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Subscription Management
Service Description

Why you need this?

As an organisation, it is essential to make the most of any licences for applications. The Microsoft 365 suite provides a plethora of tools and capabilities, whether from the E3 or E5 licence variants. Fordway offer a comprehensive range of services to assist organisations make best use of their Microsoft 365 (M365) Enterprise subscription.

M365 is Microsoft's combined suite of products, comprising Windows 11 Enterprise (allowing downgrade rights to Windows 10), Office 365, and MS Enterprise Mobility and Security. Enterprise licences are E3, E5, F3 (for frontline workers) plus A3/A5 for Education and N3 for the NHS. MS365 offers a vast amount of capability, but when you contract for the licences you receive a box of very capable bits.

The key to gaining benefit from it is to understand and use the components to simplify your environment, retiring other products to create savings; implement the chosen elements correctly to maximise utility; and using and manage the capabilities to improve productivity whilst securing and protecting your services.

Fordway's M365 Enterprise Services deliver the capability your organisation needs to enhance your licence commitment and realise the full value of the M365 suite. Fordway will design, migrate and optimise any services for an organisation to make full use of the M365 capabilities.

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Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We can then assist with the ongoing migrations, operational management, and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

03   M365 Enterprise Solution

Within the M365 suite there are two main enterprise licence types. The key differences are explained on the next page.

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Main Item	E3	E5	Notes
M365 Apps	Y	Y	
Email and Calendar	Y	Y	E3: Manual Doc classification, Message Encryption E5: Automatic Classification, detect sharing of sensitive information, Advanced Encryption
Meeting and Voice	Y-	Y	E5 includes Phone System
Device & App Management	Y	Y	Win11, InTune, MECM, Autopilot, Universal Print
Social & Internet	Y	Y	SharePoint, Yammer, Viva Connections
Files & Content	Y	Y	OneDrive, Lists, Forms, Stream, Sway, Visio
Work Management	Y	Y	Power Apps & Automate, Virtual Agents for Teams, Planner, To-do
Advanced Analytics	Y-	Y	Both have: Viva Insights, E5 includes Power BI Pro
Threat Protection	Y-	Y	Both have: Advanced Threat Analytics. E3 has Defender for Endpoint P1. E5 has Defender P2 & O365 & Identity
Information Protection	Y-	Y	Both have: DLP, BitLocker & Information Protector P1. E5 has P2 & Defender for Cloud Apps
Security Management	Y	Y	Security Score, Compliance Centre
Compliance Management	Y-	Y	Both have: Manual retention and basic eDiscovery & legal hold. E5 has Auto retention with machine learning, Advanced audit Insider Risk management & Privileged Access Management

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The real benefit to the business is to make the most out of the tools available within the organisations licence pack. Plus add any other Microsoft or third-party tools that may be critical to the business operations (e.g. M365 E5 Security Add-on to standard E3).

Fordway have been working with Microsoft over the past 20 years, integrating and managing their products for multiple organisations. Many businesses procure Microsoft 365 subscriptions for the productivity applications, without comprehending the full breadth of what is included, particularly the E5 licence. In many cases the included capabilities will allow other licensed applications to be replaced with no loss of capability or functionality but offering attractive cost savings.

Within the M365 suite there are several extremely useful tools, including Application Admin Centre, Network Insights, Tenant Optimisation. For each of the components above Fordway strategy, business and technical consultants will work with the organisation to:

- Understand what capabilities may be useful to the business

- Produce analysis recommending additional tool implementation

- Configure new toolsets including management

- Migrate any systems or devices to use the new toolset

- Provide monitoring and integration required

04   M365 Security and Compliance

There are two specific elements of the M365 offering that have new features. These are:

- Security

- Compliance

As these require specific skillsets to understand and deploy for an organisation, Fordway have developed their own capabilities to optimise the benefits to any business. There are also some hidden gems within the security and compliance toolsets, including:

- Ransomware protection for M365 tenant:

1. Versioning

2. Recycle bin

3. Preservation hold

4. Data Loss Prevention

5. Defender

- Compliance Manager (GDPR)

- Office Message Encryption (OME)

- Configuration of security baselines

- Data Privacy Tools:

1. Audit and Alert Policies

2. Content Search

3. eDiscovery

Several of the new capabilities within M365 Enterprise Mobility and Security suites were previously only available as standalone products or preview only (e.g. Cloud Application Security, Privileged Identity Management, Information Protection).

These add significant extra levels of security to the previous toolset and have native capabilities that remove the requirement for third party products.

05   Key Benefits

- **Get the most out of M365** – Whether E3 or E5, Fordway will enable the full cost benefits of using the entire suite of products available.

- **Independent** – Fordway will provide independent feedback on the benefits and limitations of the MS365 product set against other products.

- **Experienced Personnel** – From business, project management and technical viewpoint, Fordway have multi-years of experience of real-world deployments and operational requirements.

- **Comprehensive Licence Assessment** – Fordway will perform a detailed
- analysis against the licences held and where real benefits can be gained.

- **Collaboration** – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary.

- **Detailed knowledge of management and security tools** – Fordway have extensive knowledge of the Microsoft management and security tools, including Defender, Sentinel, Log Analytics plus Lighthouse, Monitor and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation.

- **Understand legacy** – Fordway know companies have legacy systems with potential integrations that can not just be ignored, we will ensure these are addressed and catered for within the migration.

- **Clear Recommendations** – Fordway will produce a set of costed recommendations on how to get the best out of the licences held and how to migrate any systems over.

06   Key features of Fordway's Approach

Fordway's approach is flexible but the generic steps taken for every engagement are:

1. Create and sign off Project Initiation Document

2. Review existing licence and toolset information

3. Design new M365 security and compliance capabilities

4. Agree on optimisations

5. Install and configure

6. Migrate from any existing tools

7. Monitor and analyse new capabilities

8. Create dashboards and reporting

The duration and complexity involved in each of the high-level steps listed above, is dependent on the nature of the engagement. If needed, full project controls and documentation will be supplied as part of the engagement (Project Manager, RAID, Exception, Highlight logs/reports).

07   Service Terms

Service Initiation (on-boarding)

The service is a consulting engagement. The following procedure will be used to provide the service:

- Provide a combination of Project Manager, Account Manager, Relationship Manager, Lead Consultant and appropriate consultancy team, depending on the scope of the engagement. Fordway will generally seek to provide a peering alignment with the customer.

- Agree and formalise Non-Disclosure Agreements

- Review the customer requirements and determine the contractual requirements

- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.

- Schedule work

- Commence engagement

- Provide deliverables

- Complete engagement

All engagements are run to Fordway's PRINCE2 Agile processes.

Service Levels

As this service is a consultancy engagement there are no specific SLAs to be applied.

Service Constraints

There are no specific constraints to this service.

Financial Recompense

As this service is a consultancy engagement there are no specific recompense structures provided.

Service Connectivity

Required connectivity to access the Customer's Azure environment will be defined as part of the Project Initiation Document.

Trial of Service

Not applicable to this service.

07

Data Security

Any information processed by Fordway will be transitory in nature and Fordway will comply with the customer's data security procedures during the engagement and off-boarding.

Training

Fordway will provide skills transfer as part of the engagement where applicable.

Customer Responsibilities

Fordway will comply with data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls; these are defined as part of the project scoping. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables agreed.

Change Management

As the engagement will be project managed, any changes in requirement will go through the process identified in the Project Initiation Document.

Technical Requirements

There may be a need to install and configure tools, agents and updates to support the service which will be defined within the Project Initiation Document if appropriate. All changes will be applied through change control with relevant communication and scheduling.

08 Ordering

Fordway's services can be ordered by contacting your Fordway account manager or other members of our team on 01483 528200, emailing sales@fordway.com or using the contact form on **www.fordway.com**

Our Accreditations

ISO 9001
ISO 14001
ISO 27017
ISO 27018
ISO 20000
ISO 27001

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