



Service Description

Microsoft 365

Tenancy Assessment



- Desktop & Mobile Device Management
- Information Protection
- Threat Protection
- Identity and Access Management
- eDiscovery and Auditing
- Security and Compliance

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Why do 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 Business or Enterprise licence variants.

Most businesses are using Microsoft 365 for their productivity applications. Additional to the main applications (Word, Excel, Outlook, Teams, OneDrive...) are significant capabilities that can make a real difference to IT optimisation (depending on the licences held):

Fordway's Microsoft 365 Health Check Assessment service will deliver the capability your organisation needs to enhance your licence commitment and realise the full value of the Microsoft 365 products.

This service is part of our Microsoft 365 suite that can transform a business, by:

- Assess
- Migrate
- Optimise
- Operational Management

Fordway's Microsoft 365 Health Check Assessment service delivers three focus points:

1. Assessment of capability and functionality of existing implementation
2. Ability to support and manage Microsoft 365
3. Security review against potential risks and threats

The aim is to provide any organisation, no matter of size, with a detailed analysis of where they are with their implementation, where improvements can be made and how to get the best out of the technology, processes and personnel.

How can Fordway help?

Fordway's Microsoft 365 Assessment service will review the current Microsoft 365 licences held and provide recommendations on how to unlock the full potential of what has been purchased. Fordway will use their 30 years of experience in delivering tailored, optimised solutions to provide business centric IT recommendations, IT personnel spend the vast majority of their time performing BAU tasks and rarely get the chance to look into new services.

Additionally, they necessarily have a very narrow view of application usage, depending on the organisation they are working for. Fordway have worked with multiple business types and sectors, have a detailed understanding of the entire breadth of the Microsoft product suites and with our business and technical expertise, can ensure the full licenced products are utilised. As part of the service Fordway can also plan and create business cases for the use of certain features, yet to be implemented within the organisation. Using our strategy and business orientated consultants, working alongside technical resources, Fordway will provide detailed reports on the business benefits, both projected and realised at the end of any deployment/migration.

Fordway will work with an organisation to:

- ✓ Review the current Microsoft 365 licences held
- ✓ Review existing third-party licences
- ✓ Understand the business requirements
- ✓ Investigate the IT estate regarding:
 1. Implementation of existing licences
 2. Capability of existing IT resources
 3. Security of the Microsoft 365 estate
 4. M365 configuration against the NCSC M365 Blueprint
- ✓ Plan any requirements
- ✓ Make recommendations with options about:
 1. Features/capabilities
 2. Enhancements to usage
 3. Potential additional licences
 4. Creation of Business case
 5. Additional skills/training requirements
 6. Security enhancements
 7. Removal of third-party products
- ✓ Deliver a detailed report to the Senior Management Team

Key features of Fordway's approach:

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

- Create and sign off Project Initiation Document
- Discuss requirements with business and technical personnel
- Review existing Microsoft and third-party licences
- Collate information from various tool sets (as required)
- Produce report with recommendations and options
- Deliver report to agreed personnel

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).

Health Check Summary

A virtual Health Check forms part of your Microsoft 365 Assessment and will help you to create a secure and well managed cloud environment. The report will give you insight into cost and security, new technologies to enhance performance and help you to identify your goals within Microsoft 365.

Availability – 2 weeks’ notice

Engagement Type – Virtual

Task	Points of discussion	Output	Engage with who?	Approximated Time Allocation
Review and understand the current IT Landscape	Current company environment, offices, working processes, IT team skills, DR plan, recover plans. Data locations, practices etc.	Gather	IT Dept. Other stakeholders if interested	1-1.30 hr
Discuss security requirements, policies, and practices	Risks program. Risks, who identified them etc Security Controls management. Threats and frameworks. Incident response. Current use of M365 tool set	Gather and disseminate	IT Dept	2-3 hr
Identify the goals of the Microsoft 365 environment	Cover the key technologies of the 365 environment - <ul style="list-style-type: none"> • Tools (CASB, DFI, DFE, DFO) • Compliance • End to end diagram • Which license gives what 	Disseminate	IT Dept	30 mins
Report Writing		Disseminate	Fordway	up to 4 hours

Key Benefits

- ✓ **Increased business understanding** – deliver detailed assessment report aligned to business requirements
- ✓ **Take advantage of the latest technologies** – use Fordway’s experience of the new tools and applications available to improve business performance
- ✓ **Independent** – Fordway will provide independent feedback on the benefits and limitations of the Microsoft 365 solutions as well as enhance them
- ✓ **Experienced personnel** – From business, project management and technical viewpoint, Fordway have 30 years of experience of helping organisations deliver successful real-world deployments and meet operational requirements
- ✓ **Comprehensive Microsoft 365 assessment** – Fordway will perform a detailed analysis against the current configuration, how to incorporate the new technologies and where real business benefits can be gained. Provide full set of options and recommendations
- ✓ **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 and options, on how to get the best out of the Microsoft 365 licences and any additions needed



About Fordway

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 then assist with the ongoing operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.



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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