



Products & Services

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cps.co.uk

Gold
Microsoft Partner



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Let Us Introduce Ourselves .

The world is changing rapidly and so is business. Technology is an enabler and a potential driving force behind business transformation. Big data, cloud, social and mobility are redefining the competitive landscape – creating new business models and revolutionising the way we engage with customers and partners.

At CPS, we understand the countless changes happening to your business and ways of working. We inspire and support you to embrace this change, driving innovation, efficiency and digital collaboration within your workplace. We will transform your IT landscape to make it business ready, from envisioning business outcomes to designing and implementing solutions in order to enable sustainable business change.

About CPS

As a multi-award-winning Microsoft Gold Partner we recognise that each organisation's journey towards innovation, growth and productivity is different; each organisation is unique and each problem complex. We've worked for some of the world's biggest organisation's for more than two decades, using innovative technologies to transform complex areas of your business to save time and reduce costs.

Our Vision: We inspire our customers to realise their business potential with joined-up solutions based on our extensive experience.

Our Purpose: We inspire you with what's possible with Microsoft technology. We engage with you throughout your journey, to ensure we make your aspirations a reality. We empower and support you to embed sustainable change within your organisation to ensure solutions are successfully adopted.

Our Values: Everything we do is driven by our six values. We take these values seriously. We live by them, and we bring them to life in every customer engagement.

"We provide business and technology consultancy to solve business problems with Microsoft Technology."

Steve Adams - CEO

Customer Focused

We focus relentlessly on you. We provide flexible, practical and value-added solutions and responsiveness. We deliver results by constantly taking the initiative.

People

We empower our people to make a difference and are responsible for our actions. We succeed through the creativity and excellence of our colleagues and their desire to invest in each other's success; working as a team to exceed your expectations.

Productivity

We are committed to delivering the maximum value we can to you. To always work ethically and to our maximum potential, delivering services that add value.

Innovation

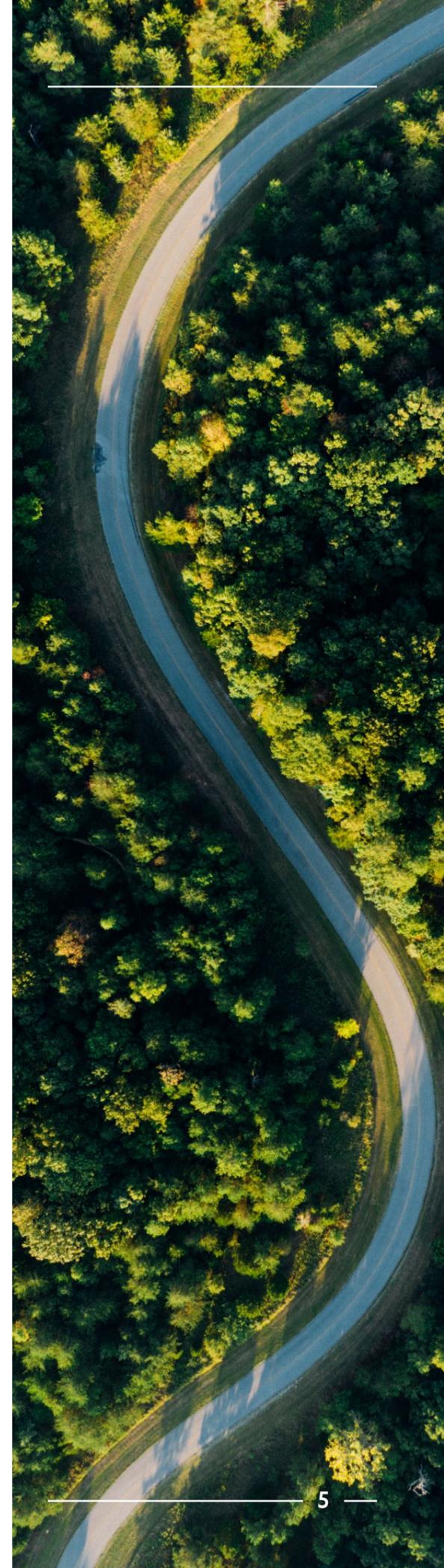
We challenge the status quo and approach working with you through with creativity, fresh ideas, lateral thinking and a commitment to continually innovate.

Excellence

We aim to be the best partner a customer needs, taking leadership in Microsoft solutions, consultancy, implementation, and delivery.

Environment

We are conscious of the environment around us. We seek to minimise our impact by providing sustainable solutions and supporting our local community. Reducing travel and waste as far as possible.



Digital Transformation .

"Our goal is to help you achieve your transformation outcomes through realising your investment in the Microsoft Cloud."



Cloud Transformation

To keep up with the speed of modern business, organisations of all sizes are undergoing cloud transformation. Cloud services make it easier to deliver services, engage with customers and manage business operations.

In its simplest form, Cloud Transformation involves moving your technology to the cloud – be this apps, data, software, or your entire IT infrastructure.



Unified Communications

Effective communication is needed for demanding & fast paced enterprises, while hybrid working requires flexibility and confidence that technology can enable employees to work regardless of location.

A UC strategy integrates internally & externally across business applications and devices to deliver a great employee and customer experience.



Cyber Security

Cyber security is how you reduce the risk of cyber-attack, through the protection of devices and the services – at work and outside of work.

Cloud presents unique risks that you need to manage to protect your organisation. With an increasing number of users, devices, systems and data (sensitive and/or confidential) there is a need for a defined cyber security posture.



Data & AI

Data exists across your organisation, from sales to employee and customer information, systems performance, along with a growing number of connected devices gathering data.

Insights from this data is critical to your organisation, and when managed effectively, holds significant value that will help streamline your operational approach, and deliver your desired customer outcomes.



Digital Culture

Creating and sustaining a digital culture is a business imperative, and a connected and collaborative hybrid working environment is essential.

Digital culture is more than technology, process and mission statement. It is a state of mind that embraces being more connected, collaborative, flexible, data driven, transparent and open so you can achieve a stronger, more innovative, productive organisation, capable of reaching your goals.



Work Management

Improving the management of work is fundamental to building a competitive edge, delivering products or services to market, and making the most your valuable resources.

It is the systematic approach to orchestrating your organisation's workflows, such as projects, programmes, operational processes and routine tasks and governance - while providing clarity to teams so they can achieve their goals.

1. Innovation Management

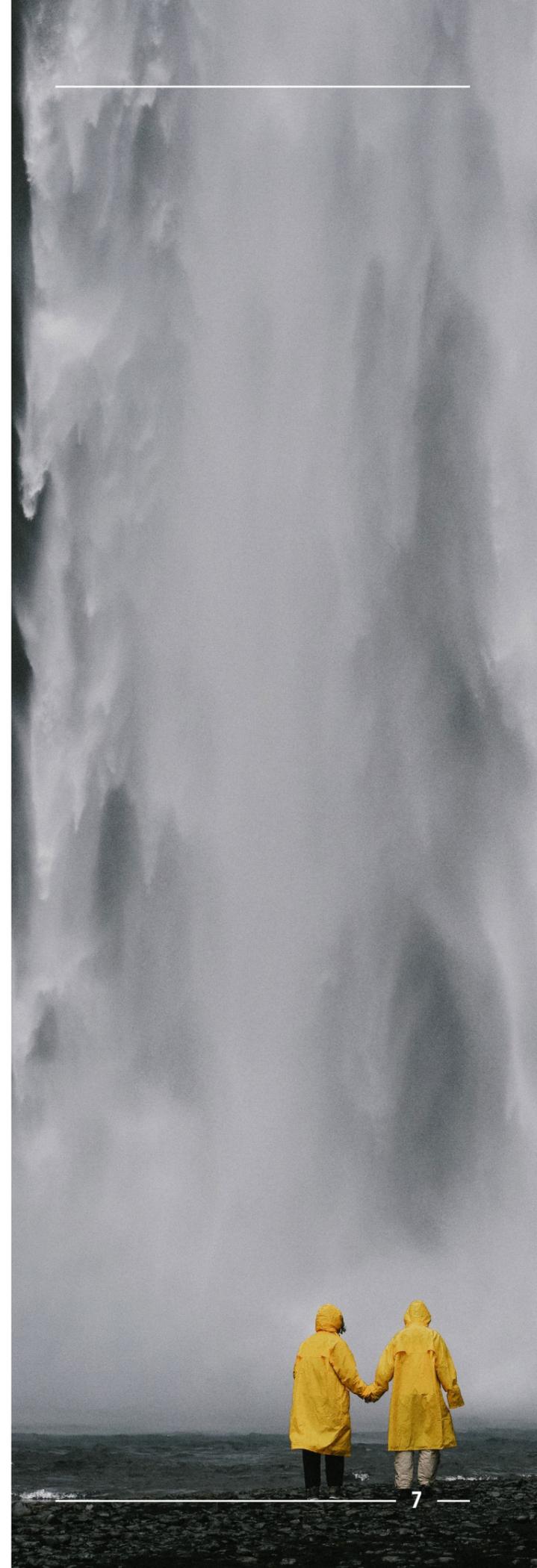
Your innovation potential is embedded in your operations. We support you in nurturing your potential by engaging your people and encouraging their ideas.

2. Project & Programme Management

Your successful delivery of projects and programmes is enhanced. We support you to successful delivery projects & programmes through new and updated processes, and supporting tools; helping you transform your business.

3. Adoption & Change Management

Your successful adoption of change is enabled. We support you to structure your approach to adoption, enabling you to reach your goals and maximise your investments.





Modern Workplace .

CPS' Modern Workplace practice helps you improve productivity and collaboration measurably through technology and proven adoption techniques, enabling employees to work how, when and where they need to work.

You can move through your Modern Workplace journey at a pace suitable for your business, bringing continuous improvement and reducing delivery risks. We will help you deliver the applications and desktop experiences your business needs to be effective, alongside managing and securing the devices you need to be effective.

This enables you to work from anywhere, across devices, enabling increased productivity, teamwork, security.

Collaboration & Communication

SharePoint & Microsoft Teams

Microsoft SharePoint, OneDrive and Teams enables organisations to share and manage content, encourage teamwork, and seamlessly collaborate between employees and external parties.

Integration with the Microsoft Office 365 suite of tools such as Word, Excel, PowerPoint and OneNote come as standard.

Knowledge Management

Project Cortex uses advanced AI to deliver insights and expertise in the apps you use every day to harness collective knowledge and empower people and teams to learn, upskill, and innovate faster.

Project Cortex reasons over content across teams and systems, recognising content types, extracting important information, and automatically organising content into shared topics like projects, products, processes, and customers. Cortex then creates a knowledge network based on relationships among topics, content, and people.

This aligns with Microsoft Viva Topics.

Intranets & Portals

Engage and inform your organisation. Build cohesion and inform your employees throughout your Intranet. Drive organisational efficiency by sharing common resources and applications on home sites and portals. Tell your story with beautiful communication sites. And stay in the know with personalised, targeted news on the web.

Move to Viva Connections and create a full Employee Experience that brings together relevant news, conversations, and resources in the apps and devices you use every day.

Yammer

Connects leaders, communicators, and employees to build communities, share knowledge, and engage everyone.

Yammer is an enterprise social networking service used to create communities within an organisation.

Cloud Infrastructure

CPS support your journey to the cloud, starting with fixed price work packages run by our knowledgeable architects. They help you envision a future state, with a prioritised set of outcomes that support a successful, employee experience focused deployment of capabilities.

The output is a roadmap of prioritised outcomes and a proposed deployment approach. This approach is proven to reduce risk and supports a structured adoption approach that delivers on your investment in cloud services.

Transforming to the cloud is more than simply replicating how you work with on-premises technologies. CPS' architects and project managers work with you to ensure that the correct skill sets and governance are in place

Tenant to Tenant Migrations

Mergers, acquisitions, and divestitures (M.A.D.) are increasingly common. CPS is well-rehearsed in moving workloads and services from one Microsoft 365 tenant to another tenant.

SharePoint & File Migrations

Improve collaboration by migrating from on-premises infrastructure or moving from other cloud-based solutions to Microsoft 365 - OneDrive for Business and SharePoint Online. CPS can project manage a successful migration to Microsoft 365, including setup, configuration, and migration, along with user adoption and change management activities.

Exchange Migrations

CPS assist with planning successful Exchange on-premises migrations to Microsoft 365, by project managing the end-to-end setup, configuration, and migration process.

Windows & Office 365

Assess, upgrade and deploy Windows Enterprise and Office 365 applications across the environment to stay current. Includes Windows Enterprise features and deployment.

Virtual Desktop Infrastructure

Azure Virtual Desktop (AVD) is a comprehensive desktop and app virtualisation service offering running in the cloud, provides a scalable Virtual Desktop Infrastructure (VDI) delivering simplified management, multi-session Windows 10, optimisations for Office 365 and support for Remote Desktop Services (RDS) environments are all deployed within days.

Windows 365 is Microsoft's SaaS VDI offering, securely stream your Windows experience—including your personalised apps, content, and settings—from the Microsoft cloud to any device with your Windows 365 Cloud PC.



Employee Experience .

The employee experience is at the heart of every organisation and is key to business growth.

Creating a people-first culture drives engagement, commitment and enables colleagues to be their best.

The employee experience is measured by how people express themselves physically and cognitively. These behaviours reflect employees as individuals and transcend motivation and job satisfaction.

Employees who have good quality jobs, work environments and are managed well are more likely to demonstrate:

- Increased productivity
- Higher employee satisfaction rates
- Greater levels of innovation
- Improved staff retention

CPS will help you put your organisation's employee experience into action with Microsoft Viva.

Viva Insights

Viva Insights consists of personalised and actionable privacy protected insights that help everyone in an organisation to thrive. Identifying opportunities to build better work habits, prioritise wellbeing and boost productivity with actionable recommendations.

Viva Insights helps individuals, managers and leadership balance productivity and wellbeing by understanding the impact of work patterns on business outcomes with manager and leader insights, by addressing unique business challenges with advanced tools and additional data resources.

Viva Connections

Viva Connections gives you a curated, company-branded experience that brings together relevant news, conversations, and other resources. It is personalised and appears in your employees' apps and devices every day, including Microsoft Teams and SharePoint Online.

Viva Connections is your gateway to a modern Intranet to inform, engage and empower your organisation. You will shape cultures and foster connections to help your employees thrive.

Viva Topics

Viva Topics enables you to turn content into usable knowledge, utilising Artificial Intelligence (AI) within your organisation to automatically identify, process and organise content to suit the different teams in your business.

Viva Topics refines knowledgeable information in curated pages automatically generated by AI and delivers timely, relevant topic cards in the apps your teams use every day.

Viva Learning

Viva Learning creates a central hub for learning in Microsoft Teams where people can discover, share, assign, and learn from content libraries across their organisation to empower teams and individuals to make learning a natural part of their day.



Employee Experience Discovery Workshop

The engagements provide discovery of outcomes, envisions new ways of working and deep dives across Viva Topics, Connections, Insight & Learning.



Discover

- Gather information on key business scenarios
- Define scope
- Identify business stakeholders
- Introduce Microsoft Viva

Envision

- Showcase employee experience transformation
- Microsoft Viva overview with selected pathways
- Demos and immersive experiences

Outcome

- Build upon your newfound knowledge
- Align with your business challenges
- Prioritise scenarios and build roadmap



Power Platform

Give everyone the power to quickly build and share low-code apps with the Microsoft Power Platform.

At CPS, our experienced consultants and developers will support you every step of the way – whether you're evaluating your organisation's needs, looking for packaged industry solutions, or just need help getting started with the Power Platform.

Development with Power Apps

Create business applications quickly and easily using Microsoft Power Apps. Empower your team to start building and launching apps right away using pre-built templates, drag-and-drop simplicity, and quick deployment.

Alternatively, CPS' Power Platform' Power Rangers' can assist with capturing business requirements through development and support, be that Canvas Apps, Model-Driven Apps or Portals.

Student Ambassador App

CPS partnered with leading University to build a power platform solution to give their Student Ambassadors a competitive edge.

Student Ambassadors are great assets to any university to present the benefits and experience of students. The Student Ambassador App is a single solution to manage events, publish events to students, and manage even work and attendance by Student Ambassadors, all using an integrated app built on the Power Platform.

Power Platform Training

New to the Power Platform? Learn how to create Power Platform Apps with our hands-on 'In a Day' 1-day instructor-led workshops.

Delivered by CPS' Power Platform technical specialists with capacity for 8 participants per workshop, discover how to create custom business applications using a no-code/low-code first approach.

- Power Platform Admin in a Day
- App in a Day (Power Apps)
- Dashboard in a Day (Power BI)
- Flow in a Day (Power Automate)
- Power Virtual Agent (PVA) in a Day
- Robotic Process Automation (RPA) in a Day
- Microsoft Dataverse

Business Value Assessments

Microsoft Catalyst is an envisioning and planning program that uses Microsoft Dynamics 365, the Microsoft Power Platform and the Microsoft Cloud to support organisations in business transformation. Through a series of workshops, CPS will work with you to build, plan, and execute business strategies with a proven, innovative approach through a series of activities.

Reporting & Insights with Power BI

Easily display and consume your companies' data using Power BI reports and dashboards while discovering insights into your business.

Power Platform Centre of Excellence

Power Enablement, created by CPS, provides advice, guidance, planning, and adoption services for the Microsoft Power Platform. Designed to drive adoption of the Power Platform in a controlled and secure way, enabling genuine business benefits to be realised across your organisation:

Power Platform Health Check

CPS' experienced Solution Architects will provide a review of your Power Platform environment, considering environment management, security, and licensing, and make recommendations aligned to Microsoft best practices.

Automation with Power Automate

Automate processes to make your business more efficient. CPS' Power Platform consultants and developers can assist with the design and implementation of bespoke automation requirements using products such as Power Automate, Power Automate Desktop, and Azure Logic Apps.



Chatbots with Power Virtual Agents

Build chatbots to engage conversationally with your customers and employees.

Respond rapidly to your customer and employee needs at scale, using intelligent chatbots built with Power Virtual Agents.



Dynamics 365 .

Microsoft's first-party business applications built on Dynamics 365 are intelligent solutions that deliver a comprehensive view across your business. These solutions are connected by data and intelligence and supported on Microsoft's Power Platform.

Microsoft Dynamics 365 enables you to simplify creating apps and sharing data across Dynamics 365 applications. We can help you deliver modern, modular business applications that work together on a single platform. The applications give you the flexibility to adopt technology when you need it to help improve business outcomes.

This approach delivers a set of purpose-built applications that connect front-office and back-office functions through shared data. While rich analytical capabilities provide you with insights into each functional area of your business.

CPS will help you evaluate your current business processes and assist you with process flows and app development to make the development and adoption of your application a success. Our team of consultants and solution architects are available to help you every step of the way, with the addition of ongoing, managed support and full application development.

Sales

Dynamics 365 Sales enables salespeople to build strong relationships with their customers, take actions based on insights, and close sales faster. Use Dynamics 365 Sales to keep track of your accounts and contacts, nurture your sales from lead to order, and create sales collateral. It also lets you create marketing lists and campaigns, and even follow service cases associated with specific accounts or opportunities.

Project Operations

Dynamics 365 Project Operations can connect sales, resourcing, project management, and finance teams in a single application to win more deals, accelerate project delivery, and maximise profitability.

It provides a single repository for you to understand the current state of your portfolios, programmes and projects. Manage your pipeline of requests and understand costs and resource requirements. Power BI provides powerful visualisation and insights to help you make informed decisions.

Field Services

Dynamics 365 Field Service helps you deliver on-site service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set up mobile workers for success when they're on-site with customers fixing issues.

Human Resources

Dynamics 365 Human Resources enables you to support and create a workplace where people and businesses thrive. You can empower employees to get the information they need through self-service HR tools and Microsoft Teams.

Marketing

Dynamics 365 Marketing is a marketing automation application that helps turn prospects into business relationships. The app works seamlessly with Dynamics 365 Sales and has built-in business intelligence.

Power Platform

Modern businesses run on data. The Microsoft Power Platform is more than the sum of its parts.

Connect them together—and to Office 365, Dynamics 365, Azure, and hundreds of other apps—and build end-to-end business solutions. Microsoft Power Platform is comprised of four key products: Power Apps, Power Automate, Power BI and Power Virtual Agents.

The Microsoft Power Platform enables your business to craft solutions while empowering you to connect technology to help you drive your business with data.





Teams & Unified Communications .

Microsoft Teams provides a unified way for you and your teams to communicate.

More than ever, you need to work in flexible, agile ways across all your work and projects, meaning you need tools that allow you to move between communication methods with ease.

- Simplify communication and unify your employees and customers
- Connect existing phone services to Microsoft Teams - make & receive telephone calls
- Benefit from a single integrated platform

CPS will project manage and deliver your unified communication solution, ensuring you benefit from a single, consistent managed services approach - increasing productivity and reducing your operational costs.

Unified Communications as a Service

CPS' UCaaS is the most cost-efficient and productive way to connect your existing phone service to Microsoft Teams and at its simplest, make and receive telephone calls from within any Teams app – desktop or mobile.

With Microsoft Teams at its core, CPS host the telephony aspects as a service, providing end-users with direct dial numbers alongside integration with your legacy PBX/ Analogue or Contact Centre Number porting can be provided as part of the service.

Teams Voice

Make and receive telephone calls by connecting Microsoft Teams to the public switched telephone network (PSTN), aka the Plain Old Telephone System (POTS).

CPS Teams Voice engagements aid organisations in the decision-making process and demystify the complexities of selecting the best fit solution. CPS' delivery framework provides a set of activities based on prioritised outcomes. This ranges from envisioning workshops that raise awareness and understanding of options to migration, implementation, and adoption of the chosen solution.

Teams PBX Integration & Migration

CPS has extensive experience in migrating telephony solutions to Microsoft Teams across industry sectors. Delivering a PBX-to-Teams migration/ integration project is achieved through CPS' structured delivery framework that ensures attainment of the desired end-state in the most cost-efficient manner.

Network Readiness

CPS build on Microsoft's best practices to check and verify that your network is ready for calling, voice, video and sharing.

Teams Contact Centre

Contact Centre solutions are used to manage large volumes of voice calls in a centralised and controlled manner. Modern contact centre solutions cater for additional communication channels, including IM/chat, email, and social media.

Contact centres can provide advanced automated call routing, expected wait time, call wrap-up, skills-based routing, CRM integration, call back, and live coaching - capabilities not provided natively by Microsoft Teams.

CPS provides expert advice and guidance to help you chose the correct solution and then integrate and deliver the chosen solution.

Teams Compliance

Organisations that operate in regulated environments require Microsoft Teams interactions to be monitored, recorded, stored, and retrievable. CPS deliver Microsoft certified Compliance Recording solutions to ensure compliance across some or all Teams communication modalities; voice, video, chat, screen sharing, and meetings.

PCI, GDPR, CCPA, HIPPA, and MiFID II are all supported.

Teams Reporting & Analytics

CPS can deliver Teams Analytics & Reporting solutions based on a comprehensive understanding of your requirements. The resulting solution can be based entirely on Teams native capabilities with Power BI, and / or be complemented by third-party products.

Session Border Controller (SBC)

CPS is certified to deliver leading third-party SBC vendors, including Ribbon & AudioCodes. We have extensive experience in designing, implementing, and configuring SBC solutions in support of Microsoft Teams and third-party PBX solutions.



Skype for Business

Despite the significant drive towards Microsoft Teams adoption, you may seek to retain usage of Skype environments for the foreseeable future or maintain them as part of a coexistence model with Teams.

When it comes to the Skype for Business to Teams migrations, interoperability is key, as is the ability for Teams and Skype for Business users to share presence and communicate with each other via chat or calling.

Security, Compliance & Identity

These three words are top of mind for organisations across the planet. Microsoft technologies you may already be licensed to use can reduce and minimise the threat of security breaches, data leakage and data loss across users, devices and your information landscape.

You can use Microsoft 365 and Enterprise Mobility + Security (EM+S) help you achieve the appropriate level of protection for your organisation.

CPS will help you envision a future secure workplace where you can work from anywhere, across devices, in a compliant, trusted and secure environment.

Cloud Security Assessment

The Cybersecurity Assessment will help you identify areas of potential risk. The end result of this assessment will provide a comprehensive overview of your cybersecurity infrastructure, including current software deployment and usage, and deliver key insights to help you establish the right processes for cyber-risk reduction in the cloud.

Threat Protection

Protect your organisation from threats across devices, identities, apps, email, data, and cloud workloads.

Azure Defender

Use deep-threat intelligence to detect and block malware and threats across servers, data, cloud-native services, and IoT with Microsoft's cloud workload protection platform.

Microsoft Cloud App Security

Get end-to-end protection for your cloud apps with Microsoft's leading cloud access security broker (CASB). Microsoft Cloud App Security is built on native integrations and is highly customisable and optimised for a global workforce.

Identity & Access Management

Protect your organisation with Azure Active Directory (Azure AD), a complete identity and access management solution with integrated security that connects your people to their apps, devices, and data.

Identity begins with strong authentication, risk based adaptive access policies, and includes sign-in experiences to keep your users productive. Central administration delivers visibility and control and enables you to manage identities and access to all your apps - cloud or on-premises.

- Conditional Access
- Secure adaptive access
- Unified identity management
- Password-less
- Privileged access management

Compliance

Compliance Manager supports you throughout your compliance journey, from an inventory of your data protection risks to managing the complexities of implementing controls, staying current with regulations and certifications, and reporting to auditors.

For further information, please review the Information Protection section on the right hand page

Device Management

Endpoint Manager

Microsoft Endpoint Manager (Intune, Configuration Manager and Windows Autopilot) helps deliver the modern workplace and modern management to keep your data secure, in the cloud and on-premises.

You can deploy devices using Mobile Device Management (MDM) and Mobile Application Management (MAM) for Windows, macOS, iOS and Android endpoints, streamlining management of your environment while increasing security and end-user experience.

Microsoft 365 Defender

Prevent and detect attacks across your identities, endpoints, apps, email, data, and cloud apps with XDR capabilities.

- Azure Defender
- Risk Management
- Insider Risk Management
- Communication compliance

Risk Management

Advanced audit

Get access to audit events (such as the number of mail items accessed) to help scope data that may have been compromised

Information barriers

Restrict communications among specific groups of users with help from information barriers.

Advanced eDiscovery

Use deep-threat intelligence to detect and block malware and threats across servers, data, cloud-native services, and IoT.

Information Protection

Assess your organisations compliance and respond to legal and regulatory requirements. Safeguard sensitive data across clouds, apps, and endpoints.

Data Classification - Know your data

Understand your data landscape and identify important information across your cloud and on-premises environment.

Data Encryption - Protect your data

Protect your sensitive data throughout its lifecycle by applying sensitivity labels linked to protection actions like encryption, access restrictions, visual markings, and more.

Prevent data loss (DLP)

Apply a consistent set of data loss prevention policies across the cloud, on-premises environments, and endpoints to monitor, prevent, and remediate risky activities with sensitive data.

Govern your data

Manage information lifecycle and records intelligently with in-place management, automated policies, defensible disposal, and pre-built data connectors.

Azure Security Center

Get a comprehensive view of your security posture and compliance state. Monitor and help protect multi-cloud resources and receive best-practice recommendations



Modern Work Management .

Organisations often have disparate solutions and systems in place to manage work. This includes Excel, Project, PowerPoint, Word and any number of other disconnected tools all used in different ways by different people.

At CPS, we help organisations improve the way they manage their work through a combination of people, process, tools and governance.

This encompasses more than “project management”, and we use the term “modern work management” to describe task management for individuals, traditional and agile project management, all the way through to full portfolio and programme management.

Project & Portfolio Management

Project Managers and PMO's can spend hours manually producing reports from unstructured and potentially erroneous data, meaning reporting is inaccurate and time-consuming to deliver. It can be time consuming to quickly view and understand the status of a project, let alone the status of a programme or portfolio of work.

PPM tools – with supporting process and governance - bring together all the data required for project reporting and enables organisations to easily report on status of projects, programme and portfolios without the manual overhead and inaccurate data.

In turn, this provides the organisation with standard tools and processes to manage aspects such as pipeline, portfolio prioritisation, costs, resources, risks, benefits, milestones and documents in a collaborative and standardised way.

CPS help you by prioritising your outcomes and delivering a roadmap and adoption plan.

Project Online

Project Online provides a mature project, programme and portfolio management toolset (PPM) that has been progressively updated since 2012. Built on the SharePoint Online platform, and utilising Power BI and built-in views for reporting, Project Online will help you manage your complete portfolio.

Dynamics 365 Project Operations

Microsoft Dynamics 365 Project Operations provides a single repository for you to understand the current state of your portfolio, programmes and projects. Manage your pipeline of requests and understand costs and resource requirements.

Power BI provides powerful visualisation and insights to help you make informed decisions. While you can extend the solution across Dynamics 365 and the Microsoft Power Platform to provide the most flexible solution in market.

Project for the web

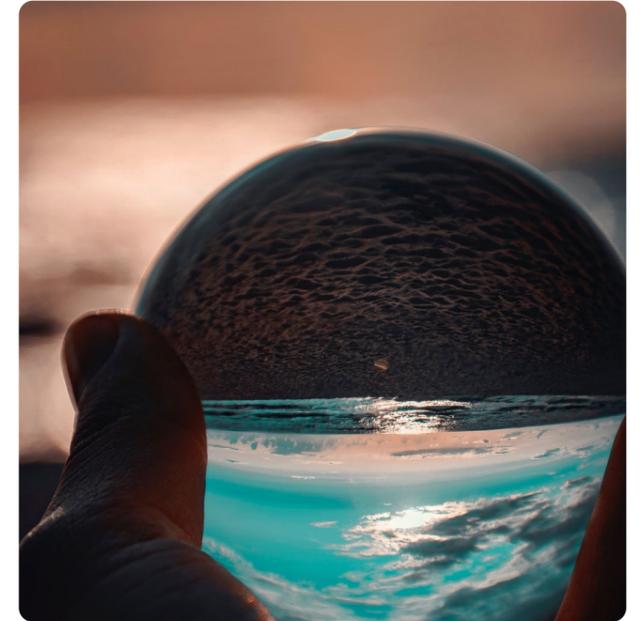
Project for the web is Microsoft's latest addition for task management. Delivering traditional (waterfall) and task board-based scheduling – it's the perfect fit for newcomers to structured project management. It is extensible, being built on Microsoft's Power Platform.

Azure Dev Ops

In today's development world you need to plan, collaborate, ship faster and more regularly – all with a set of modern development services. That's where CPS and Microsoft Azure DevOps can help your organisation harness the benefits of modern ways of working.

Project Server

Microsoft Office Project Server is your on-premises project management server solution (PPM) CPS provide on-premises deployment and managed support for all versions of Project Server.



workhub

Built on Microsoft 365 and the Power Platform, workhub is a solution that can be configured to your specific business requirements for increased visibility, improved resourcing, prioritisation of projects and workloads, maximized efficiencies and visual reporting.

workhub can bring together data from multiple work management tools including: Project for the web, Project Online, Planner, Dynamics 365 Project Operations & Azure DevOps.

Commerce Incentives

The Microsoft Commerce Incentives Program (MCI) provides a set of pre-defined workshops that enable CPS to accelerate your journey to the cloud. Leveraging these accelerators enables CPS to facilitate productive conversations, helping you envision the possibilities and realise new opportunities.

As part of Microsoft's multi-year journey to simplify, consolidate, and enhance engagement workshops and incentives, beginning in early November 2021, the Microsoft Cloud Accelerator Program (MCAP) will become part of the Microsoft Commerce Incentives (MCI) program.

Employee Experience /Microsoft Viva

Discover how Microsoft Viva helps organisations deliver personalised experiences to their employees with news, tasks, and conversations; provide data-driven insights and recommendations; organise content and expertise; and deliver formal and informal learning when and where it's needed. The workshop covers four areas:

- Culture & communications: Viva Connections
- Productivity & wellbeing: Viva Insights
- Knowledge & expertise: Viva Topics
- Skilling & growth: Viva Learnings

Employee Insights / Microsoft Viva

Discover how Microsoft Viva Insights, which helps individuals, managers, and leaders gain personalised insights and actionable recommendations that help everyone in an organisation thrive. The workshop consists of an in-depth exploration of personal, manager, and leader insights.

Endpoint Management

This engagement will help you showcase the value of Microsoft 365, leading with Microsoft Endpoint Manager to show you how to manage users' devices, apps, and identities from anywhere.

Hybrid Meetings

This engagement helps you define business priorities that drive hybrid work through "Art of the Possible" experiences, use-case design, and deep-dive planning. The Hybrid Meetings Workshop includes a modular design that enables targeted conversations tailored to your specific business needs.

Teams Apps & Solutions

The Teams Apps and Solutions Workshop provides an overview of how to maximise the value of Teams by integrating Power Platform and workflows

Transition to Cloud

The Transition to Cloud Workshop is designed to introduce the value of Microsoft 365 to you when you are at an early stage of your cloud transformation, using Exchange or Skype on-premises. Through this workshop, CPS will envision agile work scenarios and how to enable your employees to be productive and secure with Microsoft 365.

Threat Protection

The Threat Protection Workshop is designed to help you understand the benefits of deploying advanced Microsoft Security products.

Modernise Communications

This engagement helps you understand Microsoft Teams Phone capabilities and calling scenarios. This workshop showcases Teams Phone capabilities through "Art of the Possible" immersive experiences, usecases, and deep-dive planning, resulting in actionable recommendations.

Manage & Investigate Risks

The Manage and Investigate Risk Workshop is designed to provide you with examples of potential data leaks and data theft within your Modern Work environments. Through this workshop, CPS will identify deviations from common corporate policies using Microsoft 365 E5-associated technologies.

Securing Identities

The Microsoft Securing Identities Workshop is designed to assess the maturity of your identity estates. Using Secure Score and application discovery tools, CPS will help you gain visibility into your current identity estates and work with you to define clear next steps and the best ways to mitigate risks.

Hybrid Cloud Security

The Hybrid Cloud Security Workshop is designed to help you gain visibility into the business case for purchasing and adopting Azure Defender, Azure Security Center, and Microsoft network security products.

Discover Sensitive Data

The Discover Sensitive Data Workshop is designed to provide you with examples of privacy and regulatory risks in organisational data contained within your own Modern Work environments. The workshop helps create a compelling business case for you to remediate the risks through Microsoft 365 E5-associated technologies.



Managed Services .

Getting the best from your Microsoft solutions requires end-to-end support and expert advice. That means speedy issue resolution today, and insights to help you plan for tomorrow.

CPS' Managed Services enables you to keep costs in check, while maintaining flexibility across your cloud, app, network, data and voice services.

Working with CPS, you have access to a team of highly trained, experienced analysts that ensure your business systems are available when you and your team need them. We aim to resolve issues before they impact your

- Microsoft 365 Platform Support
- Azure Infrastructure Support
- Application Support
- Managed IT Services
- Teams & Unified Communications
- Power Platform Support
- Device as a Service
- Managed Desktop Service
- Backup as a Service

Microsoft 365 Platform Support

Managed support is changing as you move your data and systems to the cloud. CPS provide specialised IT support services to businesses that are beginning their cloud journey and those that have already embraced the cloud.

Platform support provides configuration level, 3rd line support for all out of the box, non-bespoke services in the Microsoft 365 service.

Application Support

SharePoint Online, Project Online and Power Platform.

CPS' Application Support Managed Service provides a flexible and cost-effective support service to support custom applications delivered using Microsoft 365 and Azure, that have been delivered by your teams, another Partner or CPS.

Azure Infrastructure Support

The Microsoft Azure platform provides Infrastructure as a Service (IaaS) to augment/replace traditional IT infrastructure.

CPS' Infrastructure Support for Azure provides you with additional support to set up, secure, maintain and optimize your public cloud environment so your team can focus on the applications and services you choose to host in Azure.

Managed IT Service

CPS enables you to take advantage of tools and services starting from £5 per user per month.

We can manage processes ranging from new starters through to complex security patching. Options include remote desktop support on-site resources proactive monitoring, and more.

This service enables you to scale quickly and meet increasing demand / leverage highly skilled analysts to extend your capabilities when needed.

Managed Desktop Service

CPS' Managed Desktop Service supports your physical desktop devices, and Microsoft's Windows 365 and Azure Virtual Desktop (AVD).

The service provides your users with a secure modern experience and keeps devices up to date with the latest versions of Windows Enterprise edition, Microsoft 365 Apps for enterprise, and Microsoft security services, including:

- Simplified enrolment of new devices
- Configuration of devices
- Features to keep users and devices secure, including Windows Hello, BitLocker, SecureBoot, and virtualization-based security
- Device security monitoring and remediation
- Management of updates for Windows and Microsoft 365 Apps for enterprise apps
- Analytical data about device and app usage
- IT support for your users
- Operational support for IT

Unified Communications Support

CPS enables you to bring your own infrastructure to support enterprise voice, call centre applications and backend services.

Bespoke service offerings include end user support, managed Session Border Controllers (SBC's), patch management, service health monitoring and hosting services to enable your enterprise voice requirements.

Device as a Service

Adopt a new approach to how you refresh, maintain and support devices.

Deliver devices that meet the needs of your users when, where and how they work. In addition to equipping your people with appropriate hardware, Device as a Service can simplify ongoing management of your devices and make costs more predictable, especially when paired with Endpoint Management using Microsoft Intune.

Power Platform Support

Designed to support your development teams, end-users / 'citizen developers' and any applications developed by CPS.

Take advantage of CPS' all-inclusive 1st-3rd line support desk able to answer questions and manage applications on a 'break-fix' approach, escalating to CPS' development team as and when needed.

Backup as a Service

BaaS is a cost-effective backup solution that's scalable based on your backup storage needs.

Centralised management interfaces make it easy to define backup policies and protect a wide range of enterprise workloads. Options include endpoint, SaaS and infrastructure across Microsoft.

| FastTrack Ready Partner .

As a leading UK Microsoft FastTrack Partner, CPS supports you with best-practice advice, cutting-edge resources and expert assistance for Microsoft's Modern Workplace solutions. Coupled with our expertise, this offers you a powerful new way to deploy smoothly and drive widespread user adoption. The FastTrack programme is specifically designed to shorten the deployment and adoption time scales so you can start using capabilities more quickly and effectively.

Customers with eligible subscriptions to Microsoft 365 can use FastTrack at no additional cost for the life of their subscription. FastTrack is a highly elite partner program. CPS is one of only 27 UK FastTrack Ready Partners, out of 350 globally.

All FastTrack guidance is provided to you remotely using a combination of tools and published documentation. FastTrack personnel provide you with verbal and written best practices to help your users take full advantage of your Microsoft 365 purchase.

Deploy new cloud capabilities

FastTrack can help you envision and implement new cloud capabilities by migrating email and content, deploying chat-based collaboration and productivity apps, and enabling identity, device management and modern security. Use FastTrack services as many times as you need, for the life of your subscription.

User adoption support

CPS & FastTrack understand that your business succeeds when users adopt the solutions you've deployed. The FastTrack online portal offers access to end-user training, adoption templates, and change management guides to help manage change across your organisation.

Access engineering expertise

End-to-end guidance delivered remotely by Microsoft engineers or approved partners, helps you successfully deploy cloud solutions and onboard users. From the initial assessment to driving user adoption, FastTrack provides self-serve resources to help throughout the deployment process. FastTrack has enabled 60k+ customers around the world since 2013 and is available worldwide.

Envision

Begin by defining your vision.

This involves identifying and prioritising scenarios while helping you learn about the tools and resources available as CPS work with you and the FastTrack team to create a Success Plan for your rollout.

In many ways, this stage is the most critical part of your journey, as it reminds you of your organisation's business goals and how you will measure success and adoption.

Onboard

Now you have a blueprint for managing your rollout.

This stage helps you answer key questions around what role your internal team, CPS, and the Microsoft FastTrack team will play in the transition. With the project plan in place, it's time to begin the process of moving your business to the cloud.

1. Understanding your environment
2. Get up and running
3. Moving your data

During the Onboard stage, CPS will work with you, and remotely with the FastTrack team - via one-to-one web experience - to prepare your environment.

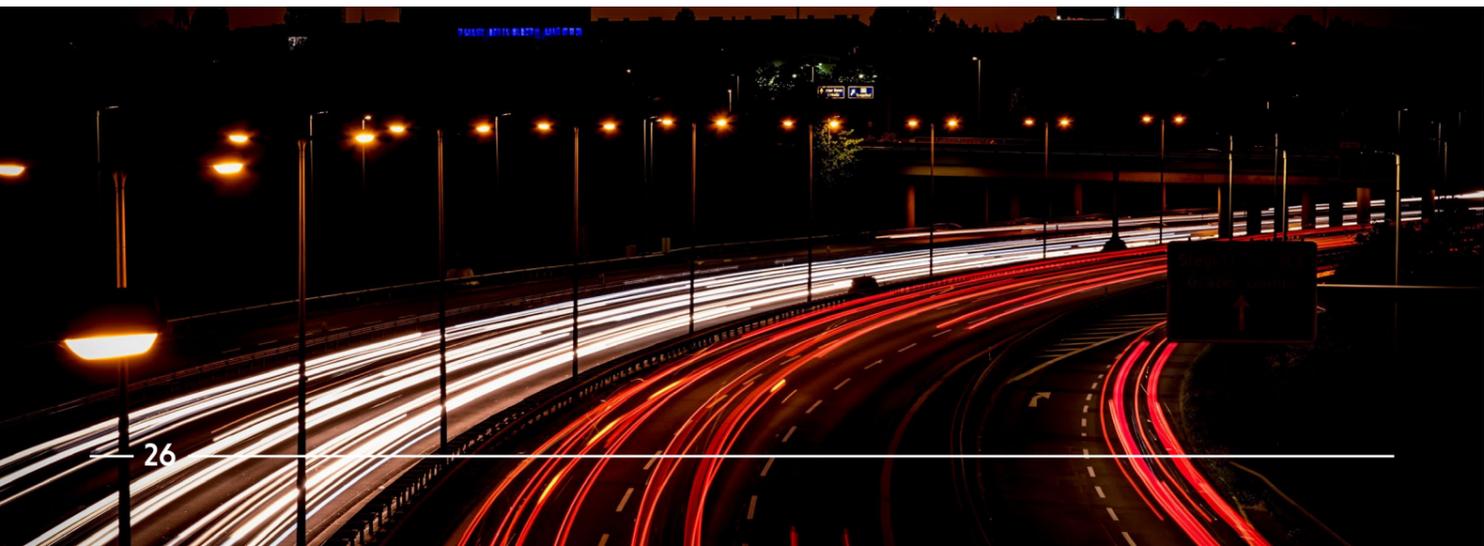
Drive value

Realise business value from your Microsoft 365 investment.

The goal with FastTrack is to help you realise the value of your Microsoft investment, onboard your employees, and provide guidance to manage the services you've adopted.

Working with your internal stakeholders, CPS will leverage best practices to drive adoption and usage of your new services throughout your organisation.

This approach ensures that your employees are ready for the change to their work environment, can take full advantage of the technology available to them, and will maximise productivity and adoption by accessing their information from anywhere, at any time.



Cloud Solution Provider - CSP

Microsoft's Cloud Solution Provider (CSP) program enables CPS to offer cloud services (licenses / SKUs) to your company on a monthly, pay-as-you-go basis. The CSP model allows CPS to add more value to your cloud experience with support, billing flexibility and expert advice built-in.

- Monthly billing
- Get off that credit card!
- No upfront costs
- Improved support SLA's
- Dedicated account management
- Licensing support.

Flexible licensing

A Microsoft Enterprise Agreement (EA) requires a seat count of 2500 (SKU) that must be met and maintained for the life of the contract (3-years). This means that for many organisations, an EA is not an option.

The benefit of CSP is that your users and license numbers can be changed at any time, with costs adjusting accordingly. CSP provides licensing from one user upwards, though some licenses have a minimum level.

Billing

CSP agreements provide flexible billing. Allowing adjustments up or down monthly with little or no penalty.

Inclusive support

CPS provides a standard level support contract with your licensing. CPS can provide additional levels of support at cost, which is more proactive, including resource monitoring and security management.

Your CSP also includes a built-in escalation agreement with Microsoft for additional support, where needed.



Partnerships & Alliances



CPS has been a Microsoft Partner for over twenty years. In that time, we have strived to obtain Silver and Gold competencies and that has enabled us to meet the requirements for several Advanced Specializations.

Working with CPS gives you the opportunity to engage an award-winning Microsoft Partner who can help you deliver your outcomes through industry-leading products and services.

CPS' expertise covers commercial, public sector, 3rd sector / charity, and over 20 years within the Ministry of Defence. We work with organisations that range in size from SMEs to Enterprise, across the UK & internationally.

CPS' service offerings cover managed support, professional services, business adoption & change consultancy through to end-to-end project and programme management and PMO delivery.

CPS work with a broad range of partners to enable the delivery of a complete set of capabilities to our customers.

Our Technology Partners deliver capabilities that extend out of the box Microsoft capabilities.

edison365 Anywhere365 ShareGate: Yealink audiocodes

nintex Orchestry Quest ribbon omnia

Find out how CPS can help your journey to the cloud .

Contact us today



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cps.co.uk



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Microsoft
Partner



Gold Datacenter
Gold Data Analytics
Gold Project and Portfolio Management

Microsoft
Partner



Gold Cloud Productivity
Teamwork Deployment
Advanced Specialization

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Gold Cloud Productivity
Adoption and Change Management
Advanced Specialization

Microsoft
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Gold Security
Gold Cloud Platform
Gold Cloud Productivity
Gold Application Integration
Gold Application Development

Microsoft
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Gold Cloud Productivity
Calling for Microsoft Teams
Advanced Specialization

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Gold Cloud Productivity
Identity and Access Management
Advanced Specialization

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Gold Communications
Gold Windows and Devices
Gold Collaboration and Content
Gold Enterprise Mobility Management

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