



Microsoft 365 Brochure



Microsoft 365

Microsoft 365 provides you with access to your email and documents wherever you are, on any device. Microsoft 365 Hosted Exchange email provides industry leading technology at a fraction of the cost. Whichever service you utilise, our team is on hand to provide the expertise needed to discover, implement and support your new Microsoft 365 solution.

Whether you're working in your office or on the go, you get a familiar, top-of-the-line set of productivity tools. Office applications - updated monthly with exclusive features and security improvements - let you create, edit, and share from your PC/Mac or your mobile device with anyone in real time.

Your Microsoft 365 Solution

As part of your Microsoft 365 solution, SharePoint Online allows easy sharing and management of files, folders and content, from any internet connected device (mobile, tablet, desktop and laptop) to empower teamwork. Users can quickly find information, and seamlessly collaborate across the business.

SharePoint is an industry leading document management and collaboration tool developed by Microsoft. It's an intranet and content management system which is used for internal purposes to assist with bringing business together by including secure document management, collaboration opportunities and much more.

SharePoint is comprised of a multipurpose set of technologies which are integrated with Microsoft 365, alongside handy document management capabilities.



Email in The Cloud

Safeguard Your Mobile Data

If you lose your phone, don't panic. With Microsoft 365, we can wipe your data from it remotely to prevent unauthorised access to your information.

Scheduling Made Simple

Shared calendars let you instantly see when colleagues are available or busy. Scheduling is easy and as hassle free as possible, from anywhere.

Always Up To Date, Wherever You Access It

Microsoft 365 syncs emails, calendars, and contact information across your devices in real time. So, they are always up to date, no matter what device is in your hand.

A Clean, Ad-free Inbox

Spend your time communicating, not managing email accounts, worrying about how to protect your email, or slogging through an inbox cluttered with ads. With a simplified admin centre and built-in security, Microsoft 365 takes the work out of managing your email.

Built-in Defence For Security

You'll have industry-leading anti-malware protection and anti-spam filtering to guard your email from those ever-present mail threats.

Create A Unique Look For Your Messages

Your emails are more distinctive when you create a custom format and more impactful when you include images. Both are possible with Microsoft 365. Plus, with 50 GB of storage per user, you can hold on to the messages and files you need.



SharePoint Online

Access SharePoint Everywhere

Access to all of your files and folders right from your desktop, tablet, smartphone, or any connected device via a web browser or desktop application meaning you are no longer tied to a desk in an office. As long as you have access to an internet connection you have access to your files.

Versioning And Better Backups

In SharePoint, you can retrieve previous versions of files with the click of a button. If you edit a document accidentally, or you edited the wrong file and you need the previous version, you can retrieve it at the click of a button.

More Sophisticated Document Management

IT is dynamic and ever-changing, and your business needs to be just as dynamic and flexible to continue to grow. A great place to start is where your business lives and breathes – your files, documents and content.

Powerful Search Options

A great benefit of SharePoint is its search functionality. You can search for your document using specific filters, metadata tags, preview documents, search for keywords in the file itself etc, making locating your work a much quicker, more fluid experience.

Easy Online Collaboration

SharePoint is great for collaborating on the same document at the same time. You can also check out a document to prevent others from doing the same, so people aren't working on the same document without knowing about it and impairing each other's work.

Infrastructure Savings & Storage Space

SharePoint Online (along with Microsoft 365) requires no infrastructure costs, nor does it need to be updated (Microsoft take care of this). That means you always have the very latest edition of the technology.

SharePoint Best Practices



It can be tempting for an business to try and setup their own Team Sites and Document Libraries, however it is vitally important that the structure of your SharePoint library is built to Microsoft's recommended best practices and in a way which won't hamper your business flexibility and functionality in the long term - two key reasons for using SharePoint.

Outsourcing your SharePoint migration to Qlic not only enables a less resource-intensive project for your staff, but also allows our staff to give advice on best practice, user experience, security & GDPR which has been collated from hundreds of hours of Microsoft training and project delivery.

Benefits of Following Best Practices

- ✓ Reducing path lengths results in fewer sync errors.
- ✓ Structured document libraries ensure fewer sync cycles and reduced bandwidth load.
- ✓ Users can sync only the document libraries they need.
- ✓ File permissions are applied at document library level for easier management.
- ✓ Custom views can be applied to each document library.
- ✓ Custom meta tags can be applied to each document library for faster search results.



Transitioning to SharePoint



Step 1 - SharePoint Demonstration, Training & Scope

We will perform an initial demonstration of SharePoint Online along with some user training and a Q&A session for the management team.

Following this session, we can provide training materials in the form of user guides and instructional videos.



Step 2 - SharePoint Site Scoping & Configuration

Before we begin configuring your SharePoint Online environment, there are a few things you should think about. For example, how will your business manage sites and users? Do you plan to make special customisations?

Our recommendation is to have a Team Site (a dedicated area) for each department within the business. We can then delegate specific permissions to individuals and teams as required.



Step 3 - SharePoint Data Migration

Once your Team Sites are configured, we will organise and arrange the transfer and migration of all shared network data to SharePoint. Once all your data has been migrated, we will configure all user devices to access the data seamlessly, either via web browser, or the via the 'files on demand' sync agent.

Following the successful implementation of your SharePoint Online we will provide on-site user training and resources to key staff members and management



Step 4 - OneDrive For Business

Each user will have their own OneDrive for Business account created and configured on their user device. Users will then be able to migrate over any 'My Documents' or local user data that is required into this area, ensuring that this is backed up and available in the event of a disaster recovery scenario.





SharePoint Data Security

SharePoint is becoming increasingly popular as more businesses move towards cloud computing. To encourage users to adopt SharePoint Online over traditional file management systems Microsoft has invested in making the product more user-friendly and efficient than any other enterprise file management system available on the market.

However, when it comes to cloud services, security is always a concern for businesses. Keeping a company's confidential files in cloud storage raises many security and compliance-based questions. Microsoft is well known for its security credentials, and they have ensured that SharePoint data security is industry leading.

- ✓ Encryption Of Data In Transit
- ✓ Control Access on Network Location
- ✓ Multi-factor Authorisation
- ✓ Virus Detection
- ✓ Access, Permissions & Sharing

SharePoint FAQs



Does SharePoint mean my users no longer have to rely on VPN?

Yes! businesses traditionally use VPN as an access point to remotely connect to their file server. While VPN provides a secure connection, it can be susceptible to bugs and, depending on your connection speed, annoyingly slow. With SharePoint, remote access to your files is as simple as opening a web browser and logging into your company's Microsoft 365 account. You can even sync your folders to your device for complete ease of access.

We like the way our server is organised. Is it possible to keep the same look and feel in SharePoint?

Yes! SharePoint can be used in the same way as your current server but with additional benefits and functionality. The SharePoint portal allows users to drag-and-drop files into their document library and right-click files. Once fully set up SharePoint can replicate the look of your current shared server by adding document libraries and folders.

I don't want to always edit files in my web browser, can I edit them using my desktop application?

Yes! You can do both. SharePoint allows you to edit your file in your web browser or your desktop application. SharePoint's online Office apps are designed so you can edit your Word, Excel, PowerPoint or OneNote file in your web browser. However, if you prefer to edit using your desktop application instead, you simply choose this option and once you are done you can still save your work back into your SharePoint document library.

Can I have multiple users work on the same document at the same time in SharePoint?

Yes! SharePoint allows real-time coediting of files. This means that each user can work on the same document at the same time, view changes by others in real-time and be confident that SharePoint is automatically updating the file as they go. Equally, should you want to edit the file without others gaining access you can also choose to lock that file to editing while you have it open.



SharePoint FAQs



What if I lose my internet connection while I'm working in SharePoint. Is my work still saved?

Yes! If you are halfway through a document in the browser version of an Office App and you lose connection, you will not lose your document. As soon as you re-establish a network connection, SharePoint automatically updates your file for you, so you won't lose a thing.

Does SharePoint allow me to search the contents of files instead of just by filename?

Yes! The SharePoint's search tool works just like a web search for your business. It's constantly crawling your network analysing file contents, titles, dates and metadata to deliver you relevant results and detailed previews.

Can we go back to look at previous file versions in SharePoint?

Yes! SharePoint has unlimited file versioning, meaning you can view the previous versions of a specific document and should you need to you can retrieve these previous versions. Additionally, you can see when the version was created and who made the changes.

I like VPN because it is secure. Does SharePoint secure my data as it travels over the internet?

Yes! As part of Microsoft Microsoft 365, SharePoint enjoys the same highly secure environment including: physical data center security, network security, access security, application security and data security. Every file – and every update of every file – is encrypted using its own encryption key.

Can I assign unique permissions to each employee in SharePoint?

Yes! You can set up varying levels of permissions for each user, or specific permissions for a directory or file allowing you to apply security on a granular level. You can set a rule that requires users to check out documents in order to edit them or you can specify how many historical versions of a document should be kept.



Microsoft Extended Backup



Cloud Backup VS Cloud Storage

Cloud storage is an extension of your hard drive that stores data, either as the primary storage or a backup of specific categories of files i.e. photos and documents. Some of the most commonly used Cloud storage services are Apple's iCloud, Dropbox, and Google Docs.

On the other hand, Cloud backup is a copy of your system's data that is stored in the Cloud and used can be used for disaster recovery and business continuity.

This brings us onto an example of Cloud backup, Microsoft 365 Extended Backup. This ensures that you can access, control and most importantly protect your business's data stored in the cloud. Extended back up offers an all-encompassing backup, restore and export solution that covers Exchange Online, OneDrive and SharePoint Online.

Point In Time Backups

Backups include daily snapshots of each user's data, allowing you to browse through a user's account at a specific point in time, or avoid data loss from ransomware by restoring entire accounts to a designated point in time before an attack occurred.

3x Per Day Backup

Our Extended Backup service takes 3 daily backups and retains them for 30 days.

Saving Backups

After 30 days, the system saves one of those three daily backups per user.

One Year Of Backup Retention

After 90 days, the system saves one weekly backup per user, up to a maximum of One Year.

24/7 Tech Support

Qlic's technical support team is available when businesss need them most. Tech support is on all hours via email and phone.

Backup Notifications

We are provided with notifications at a glance, right on the dashboard, about all backup information.





Microsoft 365 Multi-Factor Authentication

Why Should I Adopt Multi-factor Authentication?

Microsoft 365 MFA adds a layer of security which sends a numeric code to your smartphone or device anytime you (or anyone else) tries to login to your email account through the Microsoft 365 web portal, preventing someone external logging in to your account without the code

99.9% of compromised accounts do not use multi-factor authentication

Microsoft 365 MFA uses multiple methods to identify if you're really who you claim to be when logging into an account. As a user, instead of just acknowledging your username and password to prove your credentials, you'll have to acknowledge one of the following;

- ✓ Test Message
- ✓ Phone Call
- ✓ App Notification

Microsoft Intune

Microsoft Intune is a cloud-based management solution that provides additional security, compliance and user benefits for mobile devices.

- ✓ Automated Sign in of OneDrive & SharePoint
- ✓ Automated Redirection of User Documents to OneDrive
- ✓ Automated Setup & Synchronisation Of SharePoint
- ✓ Automated Deployment Of OneDrive Sync Agent
- ✓ Microsoft 365 Single Sign On
- ✓ Confirmation User Prompts For Large File Deletions

Centralised Security Policies

With Intune you can centrally manage device security and policies and make all the security requirements and changes to Windows policy that are required for Government Accredited Cyber Essentials Scheme.

Manage System Settings

Using Intune means that you can control the policy and Control Panel settings that are set by your IT administrator and which settings are controlled by users themselves, such as Personalisation.

Remote Device Wipe

Intune gives administrator's the ability to remote wipe any devices from the central console, meaning lost or stolen devices are no longer a risk to your business.

Auto Install Of Software & Updates

Windows and approved software updates can be centrally managed and auto-applied to devices using Intune. We can also have our remote support software automatically deployed on your devices.





Azure
Active Directory

Azure Active Directory

Azure Active Directory is a fully managed service from Microsoft that offers identity and access capabilities for applications running in Microsoft **Azure** and for applications running in an on-premises environment.

1.2 billion users are managed by Azure and over 8 billion logins are processed every day

Key Benefits of Azure Active Directory

- ✓ Optional Multi Factor authentication available
- ✓ No Central server or additional licensing required to handle authentication
- ✓ Cloud based – available anywhere, from any device
- ✓ Fully compatible and integrated with Microsoft 365 features
- ✓ Centralised password changes and user blocking included
- ✓ Optional Bring Your Own Device support available

Who We Are

To put it simply, we make life easier for our clients. IT is the blood flow of Britain's businesses and organisations, and our role is to keep it running smoothly. Over the last 2 decades, our winning approach has been to simplify when there's complexity, solve when there's a problem, and stay human when other IT providers would turn into robots.

We believe 'know-who' is more powerful than 'know-how'. As a business, you don't need to master your IT systems – that's not what you do best. You just need a partner you can trust to do it all for you. We're on hand to proactively optimise, troubleshoot and make your IT issues go away.

As you may have seen, we've earned an impressive reputation. We're delighted to partner with Microsoft, Sophos, Apple, Dell, HP and have Cyber Essentials, ISO 27001 & ISO 9001 accreditations. We offer a host of different IT, web, software, cloud and online marketing services.

We're more than just 'the IT guy'. We're your partners. We fit right in with your team, helping every day run smoothly. Don't sweat, don't lose productivity, just make your IT Qlic.

QLIC IS TRUSTED BY...



“Since we were recommended to Qlic we haven’t looked back. Their aim to provide customer service excellence is always present. Our growth as a business has been supported beautifully by Qlic. Watching Qlic’s growth is also wonderful to observe. The peace of mind we have in the knowledge that our Information Security and Information Technology is secure and robust especially in a world where remote working is ever present. Thank you Qlic!”



Nichola Sutherland, Director

skillbase
for people



“Qlic migrated our systems to Microsoft 365 Azure AD and SharePoint. Their planning was meticulous and executed very quickly with minimum downtime.

They were right, this cloud-based solution is far superior to our legacy server-based environment.
Thanks, Qlic!”



Steve Lines, CEO



**RISK ASSESSMENT
COMPANY (UK) LTD**

I have been a very satisfied customer of Qlic IT Ltd for over 15 years. They have provided a reliable 5* service that includes; PC Hardware and Software selection and procurement, Management of my email account and Office 365, and bespoke design and continuous improvement management of my website.

I strongly recommend the Qlic Team and Pavan for all your IT Systems and Solutions



Steve Phillips, Director

Case Studies



Samac Construction

Samac came to Qlic as their server was at the end of its warranty and out of life. Samac was looking to get better business continuity to enable flexible working for their staff.

Qlic recommended migration to SharePoint as this offered multiple benefits and improvements to the current setup.

Anti-Virus and Microsoft 365 subscriptions have improved network security and have helped towards GDPR compliance.

SERVICES	BENEFITS
<ul style="list-style-type: none"> • Migrate to SharePoint Online 	<ul style="list-style-type: none"> • Flexible Working
<ul style="list-style-type: none"> • Anti-Virus 	<ul style="list-style-type: none"> • Improved Network Security

Case Studies

Testimonial






“We have been working with Qlic for the last 15 years and have found the team second to none. The installation of the new server followed the changing of several PC’s within the office a few months before and was worked to our quiet time of the year. The 2 engineers were in over a weekend and completed the install on time and with very little problems. They were in with our team first thing on the Monday after, going over any niggles or problems found and stayed with us for most of the morning explaining the new procedures for accessing our PC’s when we are out of the office. All in all a very successful install.”

Michael McMahon

CHIEF EXEC



Qlic

 @QlicIT
 @QlicIT
 @Qlic IT for Business

ENQUIRIES 0203 904 3464

QlicIT.com