



## Microsoft Teams Rapid Deployment & Support



In light of the current situation with COVID-19, many customers are looking to rapidly invoke Business Continuity measures and support 'Work from Home' practices to enable business operations to continue with minimal disruption. In support of such efforts, CPS have created a rapid deployment work package, for Microsoft Teams with short-term end-user and technical support.

### Rapid Deployment Options

There are **Two Options** for the outcome of the rapid deployment of Microsoft Teams:

**1. Microsoft Teams is introduced with restricted capabilities enabled to retain maximum compliance.**

This option will see deployment of the solution with pre-defined Teams and Channels (of your choosing) temporarily restricting the ability of end-users to create new Teams, Channels. This limits the complexity for end users and enables effective short-term governance and management of the product whilst offering core vital capabilities of communication and collaboration.

**2. Microsoft Teams is introduced with all features enabled to maximise potential benefits.**

In addition to the above core functionality, Option 2 provides all users the ability to add new Teams, Channels and Tabs (enabling effective integration with wider tools such as OneNote and Planner).

Both approaches make full use of the ability for all users to use the following capabilities:

- Instant messaging to one or more internal and external users
- Ability to have VOIP calls with one or more internal and external users
- Ability to have conversations within departmental Microsoft Teams
- Ability to mention people in conversations
- Ability to schedule meetings that use Microsoft Teams
- Ability to share screens in instant messaging and meetings

# Support services

To support the effective uptake and engagement with this solution, we have included two immediate and scaled 6-month support options.

## Tier 2 – Solution Technical Support

Second line support for both Champions and IT teams to help with "How To" queries. This will be provided by the UK-based CPS Service Desk, providing reactive telephone / email support for the following:

- 2nd line support for issues relating to the solution and supported components
- 'How to' queries (This service does not replace training)
- Incident and Problem Management

## Tier 1 – End User Teams Solution Support

Available to customers in addition to Tier 2 – Solution Technical Support. CPS will provide Tier 1 End User support providing reactive telephone/ email support Teams related issues:

- 1st line support for issues relating to the Teams solution and supported components
- 'How to' queries (This service does not replace training)
- Incident and Problem Management

## Pricing

Name of Service(s)	TOTAL £*
Teams Rapid Scripted Deployment & Consultancy	£5,400
Teams Tier 1 Support Services	£3 (Per user per calendar month**)
Teams Tier 2 Support Services	£750 Per calendar month

\*Total Invoice value plus VAT

\*\*For 6 months contract with 3 month break clause



### ABOUT CPS

CPS is a multi-award-winning Microsoft Gold Partner which specialises in delivering innovative Microsoft technology solutions to help businesses on their journey to digital transformation. Our Power Platform Consultants pride themselves on solving technology and business problems that deliver real outcomes and the business benefits.

To find out how we can support you on your journey, contact us today.

e [hello@cps.co.uk](mailto:hello@cps.co.uk)

w [www.cps.co.uk](http://www.cps.co.uk)

Microsoft  
Partner



Gold Data Analytics  
Gold Cloud Platform  
Gold Messaging  
Gold Project and Portfolio Management  
Gold Application Development  
Gold Collaboration and Content  
Gold Datacenter  
Gold Cloud Productivity  
Silver Small and Midmarket Cloud Solutions  
Silver ISV  
Silver Security  
Silver Communications