

*Pro-fits only*



**TEAM**  
APPAREL

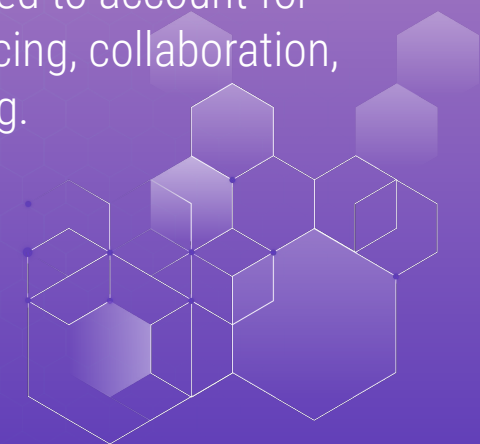
# Communication

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Brothers, Michael Mccallister, Luke Scheetz, Tong  
Wu, Sichun Xu



# Problem


Pro-fits is an emerging online sports team apparel store looking to open a new office in Syracuse, NY. Pro-fits requires an IT team to build an infrastructure for communication services across all office locations. This will need to account for email, video conferencing, collaboration, and instant messaging.





# Executive Summary

To complete this overhaul of the communications infrastructure, we will explore:

- Cloud based solutions
  - Services
  - Stakeholders
  - SLAs
  - Backup strategies
  - ROI and TCO
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# Cloud Based Infrastructure Solution



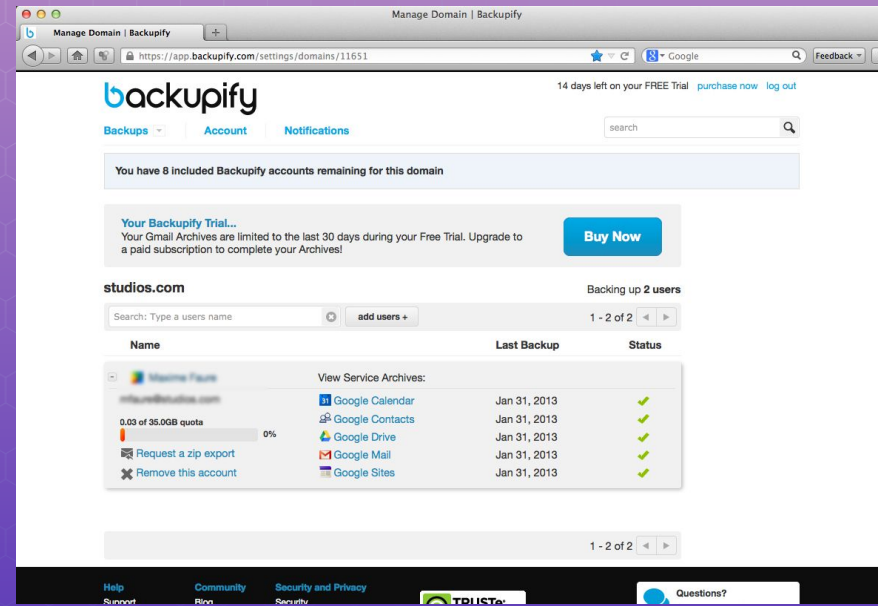
Microsoft has been rolling Skype for Business Online features into Teams over the past several months, including messaging, meetings and calling capabilities. New features are added to Teams frequently.

- Within a team-based messaging thread, users can schedule voice and video meetings.
- In a video meeting, users can share live video from their mobile phones and project it into the meeting. Features include voicemail, E911 support, speed dial, and enterprise-grade capabilities.
- Enterprise-grade platform that meets the most demanding management, security and scalability requirements.

# Cloud Based Software Solution



- Over 3.5 million users around the world use Backupify since 2008.
- Compatible with both Microsoft applications and Google applications.
- Backupify is used to protect businesses that are typically smaller from Ransomware by using point-in-time backups and robust metadata parameters. They also tend to save customers money and give them more control over their data. By giving more access they have a better Data Retention system while keeping prices low.
- They work well with the Sharepoint application and backs up their data along with helping provide protection from Ransomware attacks and data loss.



# SERVICE

## Online meeting

- Holding meetings up to 10,000 attendees.
- sharing contents/ screens
- record meeting/ auto-transcription function

## Group chat room

- change format
- set delivery options

## Schedule events



# DIRECTORY SERVICE

The Azure Active Directory (Azure AD) is a directory service from Microsoft. Stores teams' identities.

These services are delivered from Microsoft data centers and are accessible to users on a wide range of devices from inside a corporate network or over the internet.





# DIRECTORY SERVICE

The Azure Active Directory (Azure AD)

- Single sign-on simplifies access to your apps from anywhere
- Conditional Access and multi-factor authentication help protect and govern access



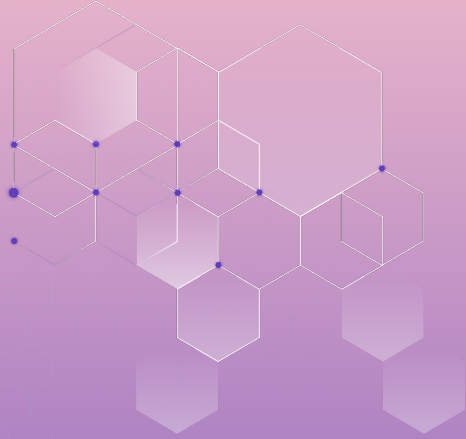


# Stakeholders

Employees: Nicole, Emily, Sichun, Tong,  
Courtney, Luke, Michael

Suppliers: Office 365, Workplace

Customers: Those who are buying the T  
shirts



# Adjustment Plan

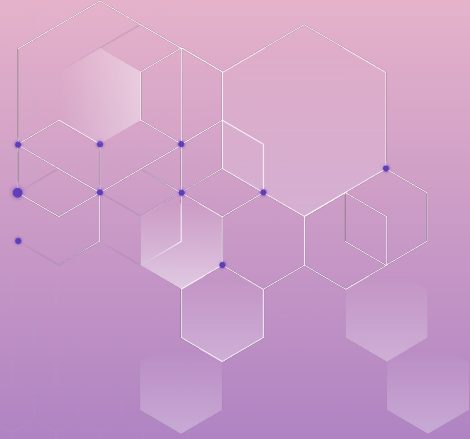
This is a backup for if things do not go as planned.

- If the microsoft services are not meeting user needs, we will switch to Google apps, and process orders through there instead.

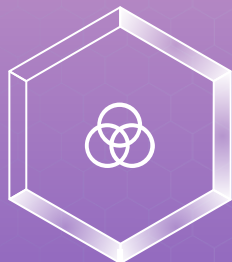
- With the switch above, the backify would be compatible as well

- If the company is not running smoothly, training sessions will be put into place whether they are online or in person to ensure the success of the company.

- The ROI is a positive 24%, leaving us with a positive revenue.



# 3 Security Attributes



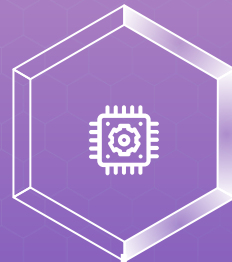
## **Assets**

What are you trying to secure?



## **Vulnerabilities**

What/Where are our weaknesses?



## **Threats**

What are you securing from?

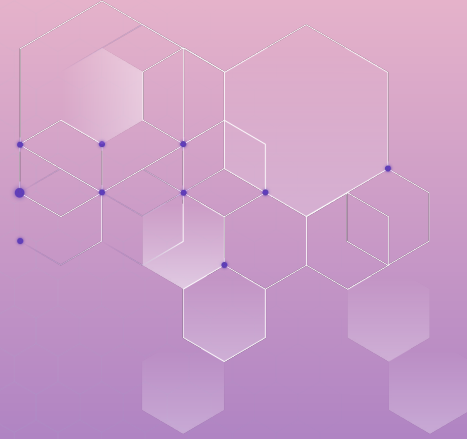
# Service Level Agreement

## In-House Support (ticketing system)

- Hardware issues will be handled by our support team
- User profile issues (login problems) will be handled by our support team administrator
- Handle the use of Backupify and setting administrator standards for lost files/folders (IT team will retrieve them)
- Set data loss prevention policy to save info in case of disaster

## Microsoft SLA and Support

- 99.9% uptime or service credits will be offered
- Each user will have their own unique account on the system and the USER owns all of their data, not Microsoft
- Provide anti-spam, anti-malware, Azure MFA, Office 365 Advanced Threat Protection Plan 1, etc.
- Technical support available 24/7 for our support team
- Cloud-based storage with OneDrive will allow data to be accessed from anywhere in the world securely





# Backup Strategy

## Mimecast

- 100% Malware protection
- 99% Anti-spam protection (0.0001% false positives)
- Administrator will set parameters to search for data leaks in emails
- Allows for large data transfers safely

## Backupify

- Backup user data 3 times per day
- Fast and granular restore system to recover lost files, folders, or the entire system in a disaster scenario
- All files encrypted while in transit and in place
- SOC 2 Type II audited, supports HIPAA compliance to ensure security





# Return on Investment (ROI)

- Pro-fits currently employs over 600 employees
- **Microsoft Office 365 E3:**
  - \$20/month \* 600 employees = \$12,000/month (\$432,000 three-year period)
- More efficient communication increases productivity (\$135,000 over three years)
- Microsoft's services allow for reduced IT costs (\$140,000 over three years)
- No hardware (\$90,000 over three years)
- Removal of former communications services (\$200,000 over three years)
- **ROI:**  $(565,000 - 432,000) / 565,000 = 0.24$ 
  - **24%**



# Total Cost of Ownership (TCO)

- **Direct Costs:**
  - \$20/month per user
- **Indirect Costs:**
  - Downtime to switch systems
    - Loss of productivity
  - Training employees on new systems
  - New hardware at beginning
- **Savings:**
  - No servers
  - Less IT support
  - Increased productivity in long term





# Closing Statements

- Microsoft Teams can and will meet the needs of the company
- Availability of communication services is essential for company's business
- Using third-party software can save the cost for the company

# Sources

<https://www.backupify.com/office-365-backup>

<https://www.backupify.com/office-365-backup>

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# Questions?

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**THANKS!**