

# 5 Essential Steps to Support Safe Collaboration for Hybrid Work



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Microsoft  
Partner



Gold Application Development  
Gold Collaboration and Content  
Gold Cloud Productivity  
Gold Messaging  
Gold Datacenter

***Collaborate with Confidence***

Accessible content is available upon request.

Consolidate Cloud Services

Drive Sustainable Adoption

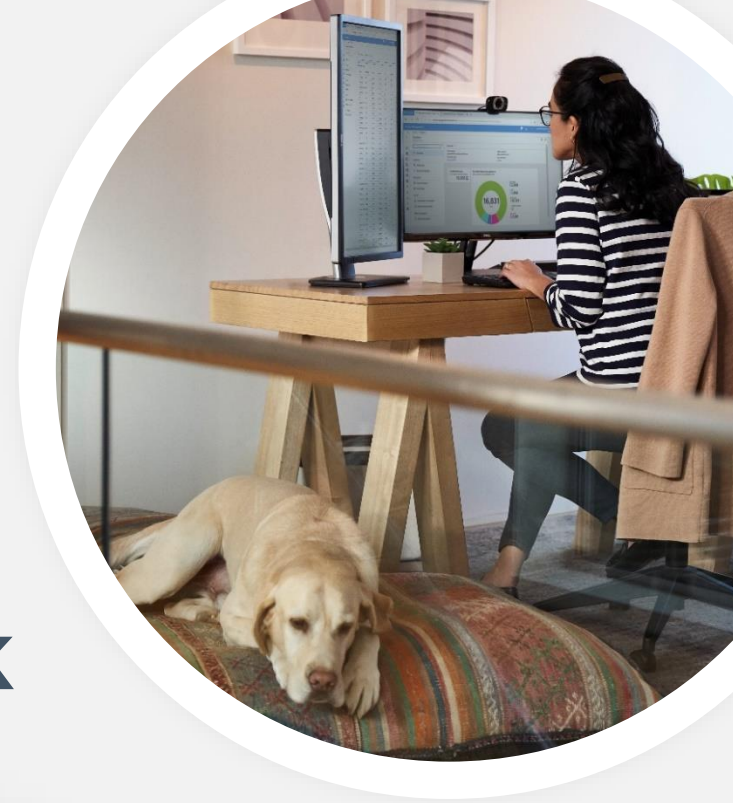
Protect & Backup Data

Manage Entitlements

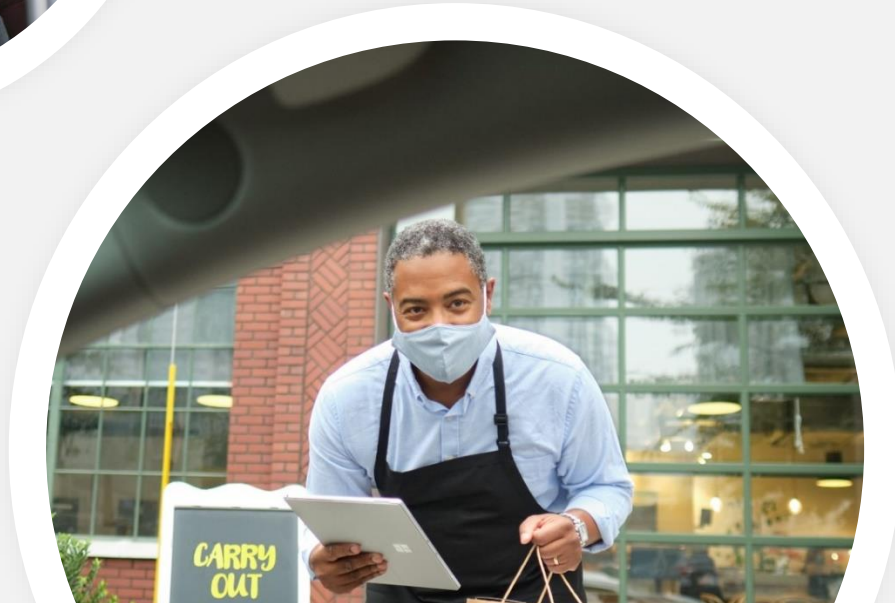
Ensure Collaboration Security

## AGENDA





# The New World of Work



# How we work



Share Files



Plan meetings  
and events



Track tasks



Alex Wilber  
Marketing Assistant



Ben Walters  
VP Sales



Lidia Holloway  
Product Manager



Henrietta Mueller  
Marketing Assistant



Irvin Sayers  
Director



Miriam Graham  
VP Marketing

*WHO you're collaborating  
with...*



Send and  
receive emails



Chats and  
conversations



Serendipitous  
collision

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# Consolidate Cloud Services

1

# What does teamwork look like **for you** today?



# Why Consolidate?

In a 2020 industry report, companies on average use 137 SaaS apps

Overall SaaS spend  
is up by 50%  
compared to 2018

*Cost*

IT can't keep up with  
maintenance and  
adoption of SaaS  
services

*Maintenance*

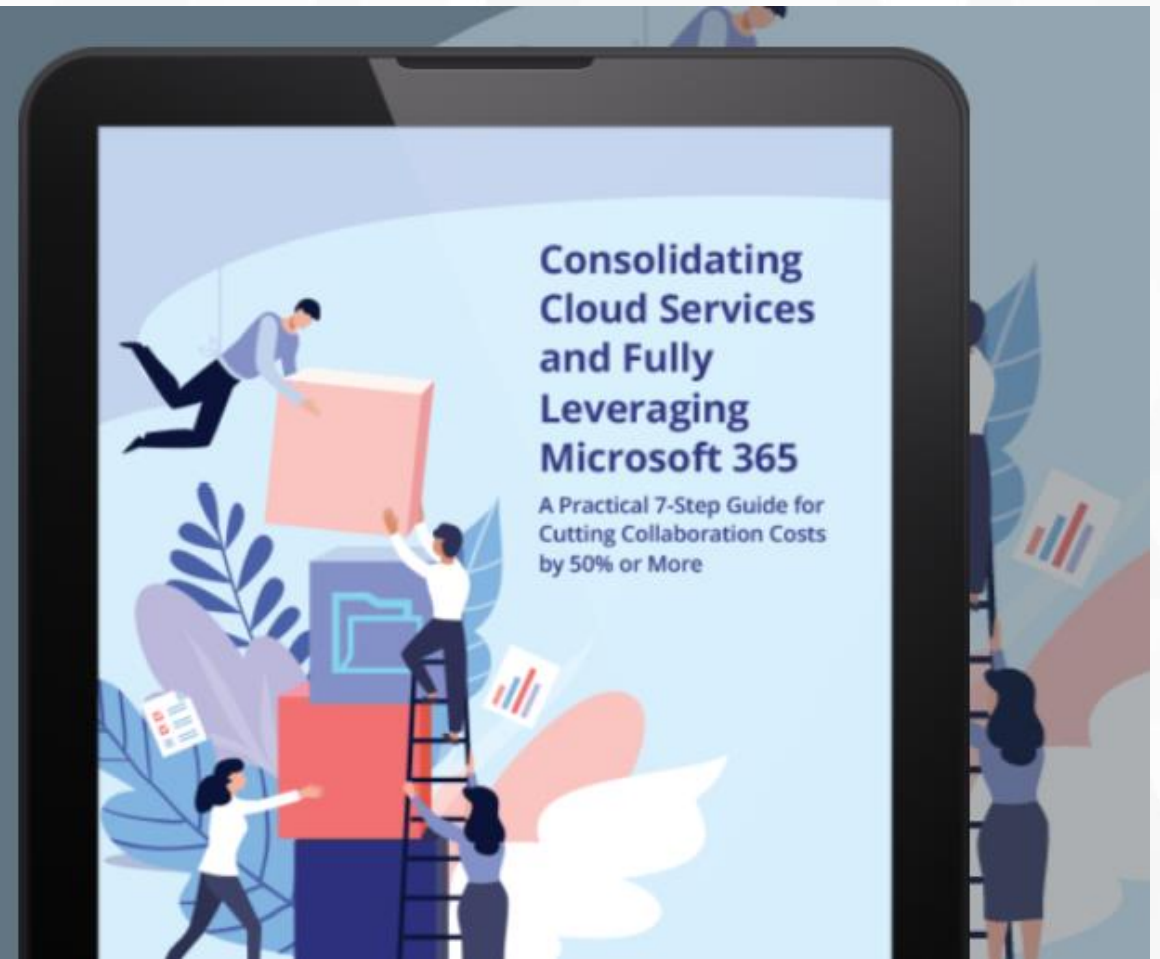
Risks and threats are  
increasing due to  
SaaS vulnerabilities  
especially free apps

*Security*



# Consolidating Cloud Services and Fully Leveraging Microsoft 365

*Learn how to cut collaboration costs by consolidating all your organization's SaaS needs in Microsoft 365.*



[avepoint.com/ebook/consolidating-cloud-service](https://avepoint.com/ebook/consolidating-cloud-service)

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# Drive Sustainable Adoption

2



Make It Easy to Do the Right Thing



**EXAMPLE**

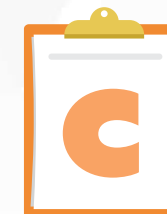
DEPARTMENT



DEPARTMENT



DEPARTMENT



**EXTERNAL  
SHARING**

No external sharing



External sharing allowed in:



External sharing only allowed in:



**EXPIRATION/  
RETENTION**

**6 Months**  
after last accessed

**12 Months**  
after last accessed

**9 Months**  
after last accessed

**ALLOW THESE USERS  
TO CREATE A TEAM**

All requests through  
Central IT

All requests through  
Department IT

Only Joe, Sally, and  
Harold can create

**RECERTIFY  
MEMBERS**

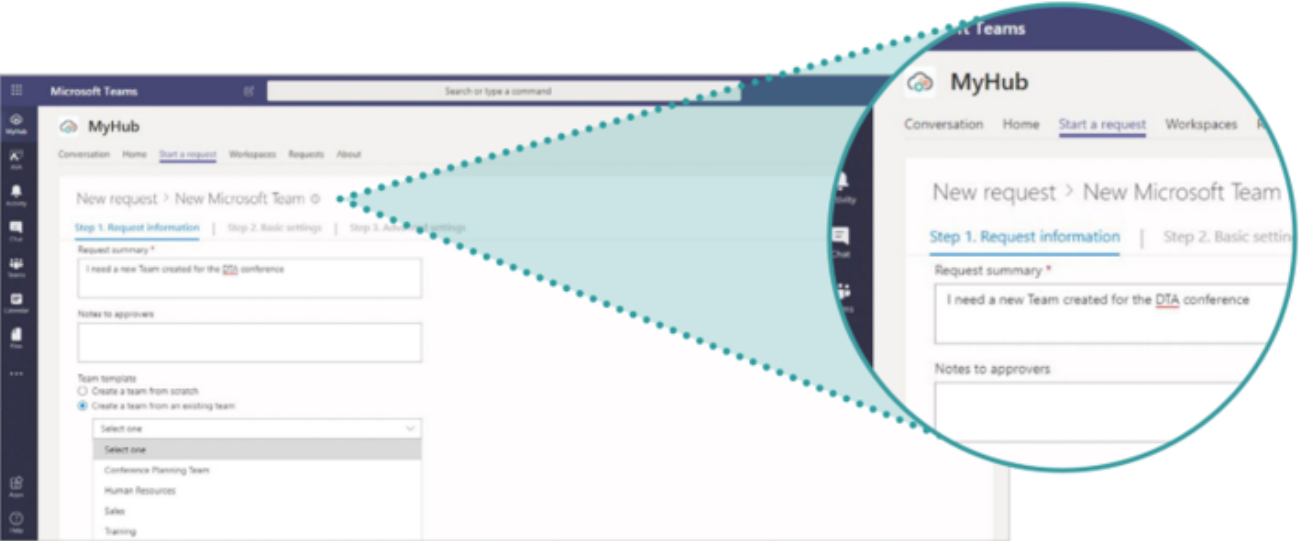
after  
**3 Months**

after  
**6 Months**

after  
**12 Months**

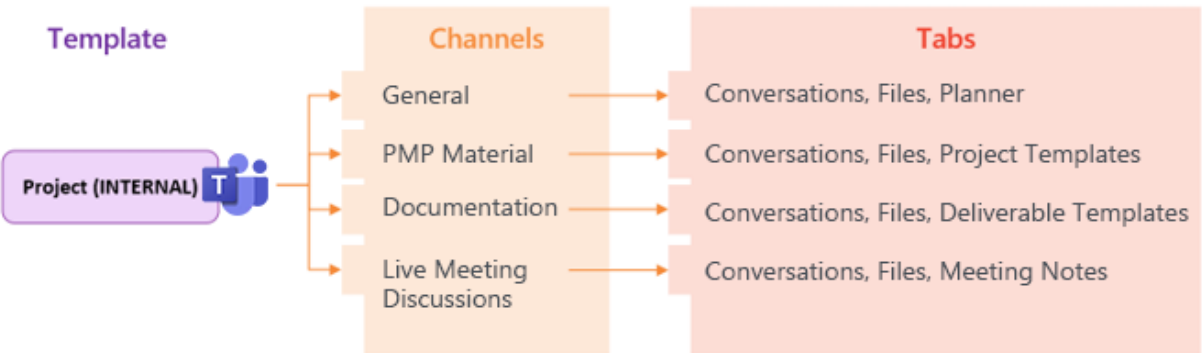


# Example: Standardize Teams



Project (INTERNAL)

EXTERNAL SHARING	<div>X</div> No external sharing
EXPIRATION/RETENTION	6 Months after last accessed
WHO CAN CREATE	All requests through Central IT
RECERTIFY MEMBERS	after 3 Months



# Demo #1

2022-01-20 11:55 UTC

Recorded by

Murugan Balaji

Organised by

Murugan Balaji

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# Protect & Backup Data

3

# Who has you covered?

FOR INFRASTRUCTURE & OPERATIONS PROFESSIONALS

[Share](#)

## Back Up Your SaaS Data — Because Most SaaS Providers Don't



By **Naveen Chhabra**  
with Glenn O'Donnell,  
Will McKeon-White,  
Bill Nagel

*Cloud-To-Cloud Backup Is The Only Practical Option For SaaS Data Protection*

December 29, 2017

### Why Read This Report

Software-as-a-service (SaaS) is a popular element of a sound technology strategy. While almost all SaaS vendors explicitly state that protecting data is the customer's responsibility, infrastructure and operations (I&O) leaders usually send critical data to those providers without any plan for ensuring data resiliency. Back up SaaS data or risk losing customers, partners, and employees. Stop leaving the door open to data loss, and start proactively protecting cloud data before it's too late. This report helps I&O leaders navigate the landscape of SaaS services and data recovery. This is an update of a previously published report; Forrester reviews and updates it periodically for continued relevance and accuracy.

### Table of Contents

Few Firms Protect Their Cloud Data From Obliteration

You Can — And Must — Mitigate The Risk Of Losing SaaS Data

### Recommendations

Don't Make Assumptions: Grill Your SaaS Provider About Backup



# Your responsibility for backup



## Microsoft Protection

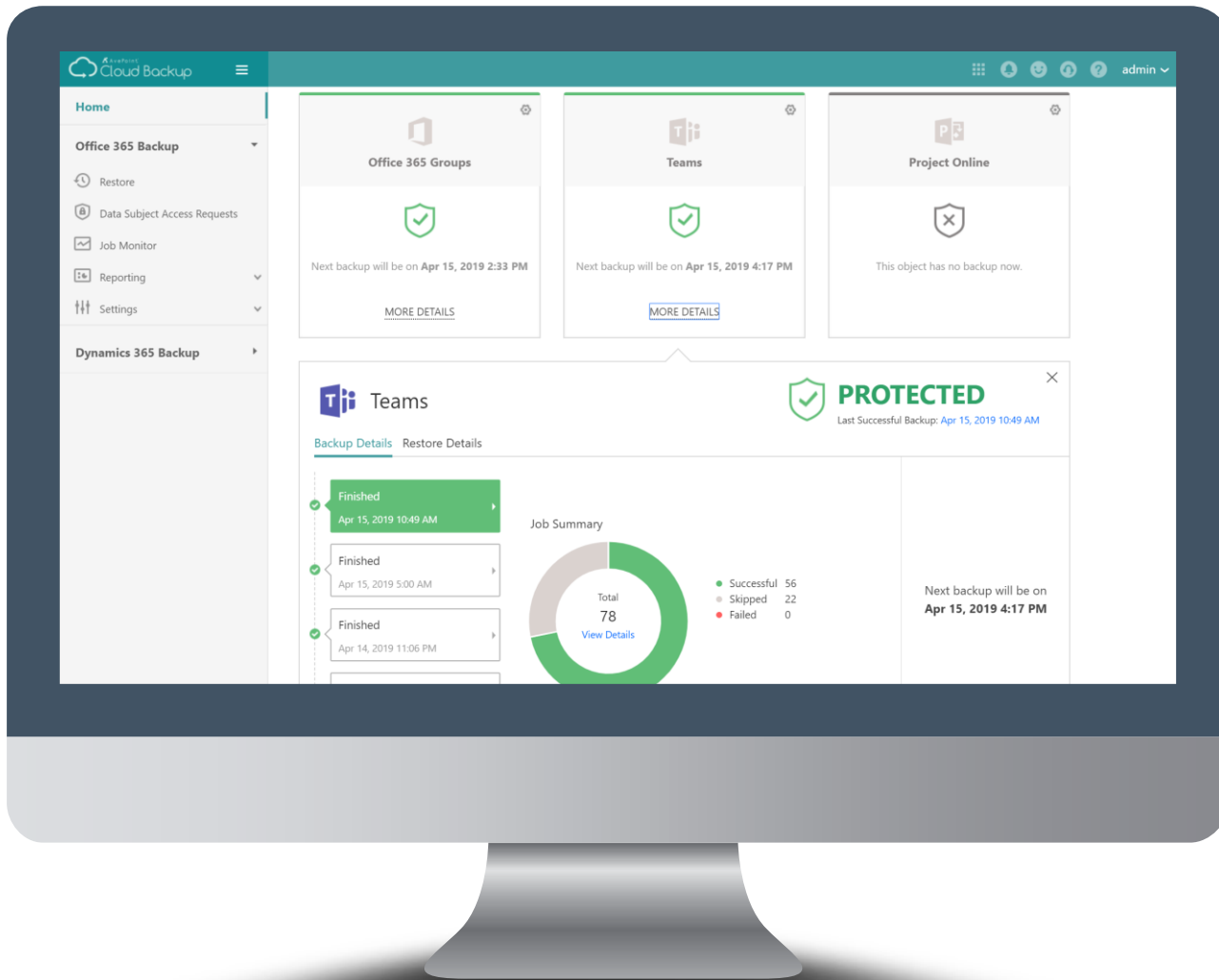
- Loss of service due to hardware or infrastructure failure
- Loss of service due to natural disaster or data center outage
- Loss of service due to natural disaster or data center outage
- Short-term administrative error with soft-delete for Groups, Mailboxes or services-lead rollback



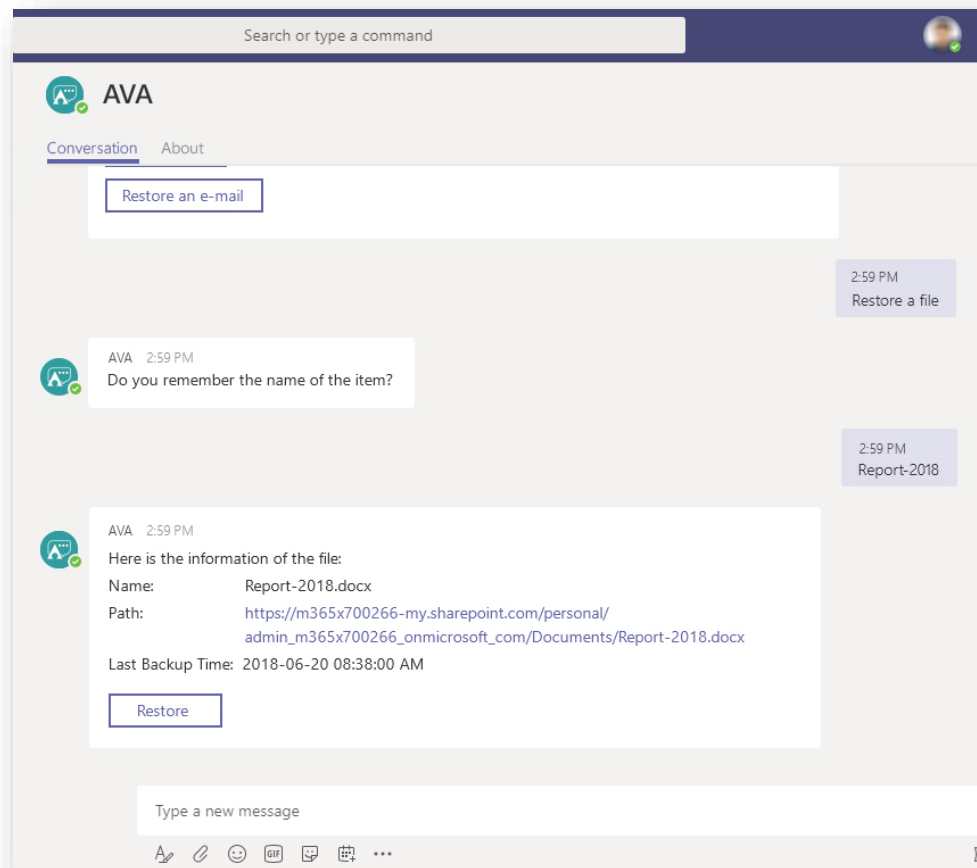
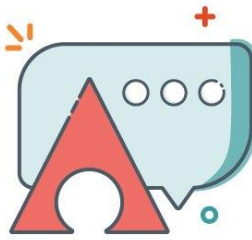
## Customer Responsibility

- Loss of data due to departing employees and deactivated accounts
- Loss of data due to malicious insiders / hackers deleting content
- Loss of data due to malware / ransomware
- Recovery from prolonged outages
- Long-term accidental deletion coverage with selective rollback

# Automated backup across Office 365 workloads



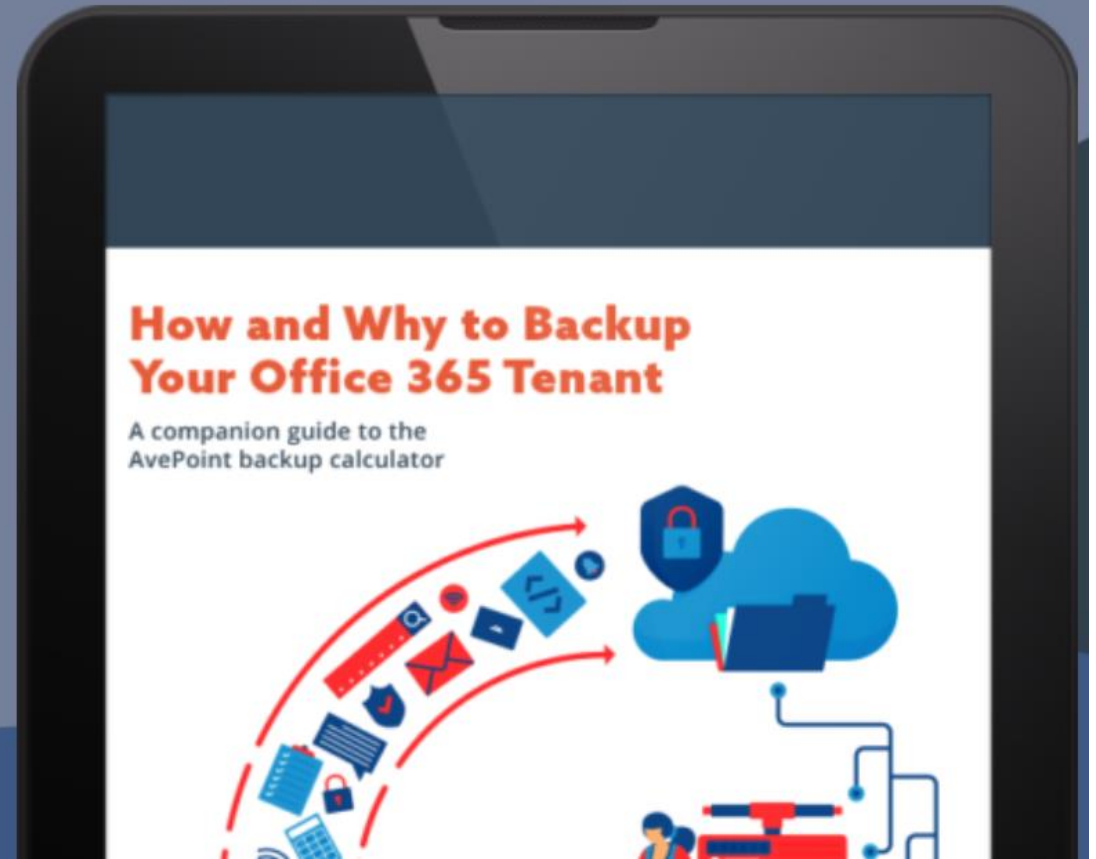
# AVA: AvePoint's Virtual Assistant



- Give users a place to look for lost content:
  - Filenames that can't be found
  - Documents modified recently
  - Broken URLs to documents and files
  - Lost e-mails that can't be searched in Exchange / Outlook
- Highlight quick-wins to limit support calls:
  - Identify version history, first and second level recycle bins, soft-deleted content
  - Identify recent data in AvePoint's backup data sets
  - Fully security-trimmed to each user

# How and Why to Backup Your Office 365 Tenant

*A guide on how the surge in remote work has made backing up Office 365 more important than ever.*



[avepoint.com/ebook/how-why-backup-office-365](https://avepoint.com/ebook/how-why-backup-office-365)

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# Manage Entitlements

4

# M365 License Management

Transform your enterprise with Microsoft 365

Empower every employee, from the office to the frontline worker, with a Microsoft 365 solution that enhances productivity and drives innovation.

<b>Microsoft 365 E3</b>  Get best-in-class productivity apps combined with core security and compliance capabilities for your enterprise.  <b>\$32.00</b> user/month (annual commitment)  <a href="#">Contact sales</a> <a href="#">Learn more &gt;</a>	<b>Microsoft 365 E5</b>  Get best-in-class productivity apps and advanced security, compliance, voice and analytical capabilities for your enterprise.  <b>\$57.00</b> user/month (annual commitment)  <a href="#">Contact sales</a> <a href="#">Learn more &gt;</a>	<b>Microsoft 365 E5</b>  Formerly Microsoft Dynamics 365 E5, your frontline productivity solution that allows you to...  <b>\$80.00</b> user/month (annual commitment)  <a href="#">Contact sales</a> <a href="#">Learn more &gt;</a>
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- Monitoring the allocation, usage, and associated costs
- Do users have the services they need?
- Are the users... using it?
- Is our spend aligned with business need? How do we know?

# Make Sense of Your M365 Licenses

- Global IT owns licenses
- Local business owners own the budgets
- Create alignment with **Cense**.

**Reporting:** Provide central, unit, or user-based insight into M365 licenses and budgets.

**Control:** Enable delegated control. Avoid central IT bottle necks. Let department or regional owners have more license and budget control.



# From a single view to clear insights, recommendations, and delegated controls

The screenshot shows the 'Licenses' page in the Microsoft 365 admin center. The left sidebar contains navigation links: Home, Users, Groups, Billing, and Purchase services. The main content area has tabs for 'Subscriptions', 'Requests', and 'Auto-claim policy'. Below the tabs, there's a section for 'Select a product to view and assign licenses' with a link to 'Go to Your products'. A table lists available licenses:

Name	Available licenses	Assigned licenses	Account type
Enterprise Mobility + Security E5	0	20/20	Organization
Microsoft 365 E5 Compliance	0	20/20	Organization

The screenshot shows the 'Active users' page in the Microsoft 365 admin center. The left sidebar contains navigation links: Home, Users, Groups, Billing, and Setup. The main content area has a search bar and a table of active users:

Display name	Username	Licenses
Adele Vance	AdeleV@M365x737618.OnMicrosoft.com	Microsoft 365 E5 Compliance, Enterprise Mobility + Security
Alex Wilber	AlexW@M365x737618.OnMicrosoft.com	Microsoft 365 E5 Compliance, Enterprise Mobility + Security
Allan Deyoung	AllanD@M365x737618.OnMicrosoft.com	Microsoft 365 E5 Compliance, Enterprise Mobility + Security

The screenshot shows the 'License Manager' dashboard for Microsoft 365. The left sidebar contains navigation links: Dashboard, License report, Billing, Group management, and Settings. The main content area has a 'Dashboard' section with a 'License report' card. Below the card, there's a 'Billing' section with a 'License unit cost' card. Below the card, there's a 'Group management' section with a 'Settings' card. Below the card, there's a 'General settings' card. Below the card, there's an 'Inactive user alert' card. Below the card, there's an 'Authentication validation' card.

The screenshot shows the 'License Manager' dashboard for Microsoft 365. The top right corner shows the user 'Ray Hill'. Below the user name, there's a 'Tenants: All' dropdown and a 'User container groups: All' dropdown. Below the dropdowns, there's a 'Synchronized' status indicator. The main content area has a 'Licenses consumed by inactive users' section with two cards: 'O365\_BUSINESS\_ESSENTIALS' with 19 licenses and 'Dynamics 365 P1 Trial for Information Workers' with 1 license. Below the cards, there's a 'View all' link. The bottom section shows a 'License cost ranking (for the current month)' with a bar chart and a table:

Rank	License	Cost
1	O365_BUSINESS_ESSENTIALS	10000
2	Dynamics 365 P1 Trial for Information Workers	1000

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# Ensure Collaboration Security

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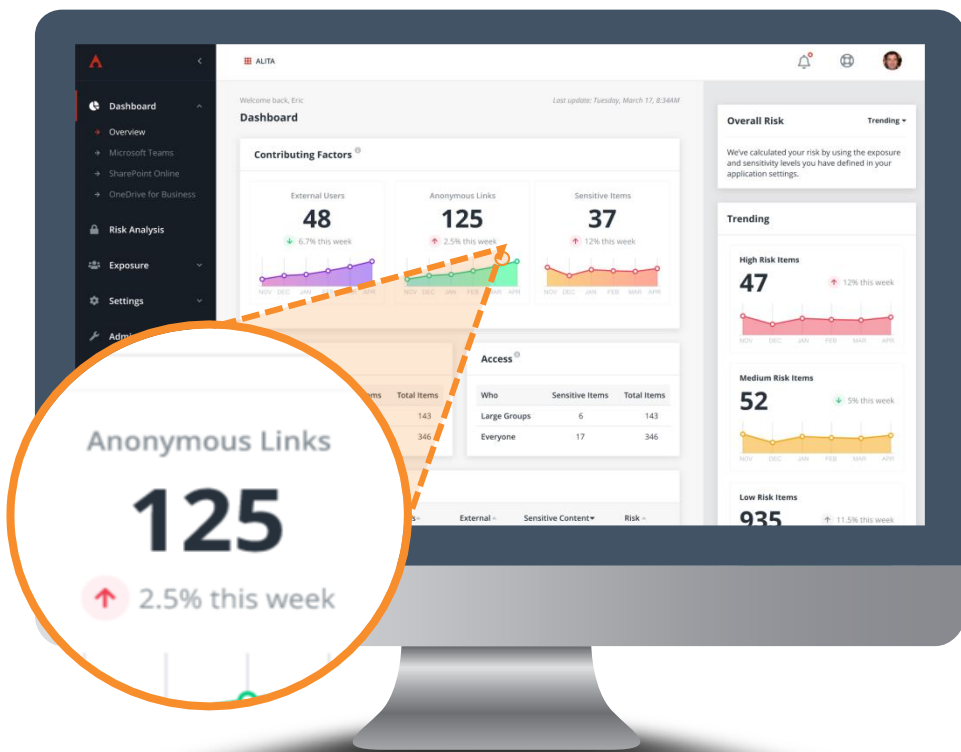
# “Who has access”... Sharing is easy!

Sharing buttons in Office Apps: anonymous & unique permissions

Teams 1-1 chats: stored in OneDrive with unique permissions

Private Channels: Get their own site, unique permissions

The screenshot displays the Microsoft Teams application interface. At the top, a red ribbon contains the 'Share' and 'Comments' buttons, which are highlighted with a red circle and a red arrow pointing to the right. Below the ribbon, the 'Teams' section is visible, showing a list of teams under 'Your teams'. The 'X1050 Launch Team' is selected, and its 'Distribution' channel is highlighted with a dashed blue line. The 'Distribution' channel is shown in a side panel, displaying a list of documents. The 'Documents' section is expanded, showing a list of files. The file 'Governance-Cloud-First.pptx' is highlighted, and its details are shown in the right-hand pane. The details pane shows the file name, modified date, and modified by user. The file is named 'Governance-Cloud-First.pptx', was modified 'A few seconds ago', and was modified by 'MOD Administrator'. The file is located in the 'Documents > Distribution' folder. The file is a PowerPoint presentation (pptx) and is currently being viewed in the 'Distribution' channel of the 'X1050 Launch Team'.



AvePoint

# Policies & Insights (PI)

For Microsoft 365

*Microsoft makes sharing easy. PI makes sharing secure.*

1

## SCALE YOUR IT TEAM WITH OPERATIONS AUTOMATION

Bulk fix or edit security or permissions issues based on insights. Set policies for sharing and guest access that get enforced automatically.

2

## REDUCE SECURITY & COLLABORATION RISK

Map risk insights to your regional or industry regulatory framework so critical issues are prioritized for action.

3

## MINIMIZE HUMAN ERRORS IN DELIVERY OF M365 SERVICES

Set policies to monitor and control guest access, sharing, provisioning, and more, to prevent configuration drift. No more manual or ad-hoc actions needed.



Consolidate Cloud Services

Drive Sustainable Adoption

Protect & Backup Data

Manage Entitlements

Ensure Collaboration Security

## AGENDA



# Learn How Your Peers Made Shift Happen!



<https://shifthappens.to/podcast>



# Let's Connect



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 @charleswilliamsii



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# thank you

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in



 AvePoint®

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشکرم

Salamat Po

감사합니다

Cám ơn

شکریہ

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう  
ございます

ໝາຍຈຸດນັບ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

धन्यवाद