HP

Anyone can think out of the box.

It's what you DO that matters.

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**

hp

"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

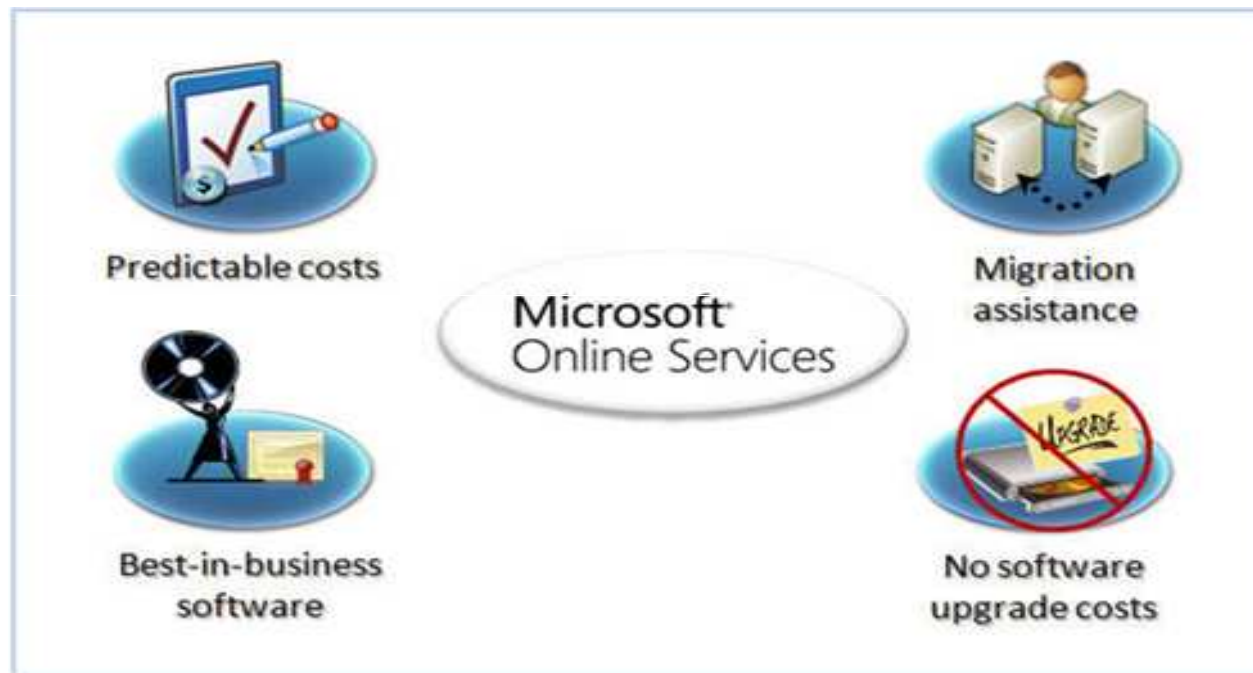# Introduction to Office 365 & Microsoft Office 365 portal (MOP)

What is Cloud Computing?

The Microsoft Advantage

Predictable costs

Migration assistance

Microsoft Online Services

Best-in-business software

No software upgrade costs

Microsoft Online Services' Products
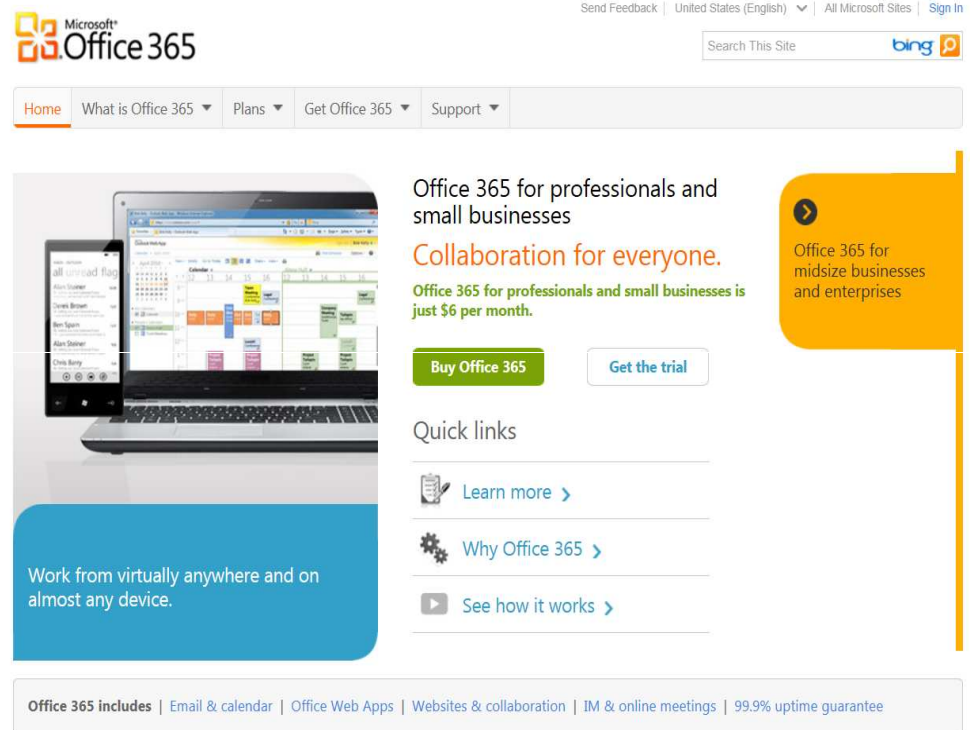
Exchange Online

SharePoint Online

Lync Online

Office Professional Plus

Office Web Apps

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
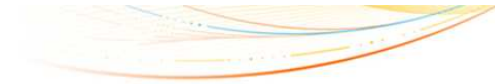
• Shared, multiple Windows account

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

MOP Sign in - ADFS

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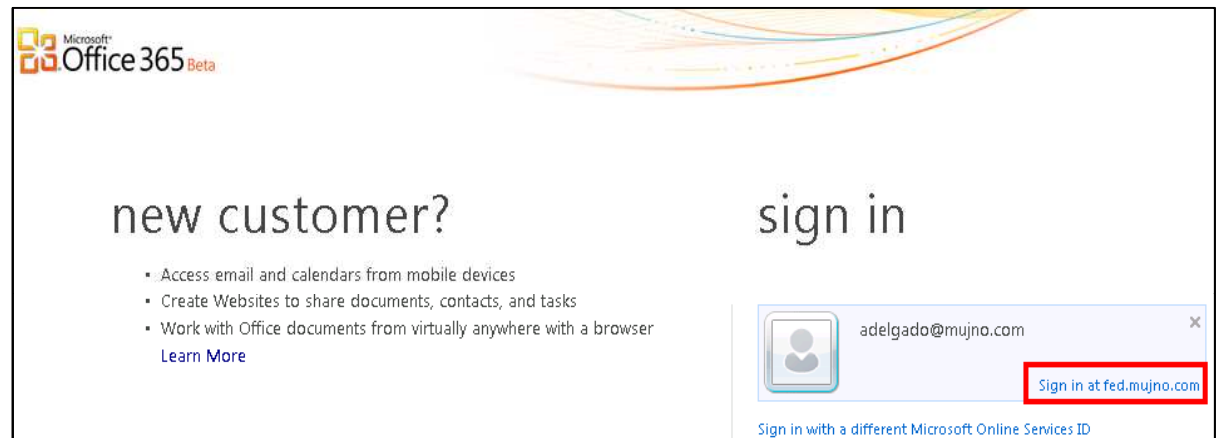
Custom Plan: Deploy

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 ▼ 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 ▼ 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 ▼ 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 ▼ 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: All users ▼   Search 🔍

	Display name ▲	User name
☐ 👤	Administrator (No Licenses)	admin@rapaxs.ccsctp.net
☐ 👤	Andres Delgado	adelgado@rapaxs.ccsctp.net
☐ 👤	Discovery Search Mailbox	DiscoverySearchMailbox_D919BA05-46A6-415f-80AD-7E09334BB852_@rapaxs.ccsctp.net
☐ 👤	Guest Administrator	guestadmin@rapaxs.ccsctp.net
☐ 👤	Kiosk 2	kiosk2@rapaxs.ccsctp.net
☐ 👤	Kiosk User	kiosk@rapaxs.ccsctp.net
☐ 👤	No License	noseat@rapaxs.ccsctp.net
☐ 👤	Patrick Kennedy (DirSync)	v-patrk@rapaxonline.info
☐ 👤	Test Account 2	test2@rapaxs.ccsctp.net
☐ 👤	Test Account 3	test3@rapaxs.ccsctp.net
☐ 👤	User Admin	useradmin@rapaxs.ccsctp.net

Questions for Winners