

MICROSOFT'S MODERN WORKPLACE

A Bytes Market Report



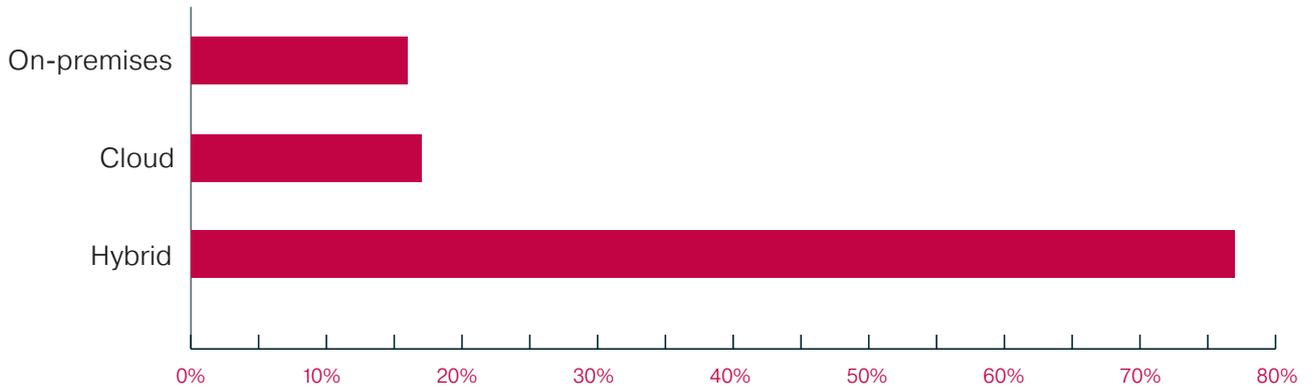
About this Market Report

To offer current insights and ideas around how organisations are using Microsoft 365 to help them run their businesses, we surveyed 231 IT professionals.

In this market report we share the findings from our survey, adding commentary to provide context and guidance on some of the findings.

Survey Results

Which of the following best describes your IT environment?



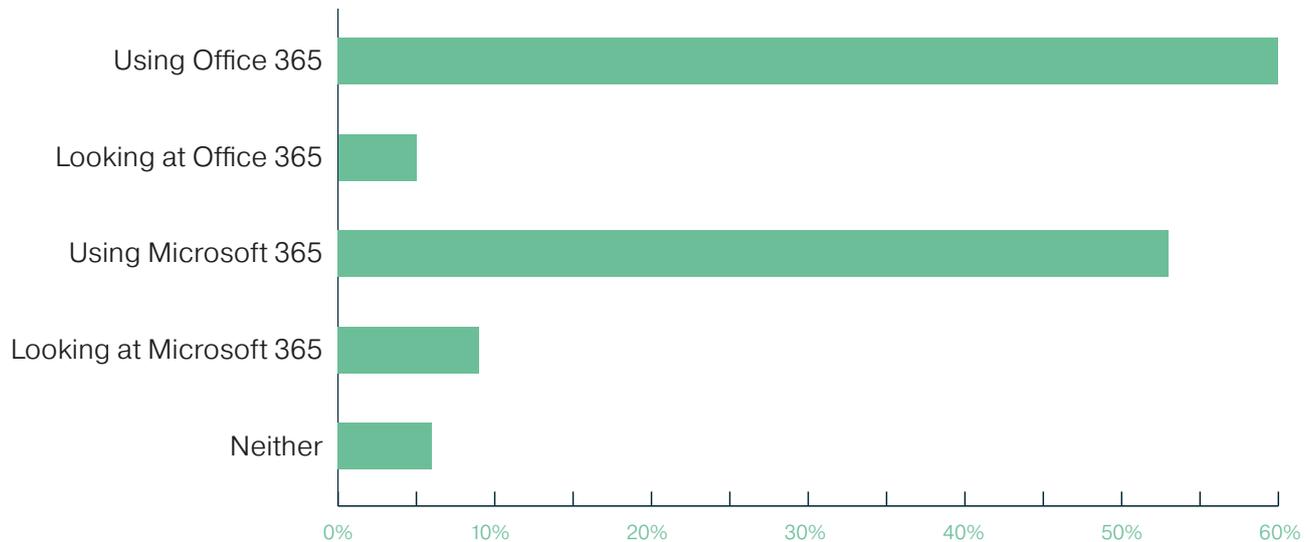
When you apply the findings from this question to trend data, you see that on-premises and hybrid environments are on the decline, and cloud is on the increase.

Organisations are trusting more of their environment to the cloud and accelerating the migration of more of their lines of business applications and data to the cloud.

In recent years, organisations have developed a steadfast understanding of the benefits that working in the cloud can offer, such as increased agility, resilience, and management. Unexpectedly, this resilience and agility has been tested in an unprecedented way throughout the COVID-19 pandemic.



Are you currently using/looking to migrate to any of the following suites?



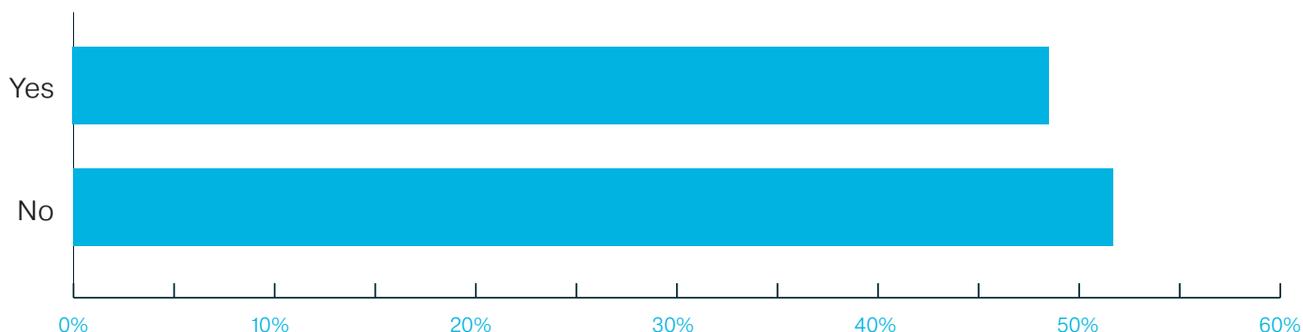
This trend data marries with what we are seeing across all of our customers. Fuelled by the need for people to work remotely there was a material increase in Office 365 users in the Spring 2020.

As organisations are now coming to terms with the fact that home working is here to stay, they are now looking at the wider Microsoft 365 portfolio and deploying additional products and services to help address their wider business issues, such as security, mobility, and end-user/device management.

In relation to cloud computing suites, Bob Manning, IT Technical Lead at Funds Library, comments, “Modern computing has provided us the ability to switch from office working to home working without any changes to our end user computing.”



If using Office 365, do you backup this application?



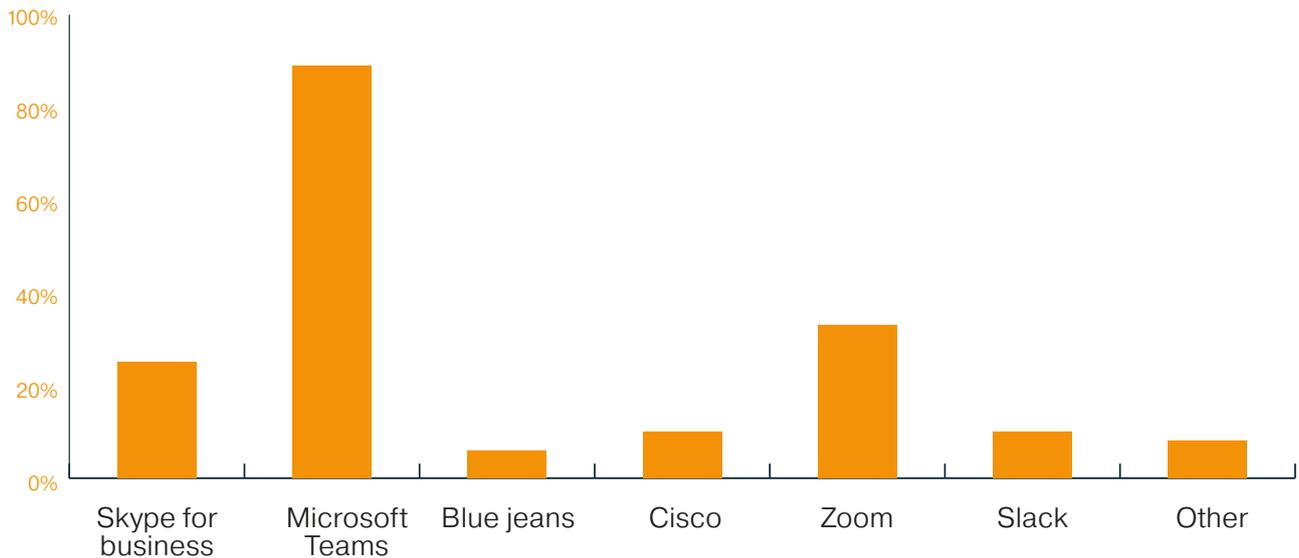
These findings are quite concerning as while Office 365 offers some backup capability, Microsoft operate a shared responsibility model, whereby they accept responsibility for the availability of their platform and services, but the security and availability of the data residing in them is the responsibility of their customers.

This is why most organisations layer third party security and backup tools around their Office 365 environment. This “onion” approach provides an additional level of confidence that should their Office 365 environment be compromised, they can recover from it quickly and maintain acceptable levels of business continuity.

Leo Cunningham, Head of InfoSec at Zonal Retail Data Systems comments, “backups are a must, as with data classification and protection.”



Which application does your business use for collaborating?



If this question were asked at the start of the first lockdown the results would have been very different as back then many more organisations adopted Zoom as their go-to video collaboration tool.

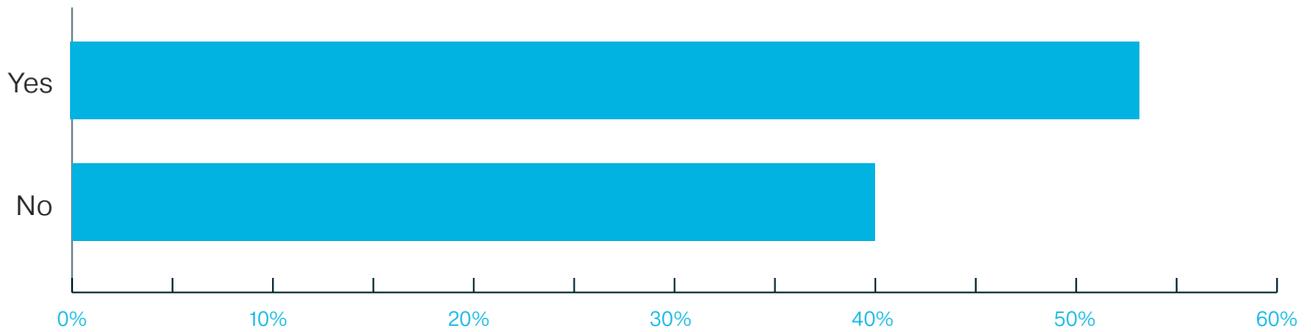
Zoom is easy to deploy, hence its popularity, however, organisations have now had time to review the security and Data-Loss implications of Zoom and are mandating Teams as the only supported corporate platform. Teams integration with Active Directory, together with the layers of security organisations have added to their Microsoft environment, has enabled colleagues to collaborate more freely and with greater confidence.

While Teams is broadly secure, organisations need to be giving due care and consideration to the data residing in their Teams environment and the Governance of it.

Specifically, they need to be confident that data cannot be readily lost or deleted, or that confidential information is not accidentally or intentionally shared during video calls or file-collaboration spaces. Having a robust backup strategy is also key to ensuring any Teams environment is able to be fully recovered if and when needed.

When reviewing collaboration tools, Chris Sleep, Information Security Manager at the Natural History Museum, comments, "Consider carefully which applications staff need to use to carry out their function, and how to effectively enable secure remote access."

Are you considering Microsoft Teams Voice to unify your desktop & phone systems?



Unified communications has been a topic of discussion for many years, however, in most cases it is still very much a “work in progress” project. The mass adoption of Teams has accelerated the need for organisations to simplify and unify their collaboration and communication systems under the umbrella of Microsoft 365.

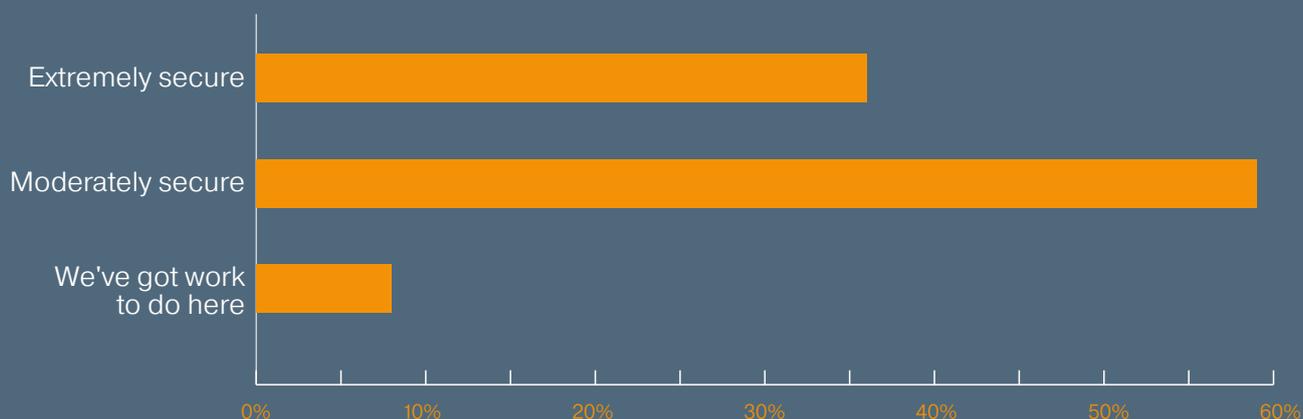
Microsoft now makes it really easy for organisations to add “Voice” and a calling plan to their agreement, making it easy to adopt, easy to budget for, and easy to manage.

Before selecting your Teams calling package, consider your options carefully.

Before committing to a telephony package, consider your options carefully. Peter Wilson, Systems Administrator at M&C Saatchi advises, “make sure you perform a full due diligence check to find out what you actually need and then find the best fit for your organisation. Don’t just go for the platform that provides the nicest features, pay attention to the user experience and ease of support”.



How would you describe your current security environment?



Cyber criminals only need to be right once, whereas security teams need to be right 100% of the time. It is for this reason that many organisations are taking a layered approach to security. In most cases several complementary and overlapping technologies are being deployed to ensure the highest level of security, however, technology alone is not the answer to a truly secure environment.

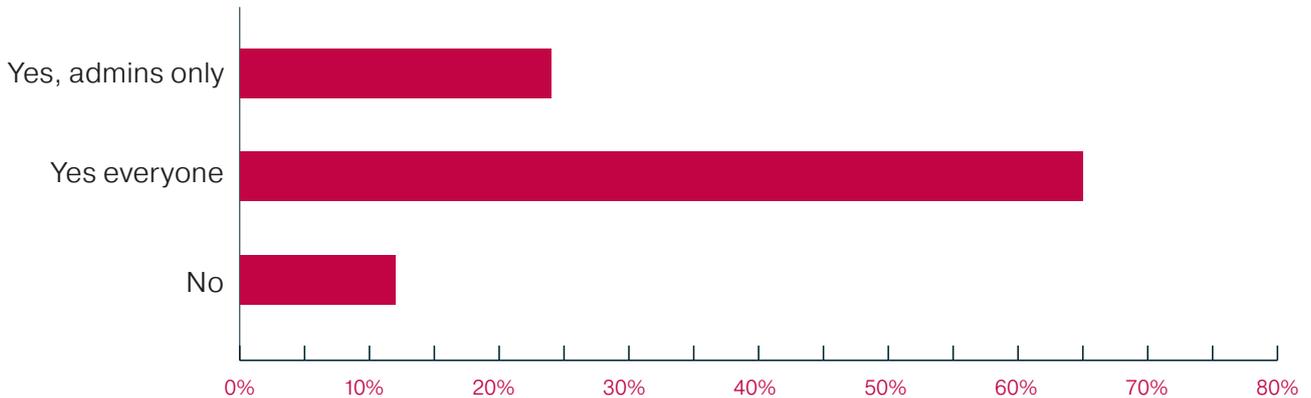
Employees provide the last line of defence in any security strategy, as such they need to be sufficiently and regularly trained to ensure they are fully aware of all the techniques cyber criminals are using to mount sophisticated attacks.

Such attacks include their ability to penetrate defences, impersonate senior employees, and extract money, IP, and confidential data from organisations. They are also using alternative characters (mainly Russian) to create fake domains that at a glance look like the original. Employees are then being blindsided and sharing financial and sensitive credentials without due consideration.

Organisations looking to implement a secure enterprise-grade environment need to give thought to every attack vector cyber criminals use, including people, processes, and technology. Bytes offer a service to help organisations with this exercise and can also provide recommendations on what organisations should be doing to protect themselves.

When it comes to managing and maintaining a secure environment, Richard Bradley, Desktop Management at Hillside Technology recommends that organisations “keep patching and products up-to-date on both end points and servers. Keep abreast of security threats, vulnerabilities, and risks, to ensure that you mitigate before you are hit, as early as possible”.

Have you implemented Multi Factor Authentication?



MFA is an effective means to help lock down systems and provide employees with an altogether-better “single sign on” experience. However, for MFA to be as effective as it can be, it’s advisable to set rules based on the role, seniority, and department of the employee. This way, employees can each be given a risk profile and be given access rights that are in line with it.

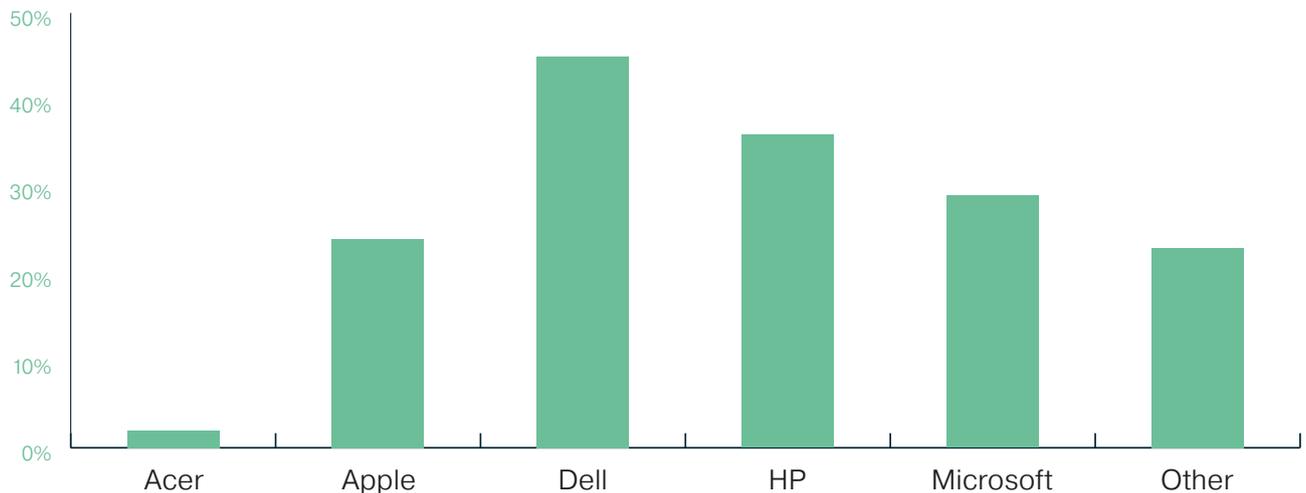
This approach will mean that more senior employees will have access to more systems and more sensitive data than other employees.

There are many MFA solutions on the market so it’s advisable to think of the ultimate employee experience, and map the solution to it. Organisations will also need to balance the need for security, with the need for ease-of-access, and speed.

Bytes can help with this persona-based work to help ensure the desired outcome and experience is achieved.



What is your favoured brand of hardware devices?



Hardware vendors are sometimes in favour, and sometimes not. Some organisations prefer HP over Dell, and some the exact opposite.

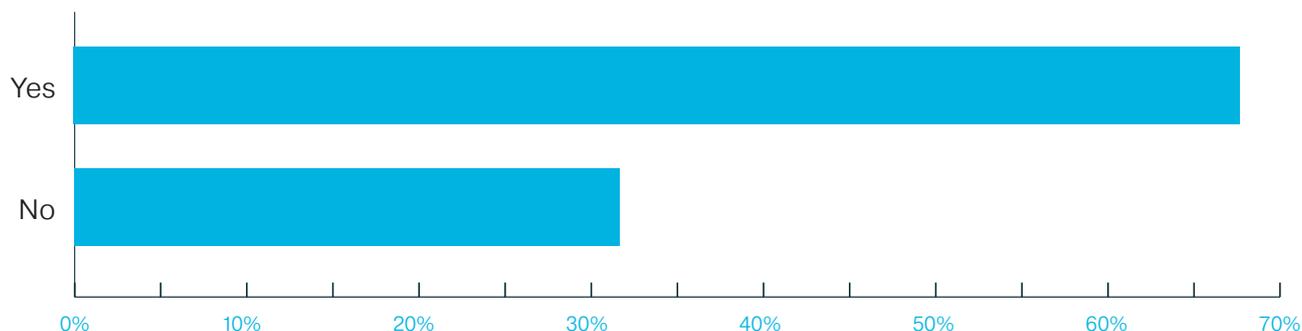
While a vendor will sometimes be ahead, and sometimes be behind, what we are seeing is that hardware purchasing decisions are starting to be dictated by other metrics, such as the ability for the hardware to integrate seamlessly with systems such as Autopilot.

Organisations are therefore putting less emphasis on the vendor, and more on the ability for the hardware to integrate into the broader IT strategy.

Cash efficient options, such as “Device as a Service” are also playing a bigger role in the vendor selection process, so vendors that are able to offer a compelling all-up solution are the ones being shortlisted for adoption.



Specifically, is the Microsoft Surface device something you are looking to use more?



Microsoft have made material investment and inroads into the client device market. Their success is partly to do with their hardware engineering and partly to do with the integration of their software.

What is lesser known, is that in the design of the latest range of surface devices, which today includes tablets, laptops, and large interactive boards (“The Hub”), Microsoft brought together their hardware engineers and software engineers and located them next to each other in the office.

The result was a much more sophisticated “Better Together” approach that enabled the

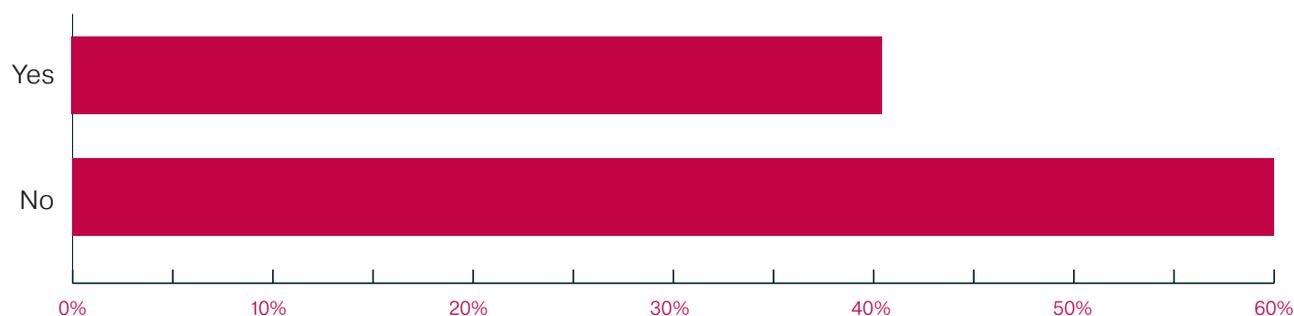
hardware engineers to uniquely design and manufacture the devices so they maximise the capability of the software.

Microsoft refer to this concept as “Silicon to Cloud” and state that this joined-up approach enables a more seamless “zero touch” capability when deploying devices to employees.

The un-boxing experience is high on Microsoft’s list of priorities and with the likes of Autopilot, they are able to simplify the process and reduce the time it takes to set up the new hardware and deploy the relevant configuration and application environment.



If we said you could lease your machines with a managed service for less than you currently pay just for the device costs, would you like to know more?



Device-as-a-Service (or DaaS as its commonly referred to) has been growing in popularity for several years now, however this year has seen a material increase in its popularity as a commercial and managed service model.

While liquidity and prudent cash management remains a core focus for most organisations, anything that helps solidify the cash position is being considered.

Acquiring devices on a lease (or pure rental) basis is becoming a lot more common as this approach allows organisations to provide the right equipment for each of their employee personas with no initial capital outlay.

Furthermore, due to the maturity of the market, the monthly payment organisations make via a DaaS agreement, are in most cases less than the depreciation value, so organisations can get more for their investment.

When you start layering on additional services such as pre-dispatch configuration and/or Autopilot services, plus installation, remote monitoring and management of the BIOS and OS, remote management of the application environment, warranty services, and end of life management (certified forensic wipe and/or destruction), organisations are able to focus their internal resources on other matters, and leave the management of their devices and digital workspace to organisations like Bytes.

Bytes Managed Workspace will ensure you overcome the challenges of device management. This pay monthly service, supporting all devices running Windows 7 or 10, will equip your users with a workspace that suits their role, complies with company policies and delivers a better user experience. Whatever your business needs – we have you covered.

How Bytes can help you with Microsoft 365

To help you plan, migrate and advance your Microsoft 365 environment, we have developed 4 online workshops – each designed to help you achieve a different outcome.

 <p>Teamwork & Productivity</p>	<p>How to make the most of Microsoft 365 for driving collaboration across your organisation, partners, suppliers and customers. Providing a high-level strategy and pathway to adopt or extend Microsoft 365 across the business.</p>	<p>Topics covered:</p> <ul style="list-style-type: none">• Teams• SharePoint• Stream• Forms• Planner• Business Voice
 <p>Remote & Flexible Working</p>	<p>Access the services & applications your organisation requires from any device with the right tools for home worker productivity.</p>	<p>Topics covered:</p> <ul style="list-style-type: none">• Meet & collaborate from home• Applications available on any device• Publish secure desktops or remote apps with Windows Virtual Desktop• Enable cloud identities with single sign-on and self-service password reset• Secure, remote access to Microsoft Teams• Enforce endpoint protection policies to protect sensitive information
 <p>Business Automation</p>	<p>Hands on demo of how Microsoft Power Platform can transform the efficiency of your business through agile, customised workflows & applications</p>	<p>that streamline new or existing business processes</p> <ul style="list-style-type: none">• Customer business applications & automated connected workflows with Power Apps & Power Automate• Existing pain points, modernise highly customised workflows and connect silos
 <p>Governance & Security</p>	<p>High-level Cyber-Security Architecture Roadmap that will align the capabilities & technologies within the Microsoft stack to the security areas most pertinent to you.</p>	<p>Topics covered:</p> <ul style="list-style-type: none">• Identity Management incl. SSO, MFA & Conditional Access• Endpoint Management & Protection incl. Bitlocker and Defender ATP• Data Protection incl. Azure Information Protection & Cloud App Security• Core Azure Infrastructure Firewalls• Management & Reporting Incl. Azure Sentinel & Security Center

Each of our tailored one-day online workshops will give your team clear advice on the technology, migration options and cost optimisation principles. The aforementioned workshops form part of our broader Reshape IT programme.

Whether you need help with your journey to a Microsoft 365-powered modern workplace, or to Microsoft Azure, our Reshape IT programme is designed to help empower your people to be

productive and feel connected wherever they work.

By participating in the programme you will receive specialist guidance from our solution experts, in addition to benefiting from best-in-class productivity and collaboration apps, intelligent cloud services, and powerful device management and security.

For more information, contact us today or [visit Reshape IT now.](#)

About Bytes



Bytes provides leading insights, expertise and practical help to over 3,600 organisations nationwide. We enable effective and cost-efficient technology sourcing, adoption, security and management of software, hardware and cloud services.

Our UK business began in 1982 and has grown profitably each year to reach a turnover in excess of £500m, making us one of the largest software services and solutions businesses in the country.

The most important aspect of our business is our people. We value initiative, teamwork and

achievement. Together, we focus on providing the highest levels of service so we can deliver our ultimate goal – customer satisfaction and success.

Our customers include leading brands across retail, media, finance, manufacturing, legal, healthcare and the public sector.

We work closely with the majority of IT vendors and are delighted to regularly receive honours from them in addition to being named a Sunday Times Best Company to Work For 2020.



To understand how Bytes can help you, get in touch and start a conversation today.



UK Head Office

Bytes House
Randalls Way
Leatherhead
Surrey
KT22 7TW

T 01372 418 500
E tellmemore@bytes.co.uk
W www.bytes.co.uk