CROFT

BESPOKE BY DESIGN

Modern
Workplace

Managed IT Services
and Support

Communications
and Connectivity

Business Mobile
Services

Modern Workplace

The nature of work has changed. Employees expect to work securely from anywhere, on any device, and they put a high premium on work that enriches and fulfils them.

When their productivity tools enhance the quality and effectiveness of their work experience, employees are happier, more valuable, and more likely to stay. Companies need to provide that empowerment, but they also need to protect vital IT assets.

Modern Workplace has been designed to bring together the best cloud services and learning resources, to transform your employees' digital experience of working for your company.

Our goal is empowering staff productivity and satisfaction, while maintaining the security and integrity of systems and data.

As a single solution, **Modern Workplace** ensures every user device is secure, compliant, and connected to your key resources and our service desk. With easy access to expert knowledge, and key learning resources.

Multiple service offerings and software have been simplified into a per user pricing model to keep invoicing simple and understandable.

Modern Workplace
Secure Modern Workplace

Key features include:

Cloud environment

Online training platform for Microsoft 365

Security and compliance baselines

Helpdesk support and system administration

Enhanced internet security*

Security awareness training*

Secure remote work and work from home ready

Cloud management of users, apps and devices (MDM)

Desktop security – encryption, enterprise AV, patching

Cloud backup for email, SharePoint, OneDrive, Teams

Enhanced email security*

Zero Trust Suite**

Scheduled IT review sessions

* Essentials and above
** Security Plus only

Modern Workplace Tiers

Each Modern Workplace tier builds upon the last.

Foundation

- 365 Business Premium
- Device Management
- 365 Backup
- Endpoint Security Baselines
- User Security Baselines
- 365 Security Baselines
- 365 Training Portal
- Helpdesk Support

Essentials*

- 365 Business Premium
- Device Management
- 365 Backup
- Endpoint Security Baselines
- User Security Baselines
- 365 Security Baselines
- 365 Training Portal
- Helpdesk Support
- Security Awareness Training
- Email Security
- Web Security

Security Plus

- 365 Business Premium
- Device Management
- 365 Backup
- Endpoint Security Baselines
- User Security Baselines
- 365 Security Baselines
- 365 Training Portal
- Helpdesk Support
- Security Awareness Training
- Email Security
- Web Security
- Zero Trust Suite

*Recommended minimum level if business has remote workers

Modern Workplace
Focus on Creating a Secure Modern Workplace

Croft has built a focussed approach to IT in the modern workplace. Our goal is to ensure our customers get the maximum value from their investment in technology by ensuring that your users and data stay secure whilst being able to fully utilise modern communication and collaboration tools.

Focus 1

Leveraging Cloud Technology

Business can become more productive through digital transformation into cloud services.

Microsoft 365 is the cloud-first platform for all the ways people work today – whenever, wherever, however. Simply put, it's a better way to work. Croft are committed to helping our customers leverage the full range of services included in Microsoft 365 and moving businesses to a cloud only model that increases productivity, proficiency, and agility.

The wide range of 365 licenses can be complicated to understand so we take care of all 365 licensing as part of your service.

In addition, our service leverages cloud technologies that compliment Microsoft 365 to enhance your investment in IT. These include security, compliance, backup, training, productivity, management, and support.

Focus 2

Training and Adoption

Modern workplace provides businesses with new, more efficient ways of communicating and collaborating with colleagues both inside and outside the organisation. It's an exciting time for staff as the way they work is reinvented, allowing them to get more done in less time and focus on what's important in their day.

However, a critical step which is all too often overlooked is training. Without training, new tools will be pushed to the side in favour of the familiar yet inefficient tools they are comfortable with. In order to feel confident with and make use of the new tools at their fingertips staff must be trained with the basic skills to utilise them.

We provide an online training platform that engages your users from every angle with content available at their fingertips. Skill paths provide personalised learning according to the job role and skill sets of your users.

Focus 3

Security and Compliance

Security is not an add-on, it's included. A safe, secure environment ensures that company data stays protected in the cloud and minimises the risk of cyber attacks against your organisation. Companies continue to be targeted by cyber attacks including phishing, malware, ransomware, viruses, supply chain attacks, social engineering and the list goes on.

Our goal is to ensure that you can focus on running your business, whilst reducing the risk of downtime and security threats.

Focus 4

Service and Support

To ensure that your staff make best use of the cloud we provide you with unrestricted access to our support experts to assist with technical issues, general questions or basic instructions to get things done. Perhaps it's as simple as how to share a calendar or something as complex as a computer failure.

With our tech support, you can breeze through the technical challenges and increase your productivity.

Focus 5

Hardware

Modern hardware ensures a great user experience, increases reliability, enhances security and simplifies support.

Desktops, Laptops and Mobile Devices

The basis of your users' experience using technology and the level of security for your data. They should be:

- Up-to-date
- Capable of meeting the user's requirements
- Secure

Working with Microsoft technologies we want to help our customers eliminate passwords for users who can use alternative authentication methods such as two-factor authentication and Windows Hello.

Laptops compatible with Window Hello allow users to authenticate using biometrics, such as facial recognition or finger print reader so there is no need to enter a password.

These technologies are phishing resistant, the information that identifies you never leaves your device and they require user interaction. Moving to phishing resistant authentication is important as industry analysts indicate that 90% of security breaches start from a successful phishing campaign.

Networking and WiFi

Users working from an office location require reliable and fast connectivity. When issues arise they need to be addressed quickly as it impacts multiple users.

We have carefully selected a range networking hardware that utilise cloud technologies to speed up deployment, support, diagnostics and upgrades.

The use of cloud managed networking reduces the need for onsite visits to rectify failures. Hardware can be upgraded remotely to address bugs and security issues and can be scheduled to avoid disruption to end users.

Built on Microsoft 365 Business Premium

Modern Workplace includes Microsoft 365 Business Premium a robust solution for enhancing productivity, ensuring security, and managing business operations efficiently. Microsoft 365 Business Premium provides a number of benefits over Microsoft 365 Business Standard including: Comprehensive Productivity Tools, Advanced Security Features and Device and Data Management.

Do More with Microsoft 365 Apps
Get the latest features and capabilities with fully installed and always up-to-date versions of Outlook, Word, Excel, PowerPoint for Windows or Mac, OneNote (features vary), and Access and Publisher (PC only).

Use 1 TB Cloud Storage Per User
Edit and share documents, photos, and other files from anywhere on all your devices with 1 TB of OneDrive cloud storage.

Get Email and Calendaring
Use enterprise-grade email through Outlook with a 50 GB mailbox per user and send attachments of up to 150 MB.

Collaborate with Instant Messaging and Online Meetings
Get your team on the same page using group chat, online meetings, calling, and web conferencing with Microsoft Teams.

Streamline Appointment Sheduling with Customers and Partners
Simplify how customers schedule and manage appointments with Microsoft Bookings. Provide your customers with an easy-to-navigate webpage where they can find and book appointments around the clock.

Video Editing Tools
Create and share professional-looking videos with Microsoft Clipchamp.

Defend Against Cyberthreats

Activate Microsoft Defender for Office 365 to help guard against viruses, spam, unsafe attachments, suspicious links, and phishing attacks.

Manage Mobile Devices, Tablets, and Computers

Apply security policies to help protect work data on company-owned and employee devices. Keep company data within approved apps. Remove business data from lost or stolen devices with Microsoft Intune.

Enable Secure Remote Access and Protect Identity

Help employees securely access business apps wherever they work with conditional access. Safeguard against password loss or theft with advanced multifactor authentication.

Help Protect Business Data

Encrypt emails and discover, classify, and label sensitive data. Help prevent risky or unauthorised use of business data with Microsoft Purview Information Protection. Enable auto-expanding archiving.

Get Enterprise-grade Endpoint Security with Microsoft Defender for Business

Increase protection against sophisticated ransomware attacks across devices – Windows, macOS, Android, and iOS – with next-generation antivirus, endpoint detection, and response.

Organise Projects and Ideas

Think, plan, and create together in collaborative workspaces with Microsoft Loop.

Microsoft 365 Business Premium
Apps and Services Included

Word	Excel	PowerPoint	Outlook	Teams	OneDrive	SharePoint
Exchange	Clipchamp	Microsoft Loop	Intune	Microsoft Purview	Defender	Entra ID

Business Premium provides additional management and security enhancements compared to Business Standard.

Modern Workplace
Training Platform for Microsoft 365

Training and adoption is one of the key elements in a modern workplace. Traditional training methods involve lengthy, pre-planned training sessions which often take a full day to complete.

In a modern workplace, learning is an on-going journey and training should be there to support users along the way. That's why we've partnered with Brainstorm to include Quickhelp in **Modern Workplace.**

Quickhelp is an online training platform designed specifically for Microsoft 365. It provides online training materials for all products in the Microsoft 365 suite in an easy to use format such as short 1 – 2 minute videos that users can consume at their own pace.

Quickhelp drives adoption of 365 enabling organisation initiatives, for example powering your remote workforce, going paperless, reducing travel all require your team to be efficient in collaboration tools.

Using Quickhelp, staff can be quickly trained on modern tools such as Microsoft Teams and SharePoint without the pressures and time commitment of classroom style learning.

Organisations can empower their staff to be more proficient and better utilise the software tools you are already working with.

Modern Workplace
Security and Compliance

We include Endpoint Security Software in all tiers of our support which includes:

Go beyond traditional antivirus with enterprise-grade protection and vulnerability management for your Windows, macOS, iOS, and Android™ devices.
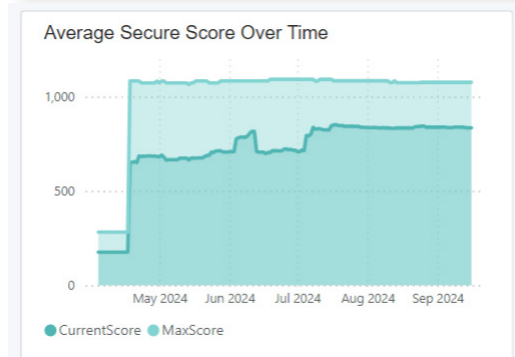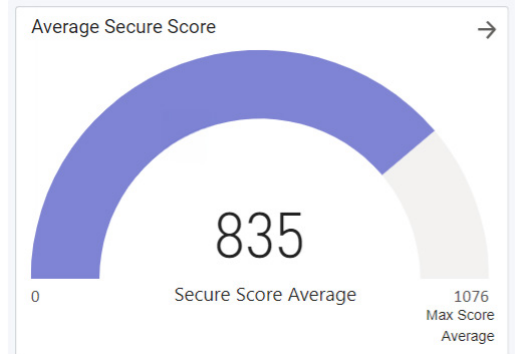
Automatically detect and respond to cyberthreats with AI-powered endpoint protection for all your devices – whether working in the office or remotely.

Our Modern Workplace service includes powerful automation tools that enable us to assess and apply standardised security and compliance baselines to Devices, Users and Microsoft 365 Applications. The result is an increased security posture and capability to continuously assess and apply new security features as they become available.

Modern Workplace
Support from Croft

Customer Service

Great customer service is one our missions at Croft and we go to great lengths to ensure we deliver. Our helpdesk team has been carefully curated with personalities who are eager to help. We hire on personality and train on technology to ensure that our clients receive the type of service they want to tell their friends about.

Customer satisfaction is tracked and we respond to every piece of negative feedback.

Helpdesk

To thrive in a modern world, organisations need access to great support for when things go wrong.

Modern Workplace provides everyone in your organisation with unrestricted access to our helpdesk during business hours (9.00am – 5:30pm).

Support can be accessed via a web portal, email and telephone and is backed by a service level agreement (SLA).

In a crowded market we differentiate ourselves in 5 key ways:

Provision of user centric cloud first services

Driving user productivity with innovative software

Commitment to continuous improvement

Valuing customer feedback

M365 Specialisation in Microsoft 365

Modern Workplace
Project Scope

Task	Details
Technology Audit	Audit of existing technology including computers, tablets, smartphones, network equipment, software, cloud service(s), and users (telephone system if relevant). Information is documented and includes network diagram and essential information.
Email Migration	Migration of email, calendar, contacts from current email system to Microsoft 365. See email migration section for details.
Desktop Security Enhancements	• Join all PCs to Microsoft 365 Cloud (Azure AD) • Update Windows PCs to latest Windows 10/11 version • Update Apple Mac computers to latest MacOS version • Upgrade Windows Home PCs to Windows Pro (if required) • Migrate users from local accounts to cloud accounts • Remove old/unused login accounts • Remove desktop administrative rights for users • Enable hard disk encryption, secure boot and backup encryption keys • Standardise PC deployment (Autopilot)
Cloud Security and Compliance Enhancements	• Email spam and malware protection • Enable auditing features in Microsoft 365 • Enable device compliance policies • Enable device management policies • Enable cloud backup • Advanced email phishing protection*
End User Security Enhancements	**Enable and configure user security features including:** • Multi-factor authentication • Multi-factor authentication – IP whitelisting • Configure country login restrictions • Force file save to OneDrive/SharePoint • Enable desktop and my documents sync to OneDrive • Enable Windows auto-lock policy • Enrol devices in Intune device management (PC/Mac/Smartphone/Tablet) **Assist end users with**: • Reconfiguring and enrolling devices to access email and files • Setup of authenticator app for multi-factor authentication

Task	Details
Internet Security Enhancements*	• Enable web threat protection • Enable web content filtering • Enable Safe Search for common search engines • Block non-business messaging apps • Block non-business file sharing apps
Email Security Enhancements*	• Enable anti-phishing protection • Enable end user real-time contextual banners • Enable email link protection
Reducing Human Risk*	• Enrol users in regular security awareness training (short videos and interactive content via email) • Configure ongoing phishing simulation
Modern Workplace FastTrack	• Consultation to review any existing shared files and determine ideal structure for Teams environment • Build structure and migrate files into Teams • Training session to ensure smooth transition to Teams with minimal stress and give staff an opportunity to ask questions • Review and implementation of productivity tools in Microsoft 365 platform in addition to Microsoft Teams
Strategy Review	Scheduled review to ensure that your organisation continues to adopt and benefit from the growing number of productivity tools in the Microsoft 365 platform.

* Essentials and above
** Security Plus only

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