VP Solutions 365
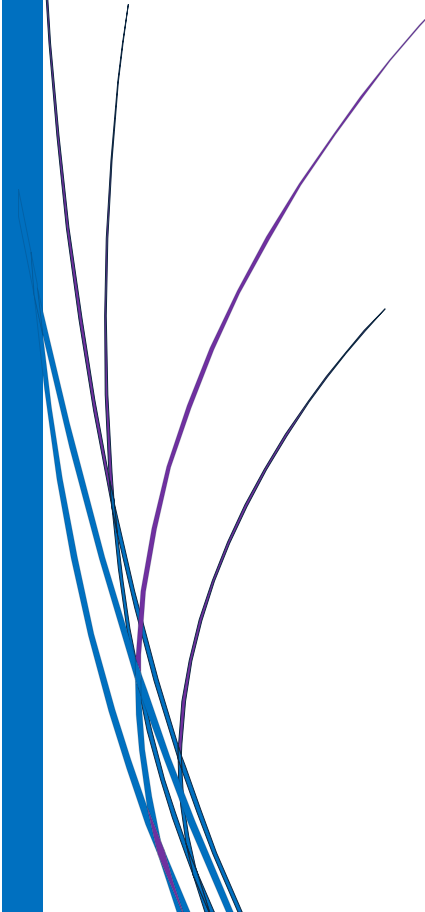
Service Catalogue 2024

WE PROVIDE SOLUTIONS FOR YOUR SUCCESS.

Contents

Comprehensive IT Support Services

➢ **Email Support Services:**

- o Issue Resolution and Troubleshooting: Provide rapid response services to resolve email system issues such as delivery failures, account lockouts, and configuration problems.
- o Performance Monitoring: Continuously monitor the performance of email servers, pre-emptively addressing potential issues based on user feedback and system alerts.
- o
- o Security Protocols: Implement and maintain robust security measures including spam filtering, virus protection, and phishing defence to safeguard email communications.
- o
- o Migration and Upgrades: Facilitate seamless migration to updated platforms and perform system upgrades with minimal disruption, ensuring continuity and data integrity.

➢ **Printer Support Services:**

- o Printer Setup and Configuration: Offer comprehensive support for configuring new printers across the organisation, ensuring compatibility with existing network structures.
- o Troubleshooting and Repairs: Provide diagnostic and repair services for printer-related issues such as connectivity problems, paper jams, and print quality issues.
- o Maintenance and Supplies Management: Conduct regular maintenance checks and manage the supply of essential consumables like toner and paper to ensure uninterrupted service.
- o User Guidance and Support: Educate users on optimal printer usage and troubleshoot common issues, reducing the need for formal support requests.

➢ **Microsoft 365 Support Services:**

- o Teams Optimisation and Support: Assist in configuring Microsoft Teams for enhanced collaboration. Troubleshoot issues, provide user training, and ensure compliance with security standards.
- o OneDrive Management: Support effective use of OneDrive for file storage and sharing, including assistance with backups, security settings, and user access controls.
- o Application Assistance: Offer support across all Microsoft 365 applications including Outlook, Word, Excel, and SharePoint. Address application-specific issues and provide updates and patches.
- o Licence and Integration Management: Manage Microsoft 365 licences to ensure cost-efficiency, compliance and facilitate integration with other enterprise tools and systems.
- o Security and Compliance: Implement security measures across all Microsoft 365 services to protect organisational data and comply with regulatory requirements.
- o Migration and Training: Provide migration support from other platforms to Microsoft 365 and conduct comprehensive training sessions to maximise tool adoption and utilisation.

SharePoint Health Check

➢ **Workshop for Key Issues and Challenges:**

   o Facilitate a focused session to identify and prioritise current challenges and issues with SharePoint, engaging stakeholders to understand pain points and areas for improvement.

➢ **Governance Plan and Information Architecture Review:**

   o Assess the existing governance framework and information architecture for alignment with business objectives and compliance with best practices.

➢ **Service Offerings and Use Case Mapping:**

   o Evaluate SharePoint and related service offerings (Teams, Intranet sites) against business use cases. Develop a decision tree for service selection based on specific needs.

➢ **Ticketing and Site Request Process Audit:**

   o Analyse current processes for handling support tickets and site requests, identifying inefficiencies and recommending improvements.

➢ **Site Deployment Provisioning Review:**

   o Review methods and processes for site deployment, including SharePoint and Teams, to optimise provisioning.

➢ **Policy, Template, and Site Design Assessment:**

   o Examine existing policies, site templates, and design approaches to ensure they support best practices and business goals.

➢ **Content Collaboration Principles Review:**

   o Evaluate the organisation's goals for using SharePoint/Teams for content collaboration, ensuring alignment with industry standards.

➢ **Insights, Cost Optimisation, and AI Readiness:**

   o Provide insights on unknown areas, strategies to reduce storage/cloud costs, and prepare the organisation for adopting AI technologies.

SharePoint Academy

➢ **Customised Training Modules:**

  o Develop tailored training modules focused on the specific needs and scenarios of using SharePoint within the organisation.

➢ **Bespoke Training Packages:**

  o Offer bespoke training packages for users at various levels, from beginners to advanced, enhancing SharePoint utilisation.

➢ **Internal Team Support:**

  o Provide ongoing support and mentorship to internal teams, enabling effective SharePoint management and evolution.

Power Apps and Power Automate Health Checks

➢ **App and Automation Challenges Workshop:**

  o Host a session to identify challenges with Power Apps and Power Automate, focusing on user adoption and process efficiency.

➢ **Review of Existing Power Apps:**

  o Conduct a review of deployed Power Apps for design, performance, and business objective alignment, ensuring adherence to best practices.

➢ **Power Automate Usage Audit:**

  o Audit Power Automate flows for efficiency, reliability, and compliance, optimising triggers, actions, and logic.

➢ **Governance and Compliance Assessment:**

  o Assess governance and compliance measures for Power Apps and Power Automate, reviewing data handling and sharing policies.

➢ **Performance Optimisation and Best Practices Review:**

  o Provide recommendations for optimising performance and adhering to development standards, ensuring scalable and maintainable solutions.

➢ **Training Needs Analysis and Future-Proofing Strategies:**

  o Identify training gaps and advise on future-proofing strategies, preparing the organisation for evolving business needs and technological advancements.

➢ **Customised Enhancement Plan:**

  o Develop a tailored plan to address issues and enhance the Power Apps and Power Automate ecosystem, prioritising actions for a clear improvement roadmap.

Power Platform Academy

- **Customised Training Modules:**

  - Develop tailored training modules focused on the specific needs and scenarios of using Power Platform within the organisation. This includes Power Apps for app development, Power Automate for workflow automation, Power BI for data analytics, and Power Virtual Agents for building chatbots, ensuring comprehensive coverage of the Power Platform suite.

- **Bespoke Training Packages:**

  - Offer bespoke training packages designed to cater to users at various levels of expertise, from beginners to advanced. These packages aim to enhance the utilisation of Power Platform components, empowering users to build solutions that meet their business needs effectively.

- **Internal Team Support:**

  - Provide ongoing support and mentorship to internal teams responsible for the development, deployment, and management of Power Platform solutions. This includes guidance on best practices, troubleshooting support, and advice on leveraging Power Platform to its fullest potential, ensuring the teams can manage and evolve their Power Platform ecosystem effectively.

Power Platform CoE

- **Power Platform CoE Implementation:**

  - Assist in establishing a Centre of Excellence for Power Platform, ensuring governance, development standards, and operational efficiency.

- **Policy and User Group Design Readiness:**

  - Prepare the organisation for designing and implementing effective policies and user groups for Power Platform governance.

Power Platform – Governance Plus

- **Implementation Support for Policies and User Groups:**

  - Facilitate the implementation of agreed policies, user groups, and environment models for a governed Power Platform ecosystem.

Power Platform - CoE Plus Governance

- **Advanced Governance Framework:**

  - Provide an advanced governance framework, building on the CoE foundation to ensure sustainability, compliance, and scalability.

Teams and Teams Telephony

➢ **Teams Optimisation:**

- Enhance collaboration through Teams by not only integrating seamlessly with SharePoint and other Microsoft services but also by leveraging the full suite of Teams features.
- This includes:

  - **Custom Teams Channels:**
    - Establish structured channels within Teams for various departments, projects, or topics, promoting organized and focused discussions. Provide guidance on best practices for channel setup and management to ensure efficient communication and information sharing.

  - **Utilisation of Teams Templates:**
    - Implement Teams templates to streamline the creation of new teams with pre-defined settings, channels, and apps tailored to specific project types or departmental needs. This facilitates consistency and efficiency in team setups across the organisation.

  - **Advanced Features Training:**
    - Deliver training sessions on advanced Teams features, such as meeting recordings, live events, and the integration of apps and bots, to enhance productivity and engagement. Focus on empowering users to leverage these features for improved meeting experiences, event management, and workflow automation.

  - **Teams Telephony Integration:**
    - Implement and optimise Teams Telephony to provide a unified communications solution that integrates voice calls, video conferencing, and messaging within a single platform. This includes:

  - **Direct Routing and Calling Plans:**
    - Guide the setup of Direct Routing or explore Calling Plans to enable external calling capabilities in Teams. Offer recommendations based on the organisation's scale, geographical presence, and telephony needs.

  - **Voicemail and Call Management Features:**
    - Configure advanced call management features such as voicemail, call queues, and auto attendants to ensure efficient handling of inbound calls. Provide training on managing these features to enhance the caller experience.

  - **Device Compatibility and Setup:**
    - Advise on compatible devices (headsets, conference phones, and room systems) and assist with their setup to ensure high-quality audio and video communication. Focus on creating an optimal setup for users and meeting rooms.

➢ **Compliance and Security Measures:**

- Ensure that Teams Telephony configurations comply with organisational policies and security standards. Include guidance on call recording policies, data protection, and access controls to safeguard communications.

➢ **Collaboration Security and Compliance:**

- Address security and compliance within Teams by setting up appropriate policies and governance for data sharing, retention, and access controls. Ensure that Teams usage aligns with compliance standards, protecting sensitive information while facilitating collaboration.

➢ **Adoption and Change Management:**

- Support the organisation through the adoption process with change management strategies, user training, and ongoing support. Focus on driving user adoption and maximizing the benefits of Teams and Teams Telephony for internal and external collaboration.

Custom Power Apps Development Service Package

➢ **Introduction:**

- o Our custom Power Apps development service package is designed to provide comprehensive solutions tailored to your organisation's unique needs. We specialise in creating Canvas Apps, Model-Driven Apps, and Power Pages, ensuring seamless integration with your existing systems and maximising your investment in the Microsoft Power Platform.

➢ **Service Components:**

➢ **Initial Consultation and Requirements Gathering:**
- Conduct an in-depth consultation to understand your business processes, goals, and requirements.
- Identify key stakeholders and gather detailed requirements for the custom Power Apps.
- Develop a project plan outlining timelines, deliverables, and milestones.

➢ **Canvas Apps Development:**

- o Design and Prototyping:
  - Create user-centric designs and interactive prototypes for Canvas Apps.
  - Ensure intuitive navigation and a user-friendly interface tailored to your specific needs.

- o Development**:**
  - Build custom Canvas Apps using Power Apps, leveraging its drag-and-drop functionality for rapid development.
  - Integrate data from various sources, including SharePoint, SQL Server, and other third-party services.

- o Testing and Quality Assurance:
  - Conduct thorough testing to ensure the app functions as expected across different devices and scenarios.
  - Perform user acceptance testing (UAT) to validate app performance and usability.

➢ **Model-Driven Apps Development:**

- o Architecture and Design:
  - Define the data model, entities, and relationships required for your Model-Driven App.
  - Design the app's user interface with a focus on efficiency and ease of use.

- o Development:

  - Develop Model-Driven Apps using the Common Data Service (CDS) and Power Apps, ensuring robust data handling and business logic implementation.
  - Implement custom workflows, business rules, and automation to streamline processes.

- o Testing and Quality Assurance:
  - Test the app's functionality, performance, and security.
  - Conduct UAT to ensure the app meets business requirements and user expectations.

➢ **Power Pages Development:**
- o Planning and Design:
  - Collaborate with your team to define the objectives and scope of your Power Pages project.
  - Create wireframes and design mock-ups/POC for approval.
- o Development:
  - Build responsive and dynamic Power Pages using the Power Platform, ensuring seamless integration with your data sources and systems.
  - Implement custom features, forms, and workflows to enhance user engagement and efficiency.
- o Testing and Quality Assurance:
  - Test the Power Pages for functionality, responsiveness, and performance.
  - Conduct UAT to ensure the pages meet business needs and provide an optimal user experience.

➢ **Integration and Automation:**

  o Integrate the custom Power Apps with other Microsoft 365 services (e.g., Teams, Outlook) and third-party systems.

  o Develop automated workflows using Power Automate to streamline business processes and enhance productivity.

  o Ensure data consistency and real-time updates across all integrated systems.

➢ **Governance and Security:**

  o Implement governance policies and security measures to protect your data and ensure compliance with industry standards.

  o Configure role-based access control (RBAC) to manage user permissions and maintain data privacy.

  o Regularly review and update security protocols to address emerging threats and vulnerabilities.

➢ **Training and Support:**

  o Provide comprehensive training sessions for end-users and administrators to ensure successful adoption and usage of the custom Power Apps.

  o Offer ongoing support and maintenance services to address any issues and implement updates as needed.

  o Develop documentation and user guides to facilitate self-service support and troubleshooting.

➢ **Performance Optimisation and Best Practices:**

  o Monitor the performance of your custom Power Apps and implement optimisations to enhance speed and reliability.

  o Ensure adherence to best practices in app development, deployment, and maintenance.

  o Provide periodic reviews and recommendations to keep your Power Apps aligned with evolving business needs and technological advancements.

➢ **Conclusion**:

  o Our custom Power Apps development service package is designed to deliver high-quality, scalable, and secure applications that drive efficiency and innovation within your organisation. By leveraging our expertise in Canvas Apps, Model-Driven Apps, and Power Pages, we ensure that your solutions are tailored to your specific requirements and integrated seamlessly into your existing workflows.

Automation Service Package with Power Automate and Power Automate Desktop

➢ **Introduction**:

- o Our automation service package leverages the capabilities of Power Automate and Power Automate Desktop to streamline your business processes, enhance productivity, and reduce manual effort. This comprehensive package includes end-to-end automation solutions tailored to your organisation's unique needs.

➢ **Service Components:**

➢ **Initial Consultation and Requirements Gathering:**
- o Conduct a detailed consultation to understand your business processes, pain points, and automation requirements.
- o Identify key stakeholders and gather comprehensive requirements for automation solutions.
- o Develop a project plan outlining timelines, deliverables, and milestones.

➢ **Automation Strategy and Planning:**

- o Define the automation strategy, prioritising processes that offer the highest return on investment.
- o Develop a roadmap for implementing automation solutions using Power Automate and Power Automate Desktop.
- o Identify key performance indicators (KPIs) to measure the success of automation initiatives.

➢ **Power Automate Solutions:**

- o Design and Prototyping:
  - • Design workflows that automate repetitive tasks and streamline business processes.
  - • Create prototypes to demonstrate workflow functionality and gather feedback.
- o Development:
  - • Develop automated workflows using Power Automate, integrating with Microsoft 365 services (e.g., SharePoint, Teams, Outlook) and third-party applications.
  - • Implement triggers, actions, and conditions to automate complex processes and ensure efficient task execution.
- o Testing and Quality Assurance:
  - • Conduct thorough testing to ensure workflows function as expected and handle various scenarios.
  - • Perform user acceptance testing (UAT) to validate workflow performance and usability.

➢ **Power Automate Desktop Solutions:**

- o Process Discovery and Design:
  - • Identify and document desktop-based processes suitable for automation using Power Automate Desktop.
  - • Design detailed workflows for automating desktop tasks, ensuring accuracy and efficiency.
- o Development:
  - • Develop robotic process automation (RPA) workflows using Power Automate Desktop, enabling automation of repetitive desktop tasks.
  - • Integrate with legacy systems and applications that do not support APIs, ensuring comprehensive automation coverage.
- o Testing and Quality Assurance:
  - • Test RPA workflows for reliability, accuracy, and performance.
  - • Conduct UAT to ensure desktop automations meet business requirements and user expectations.

➢ **Integration and Orchestration:**

- o Integrate automated workflows with existing systems, databases, and applications to ensure seamless data flow and process continuity.
- o Orchestrate end-to-end processes by combining cloud-based and desktop-based automations, ensuring cohesive and efficient operations.
- o Ensure data consistency and real-time updates across all integrated systems.

➢ **Governance and Compliance:**

- o Implement governance frameworks to manage and monitor automated workflows, ensuring compliance with organisational policies and regulatory requirements.
- o Configure role-based access control (RBAC) to manage permissions and maintain data security.
- o Regularly review and update security protocols to address emerging threats and vulnerabilities.

➢ **Training and Support:**

- o Provide comprehensive training sessions for end-users and administrators to ensure successful adoption and usage of automated workflows.
- o Offer ongoing support and maintenance services to address any issues and implement updates as needed.
- o Develop documentation and user guides to facilitate self-service support and troubleshooting.

➢ **Performance Optimisation and Best Practices:**

- o Monitor the performance of automated workflows and implement optimisations to enhance speed, reliability, and efficiency.
- o Ensure adherence to best practices in workflow development, deployment, and maintenance.
- o Provide periodic reviews and recommendations to keep automations aligned with evolving business needs and technological advancements.

➢ Capabilities of Power Automate and Power Automate Desktop:

➢ Power Automate:

- o Cloud-Based Automation:
  - Automate tasks and processes in the cloud, integrating with Microsoft 365 services and various third-party applications.
- o Pre-Built Connectors:
  - Utilise a wide range of pre-built connectors to integrate with over 300 applications and services, simplifying workflow development.
- o Approval Workflows:
  - Create approval workflows to streamline decision-making processes and ensure timely approvals.
- o AI Builder:
  - Incorporate AI capabilities, such as form processing, object detection, and text recognition, to enhance workflow intelligence.
- o Custom Connectors:
  - Develop custom connectors to integrate with unique or proprietary systems, extending the functionality of Power Automate.

➢ Power Automate Desktop:

- o Desktop-Based Automation:
  - Automate repetitive desktop tasks, including data entry, file manipulation, and application navigation.
- o UI Flows:
  - Create UI flows to automate interactions with legacy systems and applications that do not support APIs.
- o Screen Scraping:
  - Extract data from desktop applications and websites, enabling automation of data intensive processes.
- o Keyboard and Mouse Automation:
  - Simulate keyboard and mouse actions to automate complex tasks and workflows on the desktop.
- o Error Handling:
  - Implement robust error handling mechanisms to ensure reliability and resilience of desktop automations.

➢ Conclusion:

- o Our automation service package, leveraging the capabilities of Power Automate and Power Automate Desktop, is designed to deliver efficient, scalable, and secure automation solutions. By streamlining processes and reducing manual effort, we help organisations enhance productivity and achieve their business goals.

Contact Us

Ready to Elevate Your IT Experience?

At VP Solutions 365, we specialise in delivering bespoke projects, development, and comprehensive IT services tailored precisely to meet your unique needs. Our dedicated team is passionate about crafting solutions that not only solve your immediate challenges but also propel your organisation towards long-term success. Whether you're looking to streamline operations, enhance system security, or drive innovation, we are ready and willing to assist. Contact us today to start a conversation on how we can support and transform your business.

WE PROVIDE SOLUTIONS FOR YOUR SUCCESS.

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