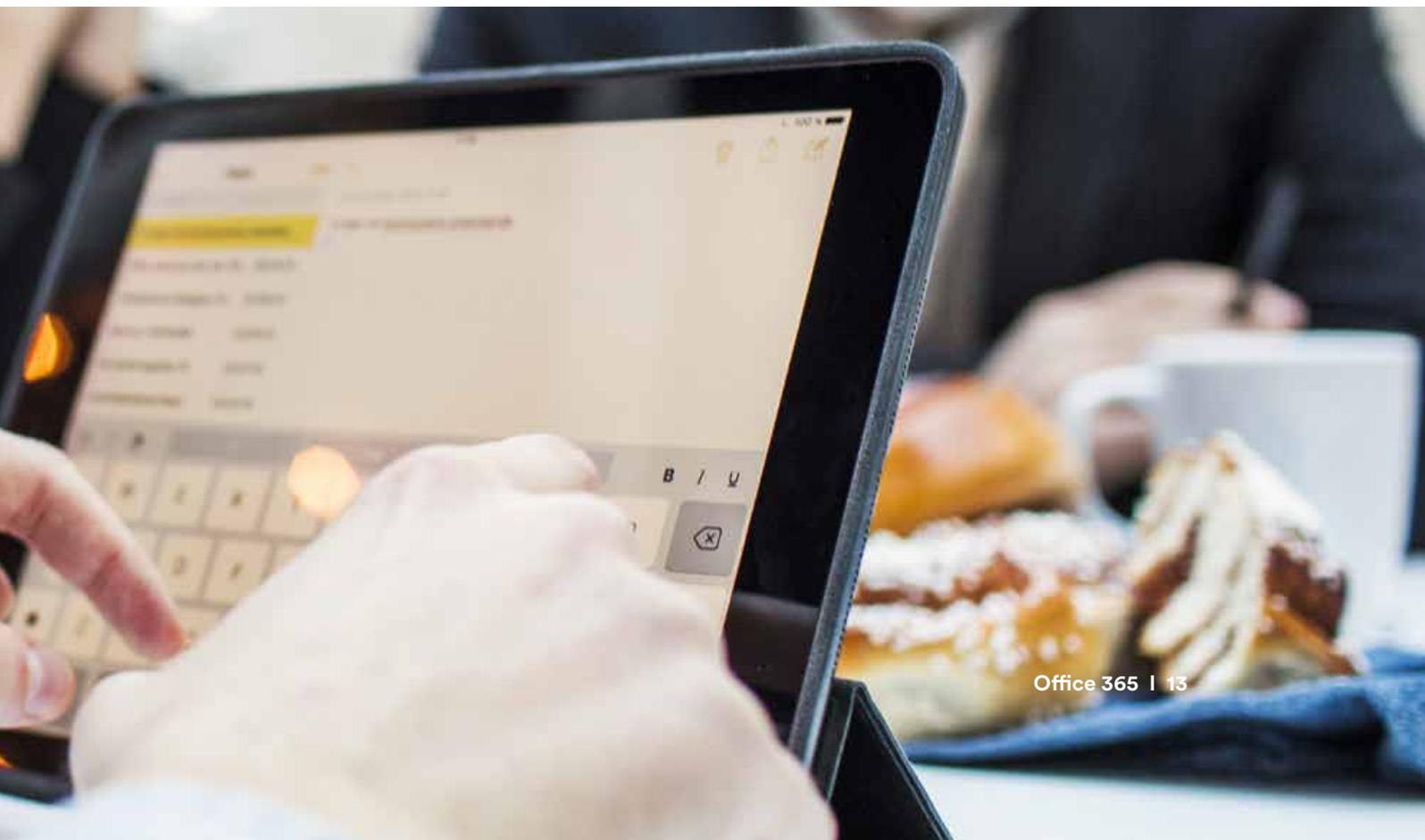
SharePoint

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.

Optional extras

Depending on the Office 365 plan you choose, you can select from the following optional extras to enhance your service and create something bespoke to your business.

Azure
Azure Active Directory Basic
Azure Active Directory Premium P1
Azure Rights Management Premium
Azure Multi-Factor Authentication

Exchange Online
Exchange Online – Plan 1
Exchange Online – Plan 2
Exchange Online Advanced Threat Protection
Exchange Online Archiving
Exchange Online Kiosk
Exchange Online Protection

InTune
Microsoft InTune
Microsoft InTune Extra Storage

OneDrive for Business
OneDrive for Business – Plan 1
OneDrive for Business – Plan 2

SharePoint Online
SharePoint Online – Plan 1
SharePoint Online – Plan 2

Skype for Business
Skype for Business Online – Plan 1
Skype for Business Online – Plan 2
Skype for Business CAL
Skype for Business Cloud PBX
Skype for Business PSTN Conferencing
Skype for Business PSTN Conferencing for E5
Skype for Business PSTN Domestic
Skype for Business PSTN Domestic and
International Calling
Skype for Business

Project
Project Online
Project Online Essentials
Project Online with Project Pro for Office 365
Project Online Premium
Project Online Professional
Project Pro for Office 365

Productivity
Delve Analytics
Extra File Storage
Power BI Pro
Visio Pro for Office 365
Yammer Enterprise

Security
Customer Lockbox
Enterprise Mobility Suite
Microsoft Cloud App Security
Office 365 Advanced eDiscovery
Office 365 Advanced Security Management

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

	Enterprise			
	Office 365 Enterprise E1	Office 365 ProPlus	Office 365 Enterprise E3	Office 365 Enterprise E5
	Please contact our Sales team on 0345 122 4555 for pricing			
User maximum	Unlimited	Unlimited	Unlimited	Unlimited
Full, installed Office applications Word, Excel, PowerPoint, Outlook, Publisher, and OneNote on up to 5 PCs or Macs		✓ plus Access	✓ plus Access	✓ plus Access
Office on tablets and phones for the full, installed Office experience on up to 5 tablets and 5 phones		✓	✓	✓
Online versions of Office including Word, Excel and PowerPoint	✓	✓	✓	✓
File storage and sharing with 1 TB storage/user	✓	✓	✓	✓
Business class email, calendar, and contacts with a 50 GB inbox	✓		✓	✓
Unlimited online meetings, IM and HD video conferencing. Includes Lync App	✓		✓	✓
Intranet site for your teams with customisable security settings	✓		✓	✓
Corporate social network to help employees collaborate across departments and locations	✓		✓	✓

Office 365

	Enterprise			
	Office 365 Enterprise E1	Office 365 ProPlus	Office 365 Enterprise E3	Office 365 Enterprise E5
	Please contact our Sales team on 0345 122 4555 for pricing			
User maximum	Unlimited	Unlimited	Unlimited	Unlimited
Corporate video portal for uploading and sharing your corporate videos across the company	✓		✓	✓
Personalised search and discovery across Office 365 using the Office Graph	✓		✓	✓
Enterprise management of apps with Group Policy, Telemetry, Shared Computer Activation		✓	✓	✓
Self-service Business Intelligence to discover, analyse, and visualise data in Excel		✓	✓	✓
Compliance solutions to support Archiving, Auditing and eDiscovery, mailbox and internal site search and legal hold capabilities depending upon subscription type	✓		✓	✓
Information Protection including Rights Management and Data Loss Prevention for emails		✓	✓	✓
Advanced security with Advanced eDiscovery, Advanced Threat Protection and Customer Lockbox				✓
Advanced analytics with Power BI and Delve Analytics				✓

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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