



HP

Anyone can think out
of the box.

It's what you DO that
matters.

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Решението и предизвикателството

Кой: Екип от Microsoft инженери

Кога: Април 2007

Къде: София, България

Какво: Център за обслужване на клиенти от Германия, Австрия и Швейцария, Windows deep support: AD, Core and Network



Вдъхновението и началото

Как изградихме нашия екип

- **Започнахме** с екип от 25 човека
- Доверихме се на световни агенции и **интервюирахме кандидати от цяла Европа**
- Привлякохме колеги от **Германия, Австрия, Ирландия, българи, завършили в Германия, както и опитни инженери от България**



Вдъхновението и началото

- **Споделихме опит с колегите в Дъблин, пътувахме, учихме, развивахме се**
- **Повишихме нивото на техническата експертиза и започнахме да се сертифицираме**



Технологиите и развитието

- Интензивното развитие на технологиите провокира нашето **професионално, кариерно и личностно развитие**
- Прилагахме **опита си и новите знания** с огромното желание **да помогнем на клиента**
- **Радвахме се заедно на искрената благодарност** за неочаквания от клиента **успех**



“Експлозията”

- **Запазихме добрите практики и убедихме клиента в нашите възможности. Вярвахме, че можем!**
- **Продължихме с изграждането на нови екипи, привлякохме кадри от Румъния, Белгия, Холандия и Тунис**
- **Включихме поддръжка на нови технологии. Cloud computing и Messaging са нашата нова страст**
- **Започнахме да обслужваме нашите клиенти и на руски, френски, италиански и английски език**



“Експлозията”

Формирахме екип от 120 професионалисти....

.... и продължаваме да растем!




Нашето предизвикателство към Вас

Platform Engineer
Messaging Engineer
Office 365 Engineer
Product lead (PL)
Service Matter Expert (SME)

hp.com/go/jobs





Introduction to Office 365 & Microsoft Office 365 portal (MOP)

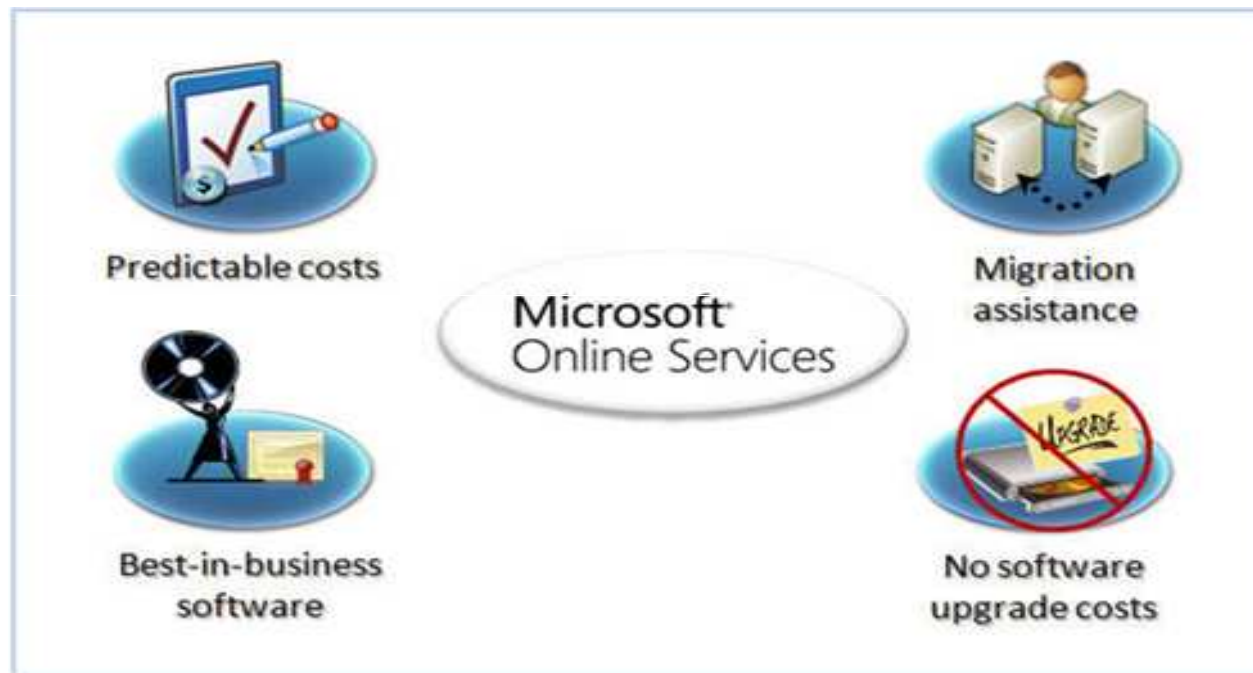
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What is Cloud Computing?



The Microsoft Advantage



Microsoft Online Services' Products

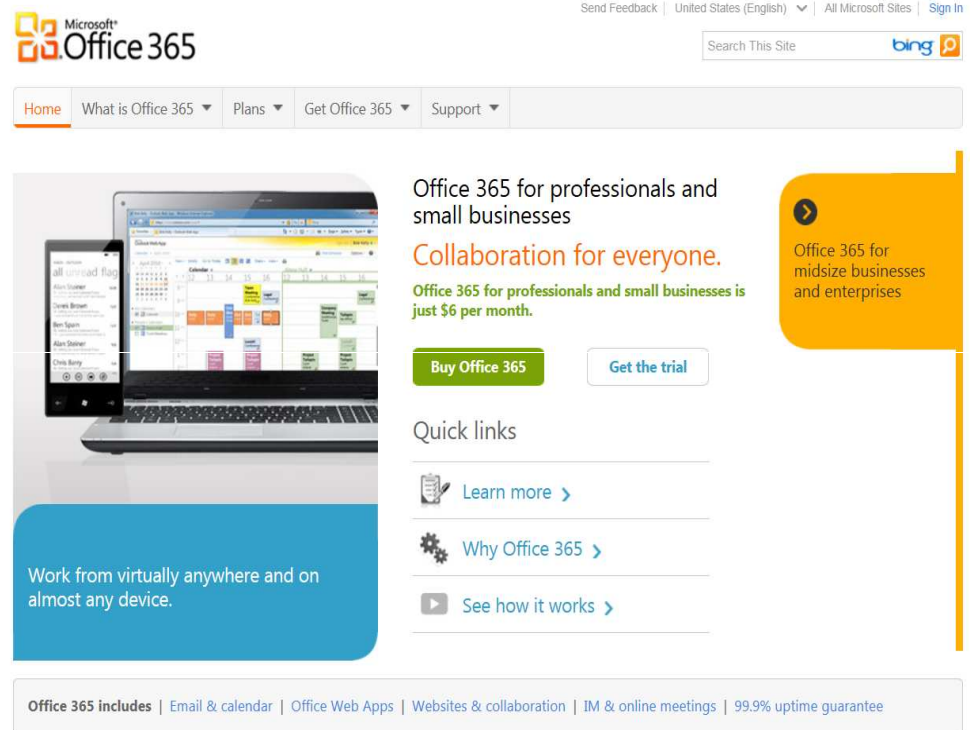
Exchange Online

SharePoint Online

Lync Online

Office Professional Plus

Office Web Apps



The screenshot shows the Microsoft Office 365 website homepage. At the top, there is a navigation bar with the Microsoft Office 365 logo, a search bar, and links for 'Send Feedback', 'United States (English)', 'All Microsoft Sites', and 'Sign In'. Below the navigation bar, there is a main content area. On the left, there is a large image of a laptop and a tablet displaying Office 365 applications. To the right of the image, there is text that reads 'Office 365 for professionals and small businesses', 'Collaboration for everyone.', and 'Office 365 for professionals and small businesses is just \$6 per month.' Below this text, there are two buttons: 'Buy Office 365' and 'Get the trial'. To the right of the main content area, there is a yellow sidebar with a right-pointing arrow and text that reads 'Office 365 for midsize businesses and enterprises'. Below the main content area, there is a 'Quick links' section with three links: 'Learn more', 'Why Office 365', and 'See how it works'. At the bottom of the page, there is a footer that reads 'Office 365 includes | Email & calendar | Office Web Apps | Websites & collaboration | IM & online meetings | 99.9% uptime guarantee'.

Online Services' Products

Microsoft Lync Online features:

- Connect with others using contact photos, activity update feed, and interactive contact card
- Instant messaging, audio and video federation
- Quickly switch between IM and audio call
- Reply to email using IM or audio call
- Conduct online presentations
- Instant message with Windows Live
- Invite external contacts to join online meetings
- View presence status and click to communicate



Online Services' Products (cont.)

Microsoft Exchange Online features:

- Anti-virus and anti-spam solutions
- Interoperable with most mobile devices
- Disaster recovery using geo-redundant data centers
- Management tools for user permissions, distribution lists, and security policies
- 25GB mailboxes and ability to send 25MB attachments
- Familiar user experience for Outlook and Office programs



Online Services' Products (cont.)

Microsoft SharePoint Online features:

- Manage & share documents using MySites
- Shared document libraries, task lists, and calendars
- Set document-level permissions to protect sensitive data
- Access important documents offline
- Use Extranet sites to share documents with others
- Enable real-time communication with colleagues



Deskless Workers

Individuals spending most of their time away from a computer OR do not have a dedicated, single computer

Three (3) types of computer configuration for Office 365 Kiosk:

- Dedicated
- Shared, one Windows account
- Shared, multiple Windows account

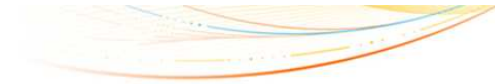
Exchange Online Kiosk & SharePoint Online Kiosk differences:

- Maximum mailbox size (500MB) cannot be increased



MOP Sign in

Customer signs in using the newly generated MOSID




new customer?

- Access email and calendars from mobile devices
 - Create Websites to share documents, contacts, and tasks
 - Work with Office documents from virtually anywhere with a browser
- [Learn More](#)

sign in

Retype your password

This helps protect your information. [Why?](#)

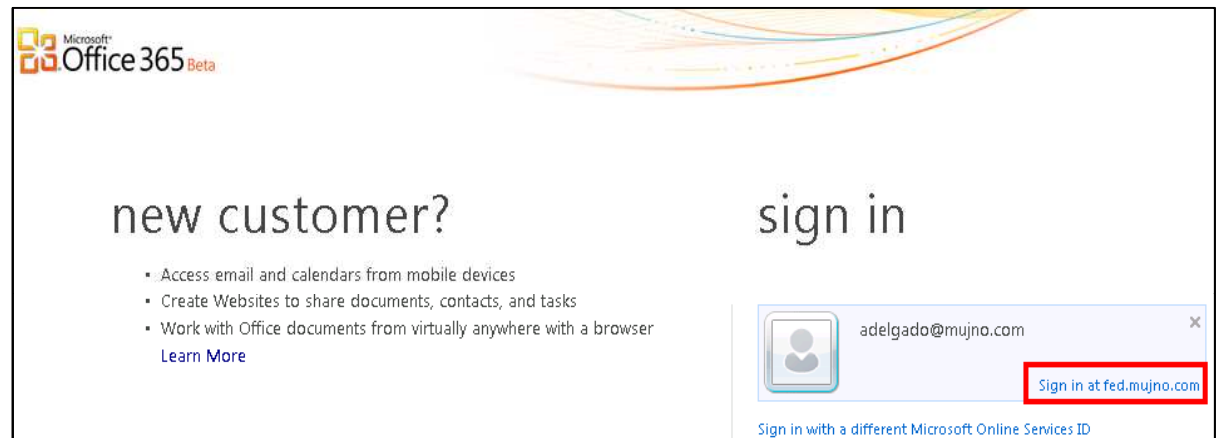
	Contoso@O365SuppTrain1.ccsctp.net
	<input type="password"/>
	Forgot your password?
	<input type="button" value="Sign in"/>

[Sign in with a different Microsoft Online Services ID](#)



MOP Sign in - ADFS

Active Directory Federated Services users are prompted to log into their domain to receive access to MOP.



Custom Plan: Deploy

Custom plan: Deploy

This custom plan is based on the selections that you made in the wizard. It will help you set up Microsoft Online Services. Click "Review or update your selections" at any time to make changes and re-create your custom plan.

[Review or update your selections](#)

Task	Description	Status (1 of 11 completed)
1. Inform your users 	Inform your users of the migration and let them know what to expect during the migration process. Learn more	I haven't started <input type="button" value="▼"/> Complete when: Your users are ready for migration.
2. Add your domain Start now	Add the domain that you want to use with Office 365 to send and receive email. Learn more	I'm finished <input type="button" value="▼"/> Complete when: Ownership of your domain is verified. View status
3. Configure single sign-on Start now	Set up single sign-on features for your users. Learn more	I haven't started <input type="button" value="▼"/> Complete when: Single sign-on works. View status
4. Configure directory synchronization Start now	Synchronize your on-premises Active Directory environment with Office 365. Learn more	I haven't started <input type="button" value="▼"/> Complete when: The on-premises Global Address List (GAL) is visible to users migrated to Office 365. View status



User Management

Active Directory® synchronization: [Set up](#) | [Learn more](#)
Manage external contacts in Exchange Online: [Learn more](#)

[New](#) | [Edit](#) | [Reset password](#) | [Delete](#) | [Activate synced users](#)

View:

<input type="checkbox"/>	Display name ▲	User name
<input type="checkbox"/>	Administrator (No Licenses)	admin@rapaxs.ccscpt.net
<input type="checkbox"/>	Andres Delgado	adelgado@rapaxs.ccscpt.net
<input type="checkbox"/>	Discovery Search Mailbox	DiscoverySearchMailbox_D919BA05-46A6-415f-80AD-7E09334B8852_@rapaxs.ccscpt.net
<input type="checkbox"/>	Guest Administrator	guestadmin@rapaxs.ccscpt.net
<input type="checkbox"/>	Kiosk 2	kiosk2@rapaxs.ccscpt.net
<input type="checkbox"/>	Kiosk User	kiosk@rapaxs.ccscpt.net
<input type="checkbox"/>	No License	noseat@rapaxs.ccscpt.net
<input type="checkbox"/>	Patrick Kennedy (DirSync)	v-patr@rapaxonline.info
<input type="checkbox"/>	Test Account 2	test2@rapaxs.ccscpt.net
<input type="checkbox"/>	Test Account 3	test3@rapaxs.ccscpt.net
<input type="checkbox"/>	User Admin	useradmin@rapaxs.ccscpt.net



Questions for Winners

