



2021

*"RunSmooth™"*

A comprehensive IT Support model for Microsoft365



Prompt  
Payment Code

#startupindia



Mindverse Consulting Services Limited

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## Run Smooth™

*An Offshore based IT Support Framework to provide 360° coverage for our customer's IT Investments.*

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### Do not take it easy on CYBER SECURITY & do not underestimate the cost of GDPR BREACH

You need to handle a double-edged sword carefully...

#### Impact on CYBER SECURITY BREACH

- **\$7.68 Million:** The Average Cost of an Insider-Related Cyber Incident for SMEs
- **43% of SMBs** Lack Any Type of Cybersecurity Defense Plans
- **One in Five SMBs** Don't Use Any Endpoint Security Protections
- **60% of SMB** Choose to Keep Their Heads in the Sand About Attack & Breach Risks
- **A RANSOMEWARE** attack can close your business within next six months

#### Impact on GDPR BREACH

- French National Commission on Informatics and Liberty or CNIL, fined Google with a **€50 million fine.**
- The Hamburg Commissioner for Data Protection and Freedom of Information (BfDI) issued a €35,3 (or \$41,5) million fine to Swedish retail conglomerate **Hennes & Mauritz – H&M**
- The ICO initially announced its intention to issue €204,6 million (£183.39 million) to **British Airways** for violation of Article 31 of the GDPR

#### Our Value Addition for your business

We will optimize your MICROSOFT365 installation by adopting the standard norm of 'CYBER ESSENTIAL' as prescribed by 'NATIONAL CYBER SECURITY CENTRE, UK' and 'GDPR' ready as prescribed by 'Information Commission's Office (ICO), UK.

We have successfully incorporated these standards into our offshore based **IT Support framework for MICROSOFT365**. And this helps us to provide supports to our customers, so that our customer's environment always at per with those standard norms of 'CYBER ESSENTIALS' and 'GDPR' without any additional investment from our customer's budget.

## 360° Coverage on your Microsoft 365 Investment

### Be productive anywhere

Get work done with productivity solutions and stay connected with your employees and clients whether you're working remotely or onsite.



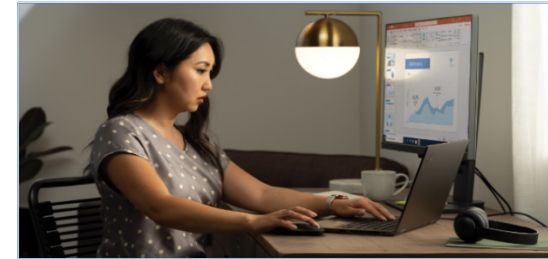
### Secure your business

Safeguard business data with a cloud platform that offers built-in security features for remote work.



### Cost-effective solution

Streamline collaboration tools, IT setup and management, and costs with a single productivity solution.



## Run Smooth™

*Our Scope of Work, which covers your entire MICROSOFT365 environment with embedded features like 'GDPR' & 'CYBER ESSENTIAL' ready!!*



**Chat, calls, and meetings**



**Cloud storage**



**Office apps and services**



**Email and calendaring**



**Defend against cyberthreats**



**Keep customer data protected**



**Secure your device**



**Identity and access management**



**Cost Optimization** (by consolidating apps)



**Unlimited support calls** (working hours)



**IT setup and management**



**RoI realization** (tenant level performance

dashboard & score card)

## Delivery Methodology for the Engagement

### Bootstrap Phase

4 Weeks

- **Assessment Study**  
(For organizations having pre-installed Microsoft 365)  
**OR**
- **Run Smooth™**  
(For organizations planning to install Microsoft 365)

#### Activities

- Understand and document present state of the environment.
- Understand and document Organizational expectation (both short & long term)
- Setup base level environment for users to start work
- Conduct user training on Product/Security/Best Practices of MICROSOFT 365.
- Establish support delivery mechanism form Offshore to customer's place.
- Setup Knowledge base on local SHAREPOINT Enterprise Wiki, accessible for each MICROSOFT 365 seats.

#### Deliverables, Frequency: One Time.

- Study/Finding outcome report.
- Base level environment for users to start work.

### Load Phase

8 Weeks

- Fine Tuning**  
(We will be covering following Admin Centers –
- 1) Security,
  - 2) Compliance
  - 3) Endpoint Manager,
  - 4) Azure Active Directory,
  - 5) Exchange,
  - 6) SharePoint,
  - 7) Teams)

#### Activities

- Attend unlimited support call during office hours.
- Setup different admin centers within MICROSOFT 365 tenant.
- Create/Modify/Alter policies as per Organizational expectations as documented during BOOTSTRAP PHASE.
- Check the outcome of Created/Modified/Altered policies and fine tune accordingly.
- Setup and document initial health dashboard and score card for different Admin Center and update the outcome on local SHAREPOINT Enterprise Wiki.
- Create/modify/alter different reports for issue investigation and resolution.
- Conduct the GAP Analysis between organizational preparedness and CYBER ESSENTIALS along with GDPR.

#### Deliverables, Frequency: One Time.

- Base line report on organizational preparedness on CYBER ESSENTIALS and GDPR.
- Customized policy enabled secured environment for users to work.

### Operate Phase

Ongoing basis

#### Continuous Optimization

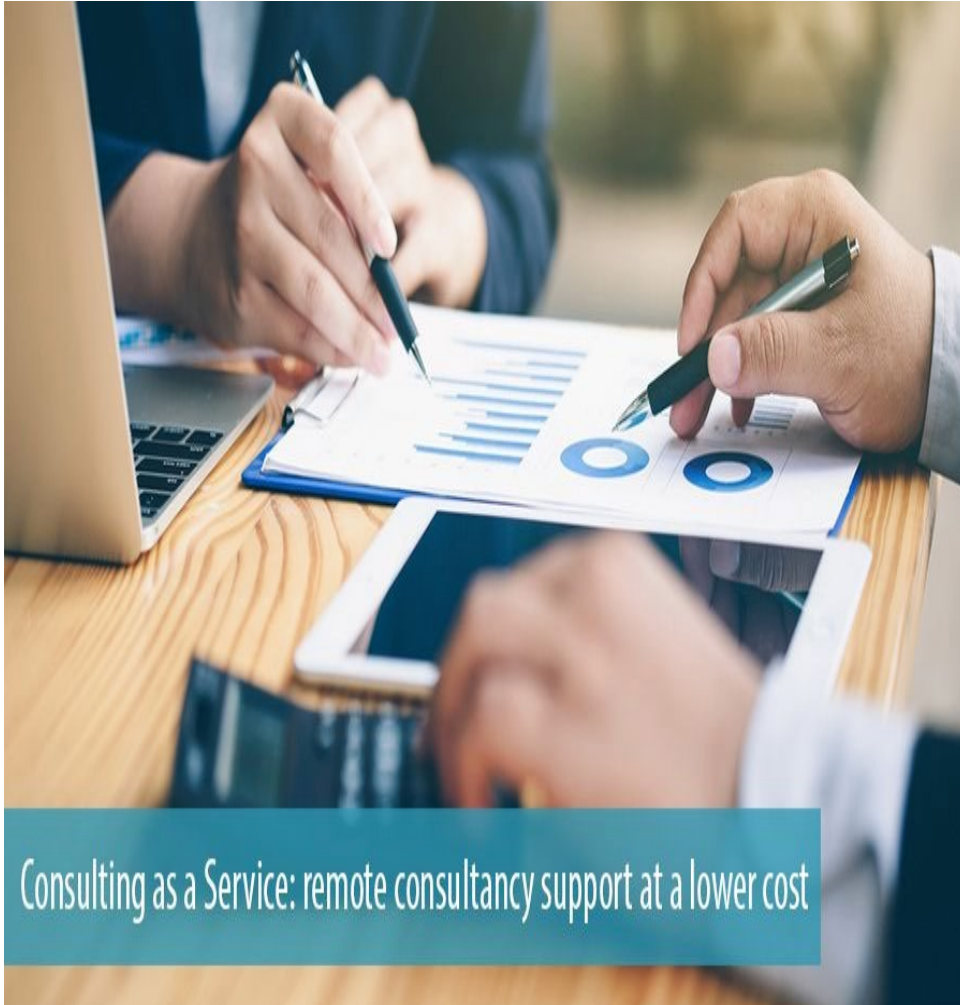
#### Activities

- Attend unlimited support call during office hours.
- View daily audit reports from various Admin Centers and Score Card from different dashboard within MICROSOFT 365 tenant.
- Take proactive measures for any discrepancy with a single point agenda to reduce daily support call.
- Update the user/user(s) related to that incidents.
- Conduct User Awareness training related to that incident to make user aware of the situation.
- Once the remediation is over, check the outcome and get the confirmation from related user/users(s).
- Update the local SHAREPOINT Enterprise Wiki on what was the issue, who were affected,
- Ensure the organizational preparedness as per with CYBER ESSENTIAL along with GDPR's compliance standard.
- Share monthly health card of the MICROSOFT 365 tenant along with score card from different dash board.

#### Deliverables, Frequency: Every Month End.

- Monthly tenant level health card
- Secured and Optimized environment for users to work.

## SIX reasons to consider us as your IT Support Provider



- **When IT is not your core expertise**  
Lawyer, Banker, or doctor, you are likely making more money building your core business that you do by working on your technology infrastructure. IT infrastructure is necessary to run your business. But that technology infrastructure does not have to be in your building to reap the benefits. The cost of maintaining your own IT support staff to maintain your technology investment cannot be justified.
- **When you are in STARTUP mode and need to preserve capital.**  
Cash is the lifeblood of business. Pay-as-you-go models are out there today for even the most robust technology needs. You can build your own infrastructure, but in most cases your capital is better spent elsewhere.
- **When your existing IT infrastructure is old and impacting the quality/productivity**  
If your business has been around a while you may very well be experiencing this problem where your technology is beginning to show its age. Compare the cost of replacing your outdated hardware to moving to a hosted model and see if the math makes sense for your business.
- **When you lack the ability hire key technology staff**  
Infrastructure cost is one concern, but the long-term IT support costs are typically a bigger concern. If access to key IT support resources is a priority, moving your infrastructure to where the experts are may make more sense than paying for IT support to come to you.
- **When your technology needs are diverse.**  
It is difficult to hire and provide internal IT support when you have a handful of technologies to support. If your business requires a wide array of IT support services and applications to function, trying to hire the right staff can become problematic. The question typically is one of cost vs. available resources.
- **When you are in a region/area starved for qualified resources.**  
Businesses that are not located near a good supply of local IT support or are using a technology not readily available in their market.

## Use our Capabilities to your Advantage

### Our Professional fees

- Our professional fee is **£1,850.00** per month i.e., **£ 92.50** per day per customer all-inclusive basis plus applicable VAT with yearly commitment for 15 (fifteen seats).
- Additional seat cost is pro-rata basis.
- Add-ons
  - Out of Office Hours support pack for 50 incidents.
  - Advanced Threat Protection Service Package
- We you make payment online in local currency, e.g., \$, £, €, & ₹
- We accept payment against Direct Debit, Wire Transfer, Major Debit/Credit card, Bank Guarantee etc.

### High lights of our offerings

- You are dealing with a local company and get your work done from offshore (INDIA) with a lower price tag
- Subscription based model, no up-front investment; zero lock-in and easy to exit.
- Our consultants are MICROSOFT Certified and have delivery experience for global market.
- We deploy dedicated team for each customer, so our consultants will become your extended team over a period of time.
- Unlimited service ticket during office hours in addition to our standard support.
- Our consultant will work as per your office timing and as per your holidays schedule, hence no interrupt of services.
- We maintain knowledge repository on our activities; so our knowledge will remain with you; hence your dependency on us is absolutely nil.

### Our other services, which might be useful for you

★ Data Science Consulting

★ Cloud Computing on AZURE

★ Skill-Partnership

## Our Contact Details

### INDIA

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# *Innovatively Yours!!*