

Office 365: Tools for the Modern Workplace





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Office 365: Tools for the Modern Workplace

The modern workplace is no longer tied down to physical locations. Employees now use advanced collaborative software, often on their own devices, to communicate more effectively with their clients and colleagues. In fact, according to a recent study conducted by Forbes, nearly one-third of the current workforce will be hired to work remotely by 2020.

The innovations driven by Microsoft's Cloud-first, mobile-first vision has made Office 365 the ultimate productivity platform for the modern workplace.

If your goal is to create an environment where employees can utilize highly reliable platforms for exchanging ideas, having conversations, collaborating, and doing their best work, then Office 365 may be an ideal solution.



What Exactly is Office 365 & How Does it Differ from Office?

Office 365 is a subscription service that includes access to Microsoft Office applications, as well as other productivity services that are enabled over the Cloud. Office 365 Business Plans include services such as Skype for Business web conferencing, Exchange Online hosted email for business and additional online storage with OneDrive for Business.

Many Office 365 plans also include the desktop version of the latest Office applications, which users can install across multiple computers and devices. With an active Office 365 subscription that includes the desktop version of Office, you always have the most up-to-date version of the applications.

Office vs. Office 365

Here's the main difference: Office 2016 is the traditional Microsoft Office product, sold for a one-time, up-front fee. You pay once to buy a version of Office that you can install on a single PC or Mac and use for as long as you like. There's no expiration date. Office 365, on the other hand, is a subscription service. Rather than paying an up-front price, you pay a monthly or yearly fee, and get access to the latest version of Office and online apps for as long as you pay the fee. Office 365 includes both locally installed and web versions of the most common apps. Traditional Office is only locally installed software.



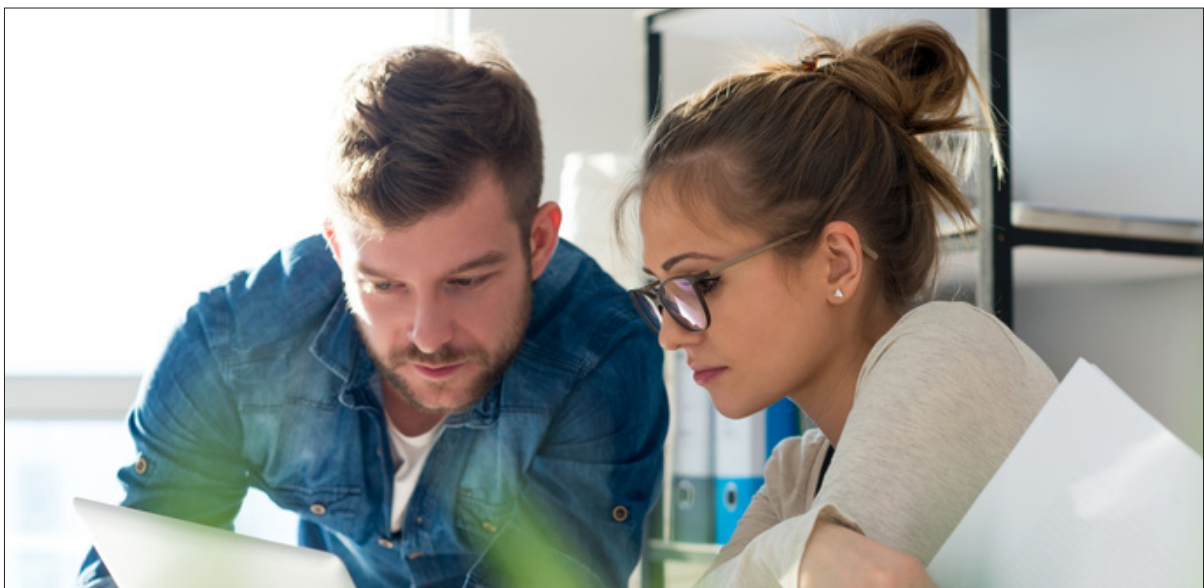
Most Common Office 365 Subscription Plans: Government, Education, Enterprise & Business

Office 365 offers different packages for different industries, specially combined with apps and services to give the best to your organization.

Here's how Office 365 can work for the most common individual industries:

Government

Government plans are designed to have Office 365 fit their needs, all while meeting U.S. compliance and security standards. All Office 365 Government Community packages can inform and engage in the intranet on SharePoint. Office 365 Government Community G3 and Office 365 Government Community G5 include the apps Word, Excel, PowerPoint, OneNote, and Outlook both for web and desktop versions, as well as Publisher and Access, only for PC. The Office 365 Government Community G1 is a web based platform with no official apps, just the web versions. All the packages include Exchange, OneDrive, Skype for Business and SharePoint as services.



Education

Office 365 made special apps and services just for their education packages. These packages include features ideal for schools, both students and faculty, such as being able to sustain an unlimited number of users.

Office 365 A1, the most basic of the options, offers only OneNote as a desktop application. The others, Outlook, Excel, Word, and PowerPoint, are only available as web versions. Services include Exchange, OneDrive, SharePoint, Skype for Business, Teams, Sway, Forms, Stream, Flow, PowerApps, and School Data Sync. The more advanced versions, Office 365 A3 and Office 365 A5, have all the same applications in both web and desktop versions, as well as Publisher and Access for desktops. Similarly, the services are the same with the addition of Power BI in Office 365 A5. Office 365 A1 is a free tool to both faculty and students, while free trials are available for Office 365 A3 and A5.



Enterprise

Enterprise offers the most options and differences between each package. The biggest difference between Enterprise and Business is that Enterprise is made to handle a larger number of users, where Business would focus on smaller or home businesses.

ProPlus carries as many applications as the more advanced versions, but does not include business email. Applications include Outlook, Word, Excel, PowerPoint, Business web conferencing, Exchange Online hosted email for business, and OneDrive is the only service included in this package. Adversely, Office 365 Enterprise E1 doesn't include any applications, but does have a multitude of services such as Exchange, OneDrive, SharePoint, Skype for Business, Teams, and Yammer. Office 365 Enterprise E3 and Office 365 Enterprise E5 have the same applications as ProPlus and the same services as Office 365 Enterprise E1, with the addition of Power BI Pro in the services of E5. Office 365 Enterprise E3 and E5 both have free trials available.



Business

Office 365 Business offers packages like Enterprise but on a smaller business budget. The lesser two packages offer free trial versions, and all packages have two different pricing options: annually or monthly.

Office 365 Business Essentials does not include any applications aside from the web versions of Outlook, Word, Excel, and PowerPoint. Their services include Exchange, SharePoint, OneDrive, Skype for Business, Teams, and Yammer. Office 365 Business offers Outlook, Word, Excel, PowerPoint, OneNote, and Access for desktop in applications, with OneDrive included in services. Office 365 Business Premium offers the same applications with many more services, including Exchange, SharePoint, OneDrive, Skype for Business, Teams, and Yammer.

Key Business Benefits of Office 365

Work Anywhere

One of the biggest advantages of Office 365 is the ability to work from anywhere with an Internet connection. Since it's entirely Cloud-based, you can access your email, files, and Office programs from any location, on any device. This is especially helpful for companies with remote employees, multiple locations, and companies with employees who travel often.

Collaborate Easily

Office 365's online services let teams share and edit documents, schedule meetings, and collaborate in real time. Everyone who needs to contribute to or edit a document (or spreadsheet, or presentation, etc), can work on the same version and get real-time changes, rather than having multiple versions that have to be combined. You can also share direct access to your files, rather than send files as attachments. This means people can make changes to one file rather than having multiple copies. Versioning is included, which would let you easily go back to older versions.

Always Have Access to the Latest Versions of Programs

With Office 365, you'll also have access to the latest versions of Office at no additional charge. You'll get the latest and greatest features without having to uninstall and reinstall Office on multiple machines. In addition, Microsoft is constantly making upgrades to features across programs, multiple

Built-In Security Features

One of the biggest misconceptions about the Cloud is that it's not safe. However, it isn't necessarily any more or less safe than an on-premise system. It's all in how you use it and what security measures you put in place. Office 365 has several built-in security features to keep your company's data safe, including encrypted email, data loss prevention, mobile device management, and Advanced Threat Analytics (ATA).

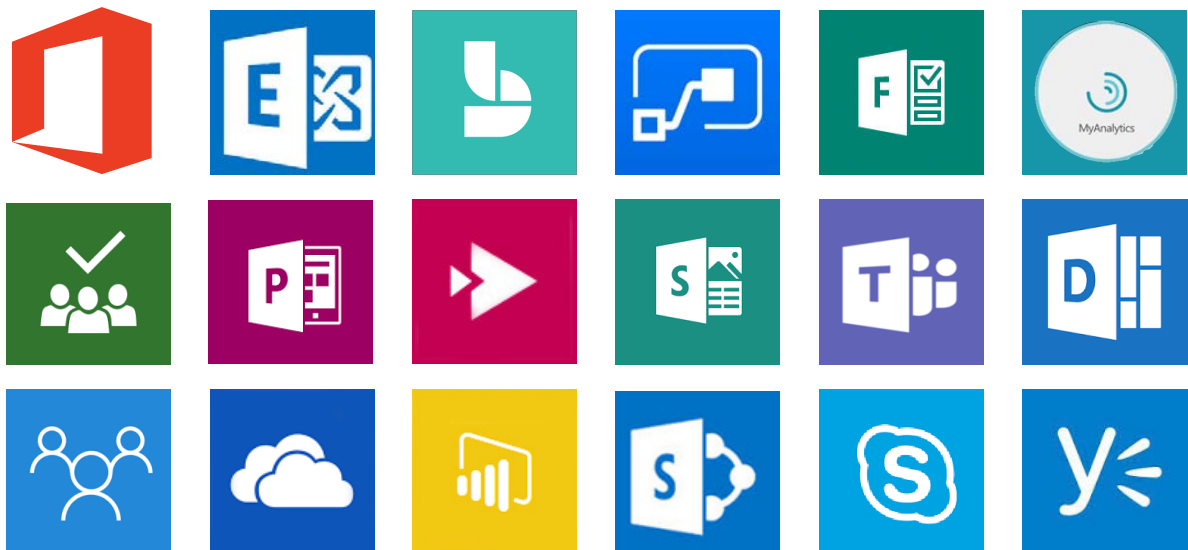


Office 365 Services, Apps & Features Explained

Beyond the traditional desktop and online applications within Office 365, such as Access, Excel, OneNote, Outlook, PowerPoint, and Word, there are several additional services, apps, and add-ons that you may not know even exist, let alone know how and why they may be valuable to you, your colleagues, and/or your business.

The goal of this eBook is to review a great majority of the available (non-traditional) Office 365 services, apps, and features, and give you a better understanding of how and why they're used. Hopefully, too, this information will help you decide whether you might be interested in acquiring any of these products for your organization.

Here's our list and description of some of the most popular Office 365 services, apps, and features. *Keep in mind that some of the products are only included in select subscription plans of Microsoft Office 365.*

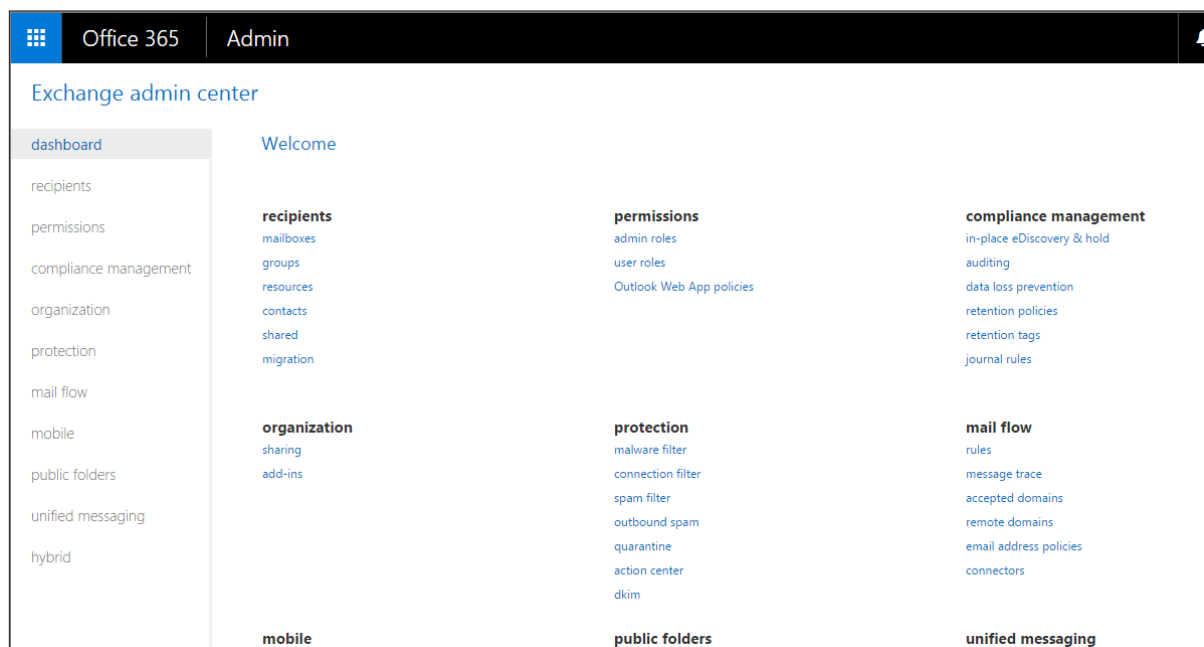


Exchange Online



Exchange Online is a hosted messaging application that provides organizations with access to the full-featured version of Exchange Server. It includes access to email, calendars, contacts, and tasks for any endpoint device.

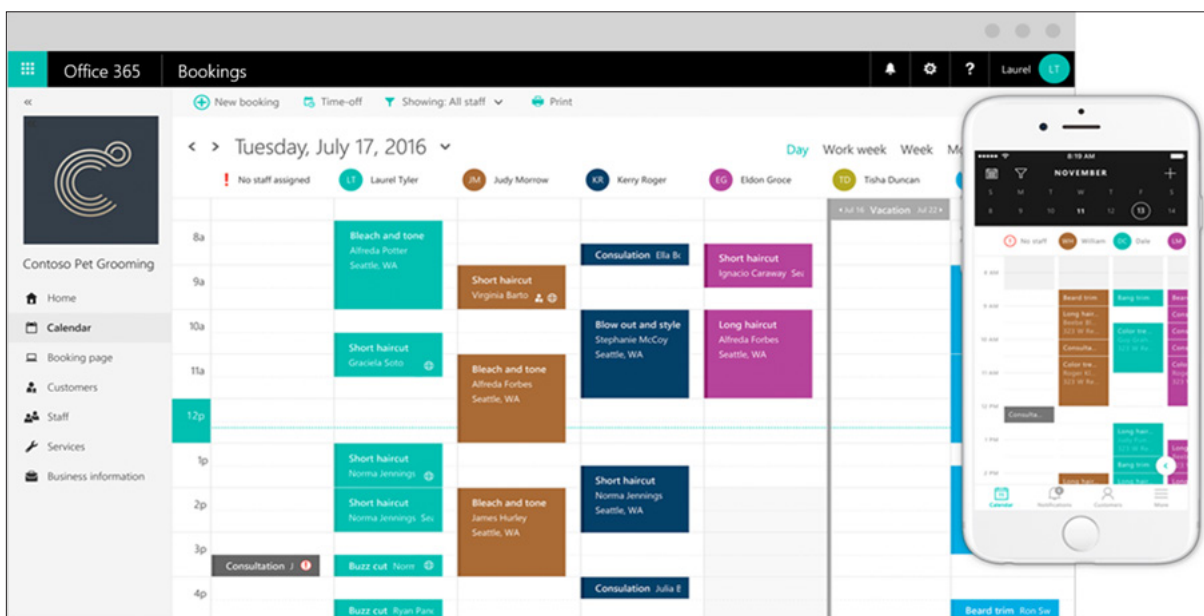
While giving organizations the tools to work smarter, Exchange Online also helps businesses protect information with advanced capabilities. Anti-malware and anti-spam filtering protect mailboxes. Data loss prevention capabilities prevent users from mistakenly sending sensitive information to unauthorized people. Globally redundant servers, premier disaster recovery capabilities, and a team of security experts monitoring Exchange Online around the clock safeguard your data.



Microsoft Bookings



Microsoft Bookings is an online and mobile app for small businesses that provide services to customers on an appointment basis. Need to contact a customer about an appointment or reschedule on the fly? With the Bookings mobile app, you have full access to your customer, staff, and calendar information where and when you need it. Use the app to email, call, or text customers or create a new appointment with a few taps.



Bookings gives your modern workforce a fast, easy alternative to time-consuming, frustrating phone-scheduling. An easy-to-set-up, customizable webpage lets your customers find available times and book appointments 24/7. You get a private calendar for managing your schedule and automatic confirmations and reminders that save time.

Microsoft Flow

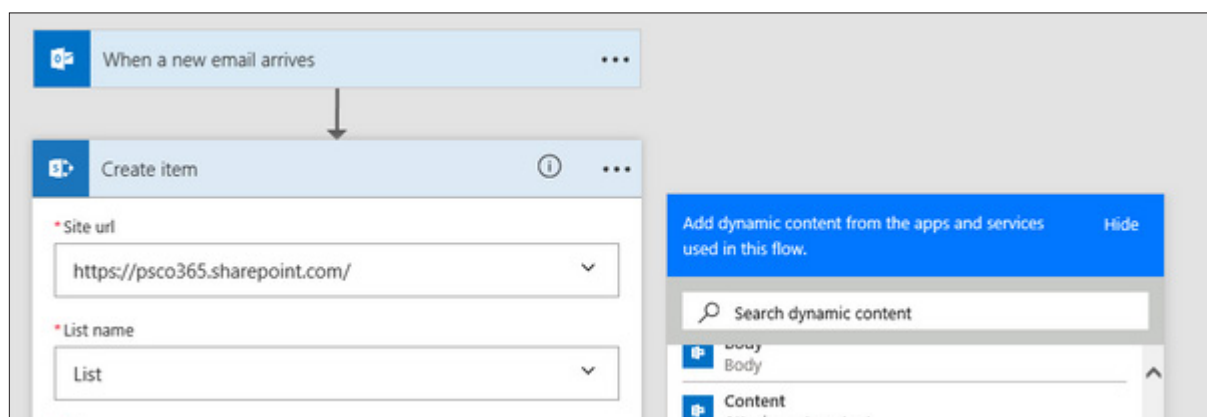


Microsoft Flow is a Cloud-based service that makes it practical and simple for line-of-business users to build workflows that automate time-consuming business tasks and processes it across applications and services. You can use Flow to connect email and IM alerts, synchronize files between applications, copy files from one service to another, collect data from one app and store it in another, and more.

Microsoft Flow has two distinct audiences:

- Line-of-business “Citizen Integrators” in enterprise organizations who partner with IT to move responsibility for business solutions closer to the business itself.
- IT decision makers who want to empower line-of-business partners to create their own solutions, so IT professionals and integration specialists can focus their expertise on more advanced integration tools, such as Azure Logic Apps.

Microsoft Flow is part of a powerful and adaptable business application platform that includes PowerApps, the Common Data Service, Dynamics 365, and Office 365. This platform allows you to create purpose-built solutions. Line-of-business users, who understand their business needs best, can easily analyze, compose, and streamline data and processes. Professional developers can easily extend the automation, analytics and apps line-of-business to leverage Azure services like Functions, App Service, and Logic Apps. API connectors, gateways and the Microsoft Common Data Service make it possible to get more value out of services or data already in use, either in the Cloud or on-premises.



Microsoft Forms

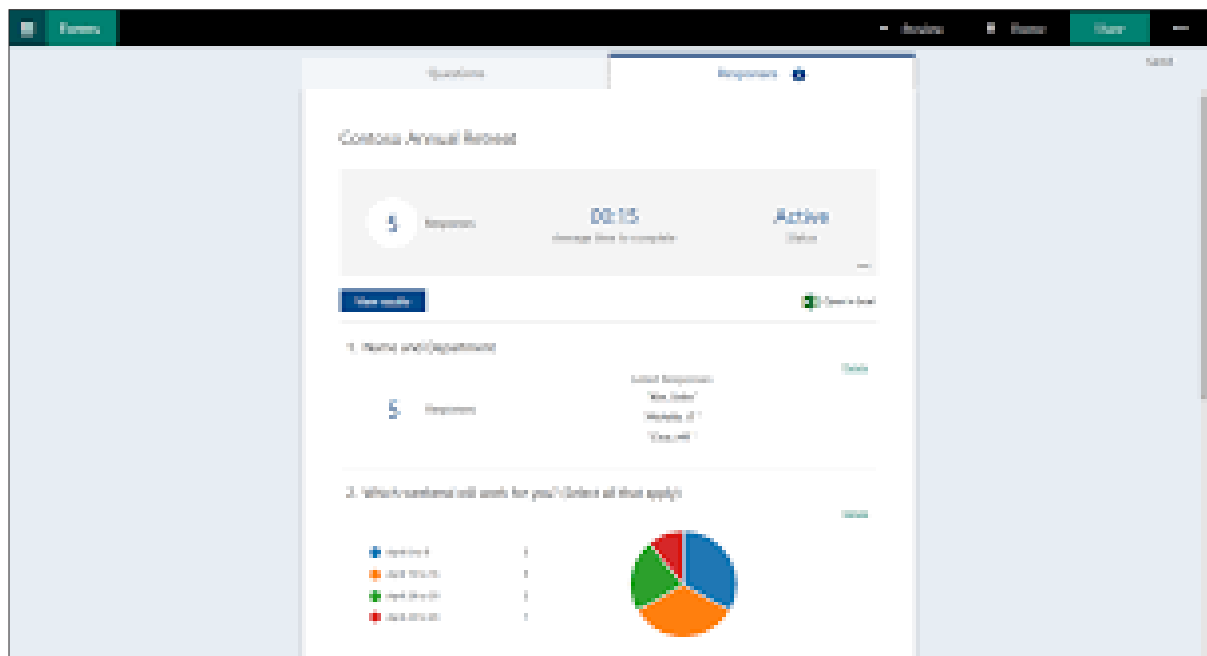


Microsoft Forms is part of Office 365 Education that allows you to quickly and easily create custom quizzes, surveys, questionnaires, registrations, and more. When you create a quiz or form, you can invite others to respond to it using any web browser, even on mobile devices.

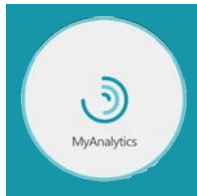
As results are submitted, you can use built-in analytics to evaluate responses. Data from Forms, such as quiz results, can be easily exported to Excel for additional analysis or grading.

While Microsoft Forms might seem like a replacement for Microsoft InfoPath 2013, a tool that was used to make forms for SharePoint sites, that's not how Microsoft views it. Microsoft Forms is used to create lightweight surveys and quizzes. Microsoft wants organizations to use SharePoint Lists, as well as Microsoft Flow and PowerApps, to create more traditional business forms and workflows.

While Microsoft Forms are basic, can be used in various ways. They can be embedded in a Sway or in a OneDrive for Business page, or they can be inserted into OneNote Online or Excel Online pages.

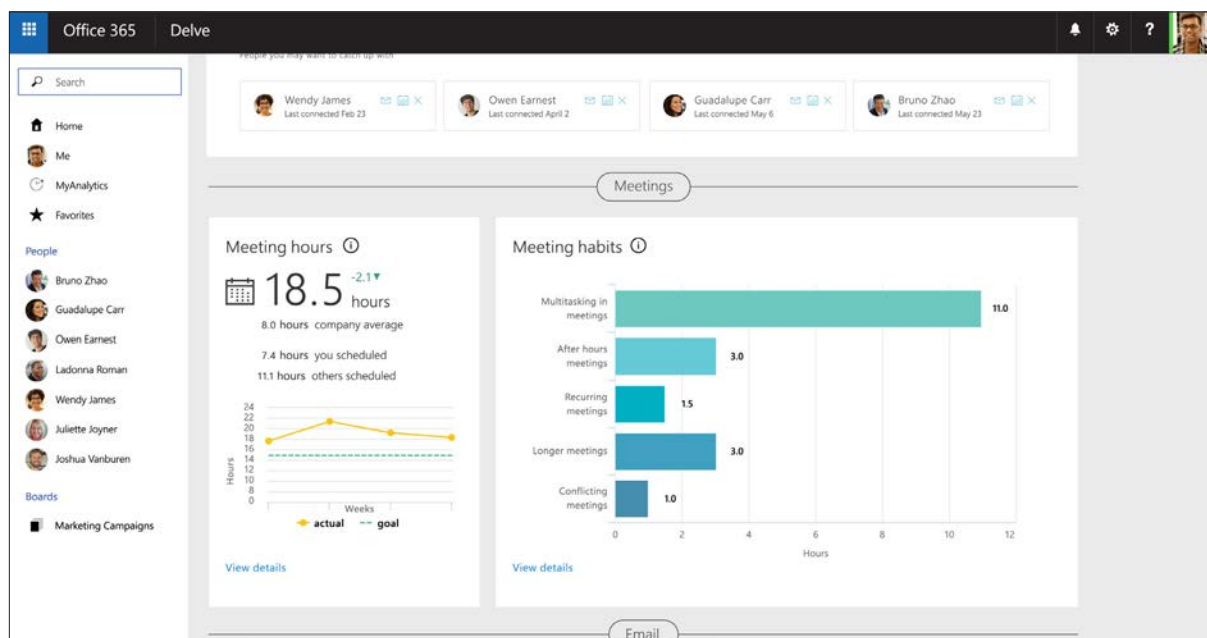


Microsoft MyAnalytics



Formerly known as Delve Analytics, MyAnalytics helps you focus on what matters most by providing personalized insights about how employees spend their time at work. In addition to the capabilities that had been available in Delve Analytics, MyAnalytics will allow modern workers to stay up-to-date with important contacts, share key metrics, and help them prioritize the time spent with different groups.

With MyAnalytics, professionals are able to share their analytics with a colleague to help them stay aligned on priorities or get coaching on their work habits from a mentor. Workers are in control: They can simply share a full snapshot or even just a specific module from their MyAnalytics dashboard with anyone they choose.



Most of what is seen within MyAnalytics, such as how much time is spent in meetings, or how long it takes someone to reply to emails, is based on data employees can already find in their mailbox and calendar. Any information that isn't already available to a user is de-identified and aggregated to preserve end-user privacy. In addition, MyAnalytics provides IT admin controls to meet the privacy needs of organizations of all types.

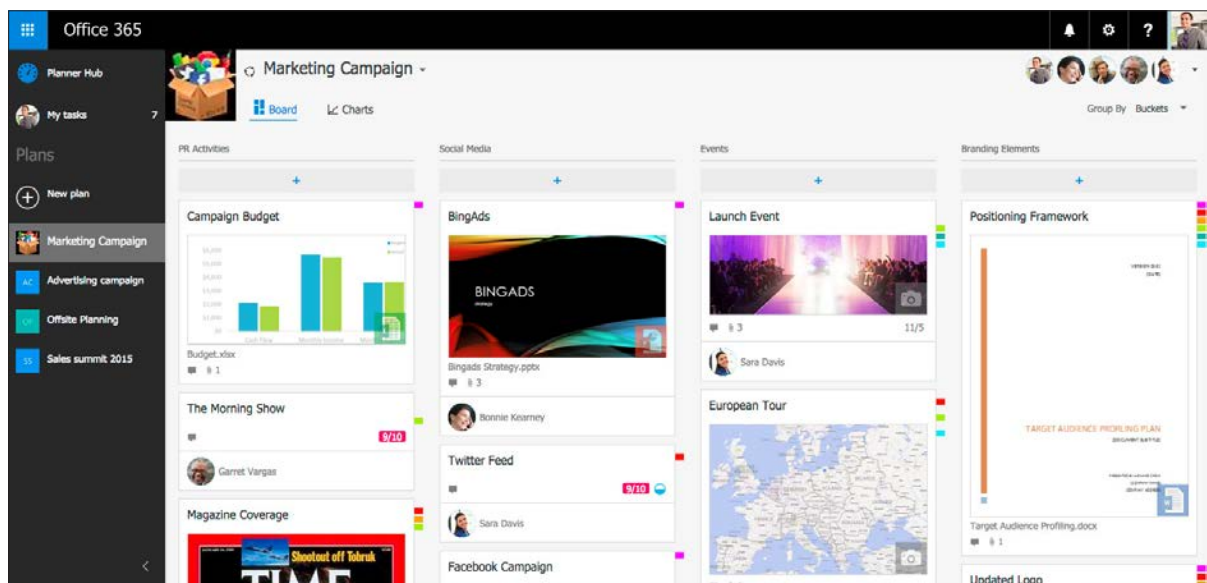
Microsoft Planner



Microsoft Planner is a tool that gives users a visual way to organize teamwork. Teams can create new plans, organize and assign tasks, share files, chat about what they're working on, set due dates, and update their status. Microsoft Planner also offers the ability to associate documents with specific tasks, edit them together, and have conversations around tasks.

Microsoft Planner is designed to help teams work together more easily. The “My Tasks” view provides a comprehensive list of all your tasks and their status across all your plans. When working together on a plan, team members always know who is working on what.

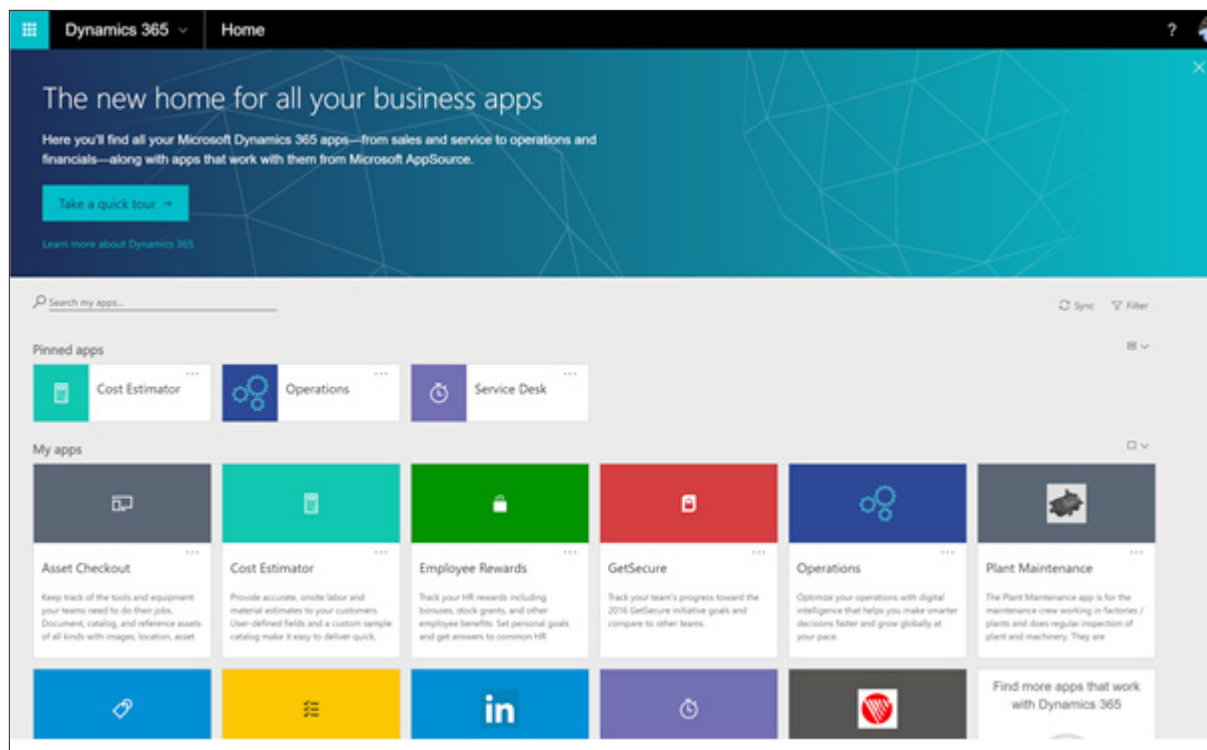
Planner lets you attach files to tasks, work together on those files, and even have conversations around tasks without switching between apps. With Planner, all your team's discussions and deliverables stay with the plan and don't get locked away across separate applications. And of course, Planner works across all your devices. And with Planner, everyone is always on the same page. A glance at Charts is all it takes to know where things stand and if the team is making enough progress towards their goal.



Microsoft PowerApps

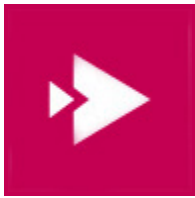


Microsoft PowerApps is an enterprise service that helps you quickly build, integrate, and share apps that work on any device. PowerApps lets you use built-in connections or those built by your company to connect your app to Cloud and on-premises services, including Office 365, Dynamics CRM, OneDrive, SharePoint, SQL Server, Oracle databases, and more. You can easily share your PowerApps with coworkers by simply typing an email address.



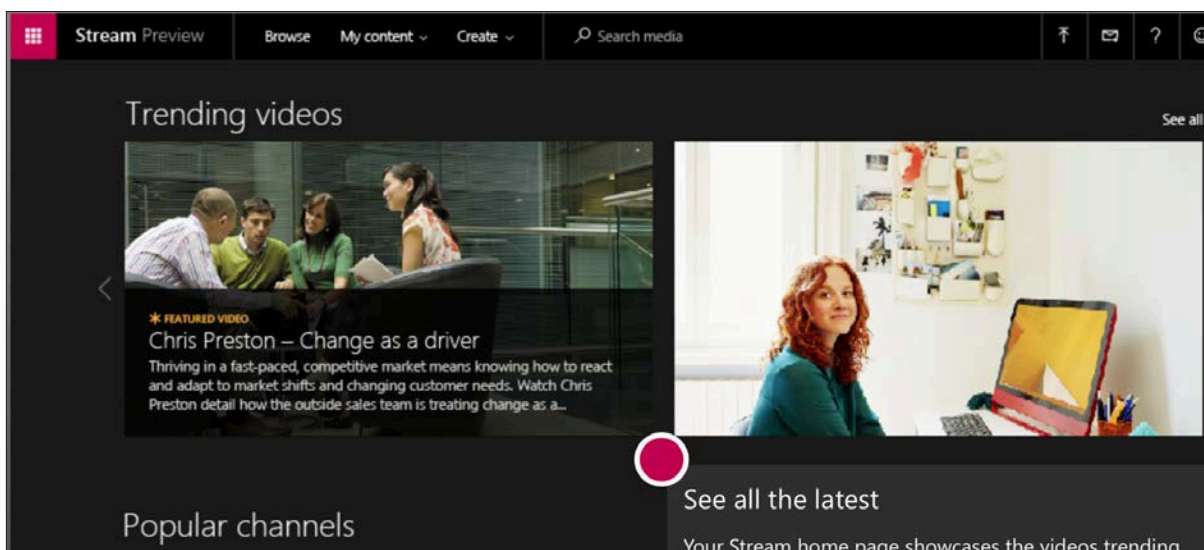
PowerApps, at its core, is a Platform-as-a-Service (PaaS). It allows you to create Mobile Apps that run on Android, iOS, Windows, with almost any Internet browser. With PowerApps Mobile Apps, all of the PowerApps you create run through the PowerApp App. It takes care of the differences between the operating systems and just allows you to run your apps. It is essentially a container that makes mobile apps much easier to use across mobile platforms.

Microsoft Stream



Microsoft Stream, which will eventually replace Office 365 Video, is an enterprise video service that professionals within your organization can use to upload, view, and share videos securely. You can share recordings of classes, meetings, presentations, training sessions, or other videos that aid your team's collaboration. Microsoft Stream also makes it easy to share comments on a video and tag time codes in comments and descriptions to refer to specific points in a video.

Microsoft Stream is a single destination for video management, with built-in intelligence, deep integration across Office 365, and the IT management and security capabilities that businesses of all sizes require. It gives individuals a destination to contribute, search and discover all their company videos. It is also now the cross-suite video service for Office 365 in the enterprise, making it seamless for people to share videos inside Office 365 applications like SharePoint, Microsoft Teams, and Yammer. Microsoft Stream is also integrated with Office 365 Groups, which means every group has a designated channel—making it even easier to manage content across teams.

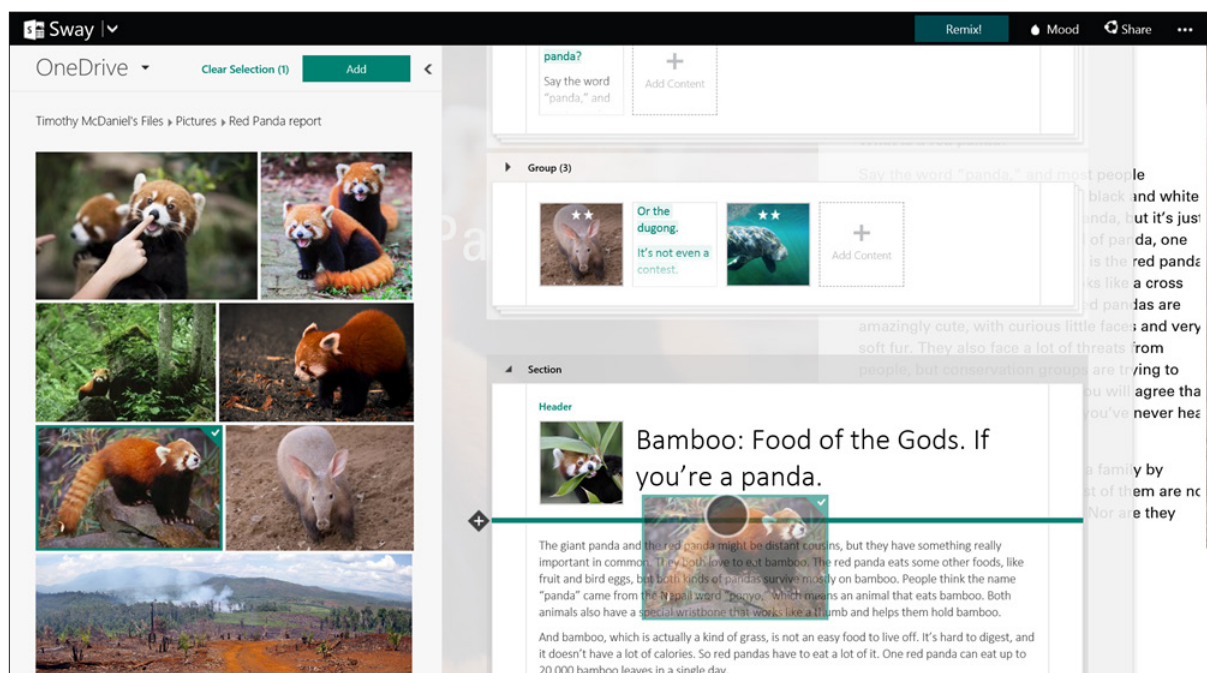


Videos provide a seamless and secure viewing experience across devices and screens and work wherever you are—at home or in the office. Microsoft Stream videos are also more accessible, with features like closed captioning, screen readers, keyboard navigation, and high contrast.

Microsoft Sway



Microsoft Sway is a professional digital storytelling app for businesses that helps modern workers express ideas using an interactive, web-based canvas. Microsoft Sway's built-in design engine helps you produce professional, visually-appealing reports, presentations, and more, without the need for extensive formatting. You can also modify the results to get the unique look and feel you want.



Unlike the traditional presentation tool PowerPoint, Microsoft Sway makes your creation look great in any browser on any screen, and it can be shared with colleagues and customers by simply sending a link. Microsoft Sway helps you find and pull together all sorts of content without leaving the app, so you can drag and drop your images, text, videos, and charts right on to your canvas.

Sway is designed specifically for the modern workplace. Why? If you've ever struggled with getting your PowerPoints to look exactly right, then you'll love the design capabilities of Sway. Sway does all the formatting, themes, fonts, and more with its built-in design engine. Just put in your content, and sit back and let Sway take care of the rest.

Microsoft Teams



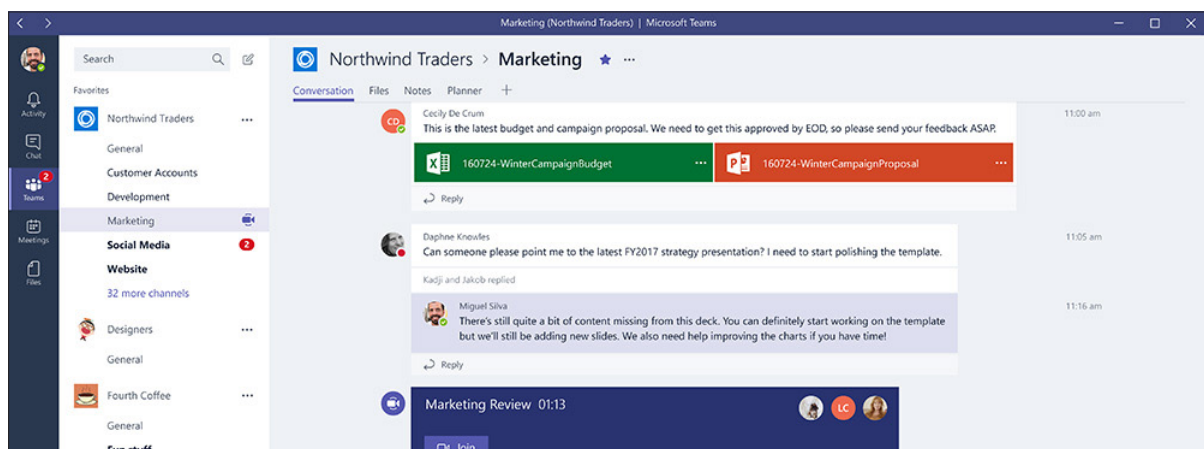
Microsoft Teams is a chat-centered workspace in Office 365 that helps team members achieve more together. Microsoft Teams serves as a hub for teamwork, providing instant access to chat conversations, content, and tools from across Office 365 into a single workspace.

SharePoint and OneNote are built in, and team members can work on Office documents right within the app.

Aside from chats, Microsoft Teams also supports video calls and meetings to enable teams to meet live, whether on demand, or scheduled. Team members can easily collaborate with multiple teams and search across people, chats, and files anytime. Microsoft Teams works across Windows, Mac, Web, Android, and iOS platforms.

Microsoft Teams provides the enterprise-level security, compliance, and management features you expect from Office 365, including broad support for compliance standards, and eDiscovery and legal hold for channels, chats, and files. Microsoft Teams encrypts data at all times, at-rest and in-transit, and includes multi-factor authentication to enhance identity protection.

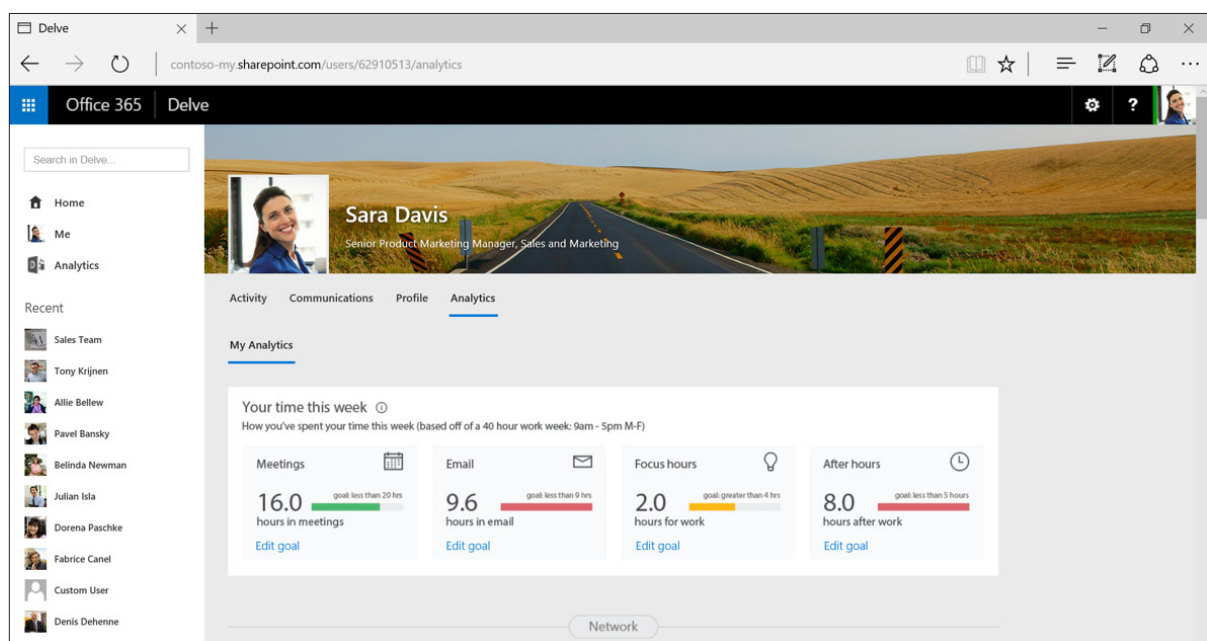
First and foremost, Microsoft Teams provides a modern conversation experience for today's teams. Microsoft Teams supports not only persistent but also threaded chats to keep everyone engaged. Team conversations are, by default, visible to the entire team, but there is the ability for private discussions. Skype is deeply integrated, so teams can participate in voice and video conferences. And everyone can add personality to their digital workspace with emojis, stickers, GIFs, and custom memes to make it their own.



Office Delve



Microsoft Office Delve is a data visualization and discovery tool that incorporates elements of social networking and machine learning with the search capability of the Office 365 suite. Delve is a Cloud-based service powered by Office Graph, which helps users find and discover pertinent information across integrated Microsoft products by pulling user content from Exchange, OneDrive for Business, SharePoint, and Yammer.



Documents in Delve are presented on content card displays, each of which includes a title, photo, and most recent activity that helps users understand why a document is relevant to their needs. The top of the content card shows which user modified the document last, and the bottom of the card records where the document is stored and the total views it has received. The picture on the card is extracted from the content of the document.

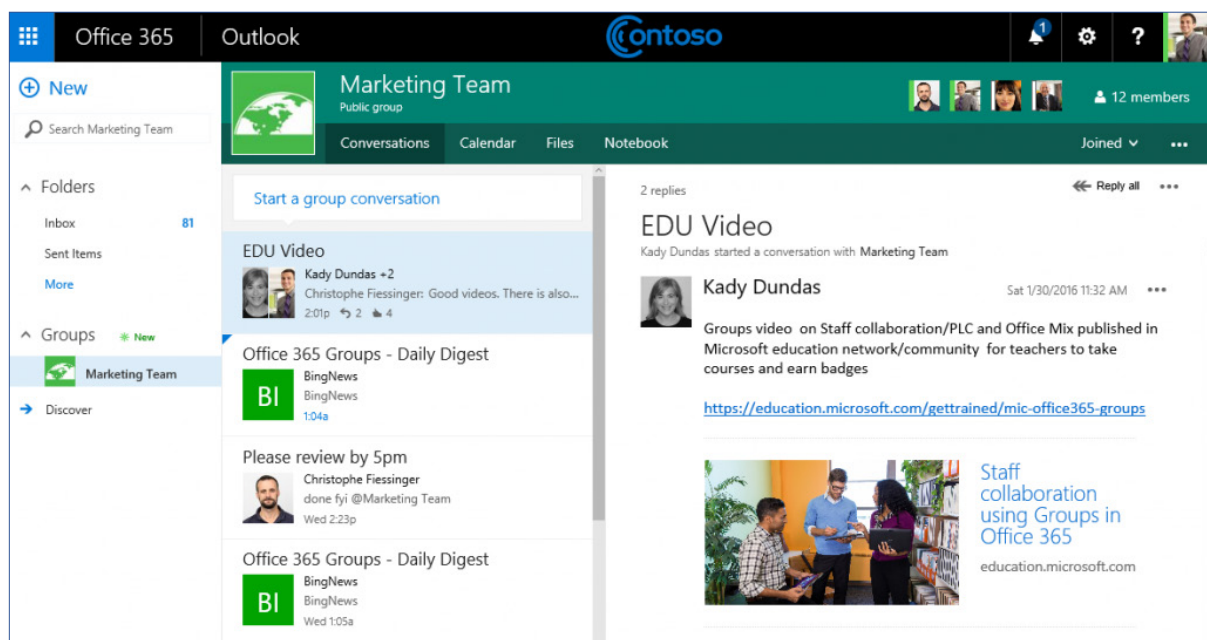
Users can also create boards to collect relevant or related documents to be accessed later. Users can create a board to organize documents related to a specific project, allowing access to everyone involved in that project. This permits those additional users to see that board and contribute content cards to it.

Office 365 Groups



Groups in Office 365 connects users with the colleagues, information, and applications they need to get more done together. Groups are open by default to enhance discoverability and sharing, but users can also create private groups for sensitive content.

Essentially, Office 365 Groups are a shared workspace for email, conversations, files, and events where group members can collectively get work completed. You can use groups to collaborate with people across your company, even if they don't have access to Dynamics 365. For example, you can create a group for your sales team and invite other Office 365 users to join the group, and then share documents, conversations, meeting notes, and OneNote information related to specific accounts or opportunities. According to Microsoft, Groups works with any entities, even custom ones.



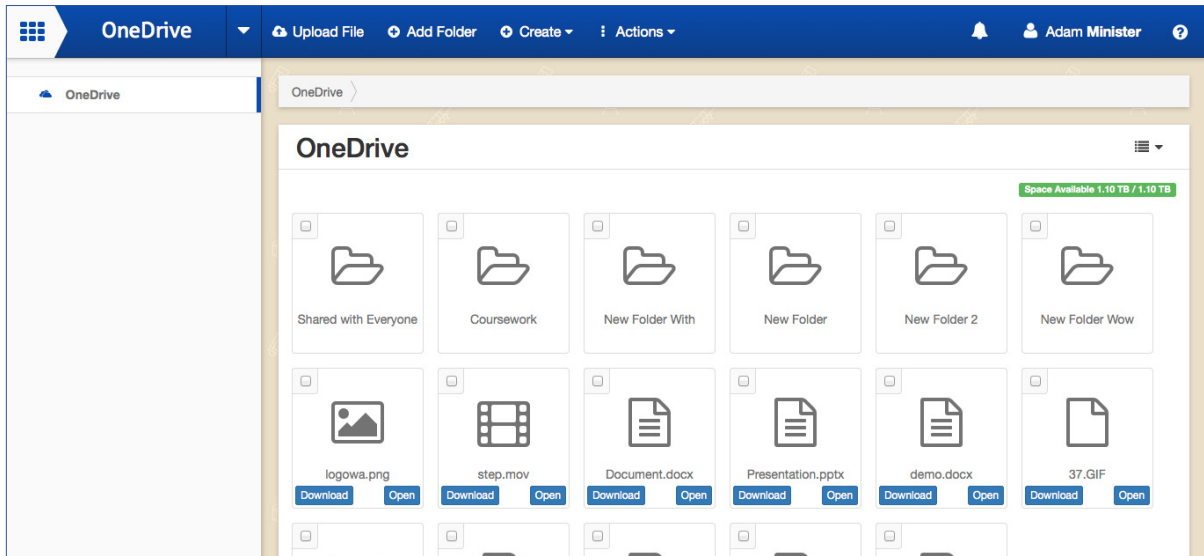
With Office 365 Groups, it's clear that Microsoft has gotten the message from their community and is delivering experiences showcasing that they are serious about helping people collaborate. At its essence, Groups is the happy medium that grants members of a team access to all the standard tools, folders, and information they need in one motion. Groups strips out some of the complexity some encountered with SharePoint, but offers much more than basic access to a team's OneDrive repository.

OneDrive



OneDrive is Microsoft's online Cloud storage product and is available to all owners of a Microsoft account. It was previously called SkyDrive but was rebranded in 2014. OneDrive offers users a simple way to store, sync, and share files with other people and devices on the Web.

OneDrive is the central point for hosting and sharing files online when using Microsoft's services and applications. The only way to access it "independently" is using a web browser. Simply go to the OneDrive website, enter your Microsoft account credentials, and sign in.



OneDrive makes it easy to work with your files and collaborate with coworkers. You spend less time looking through workstation hard drives, network storage locations, and your personal devices to find urgently needed files.

OneDrive's robust document sharing features provide another key business collaboration benefit. You have several ways to share files with your organization and with external users. Link sharing creates a direct link to the document, which allows internal or external users to access the information. No more attaching documents to emails.

Power BI



Power BI is a suite of business analytics tools that deliver insights throughout your organization. Connect to hundreds of data sources, simplify data prep, and drive ad hoc analysis. Produce beautiful reports, then publish them for your organization to consume on the web and across mobile devices. Everyone can create personalized dashboards with a unique, 360-degree view of their business.

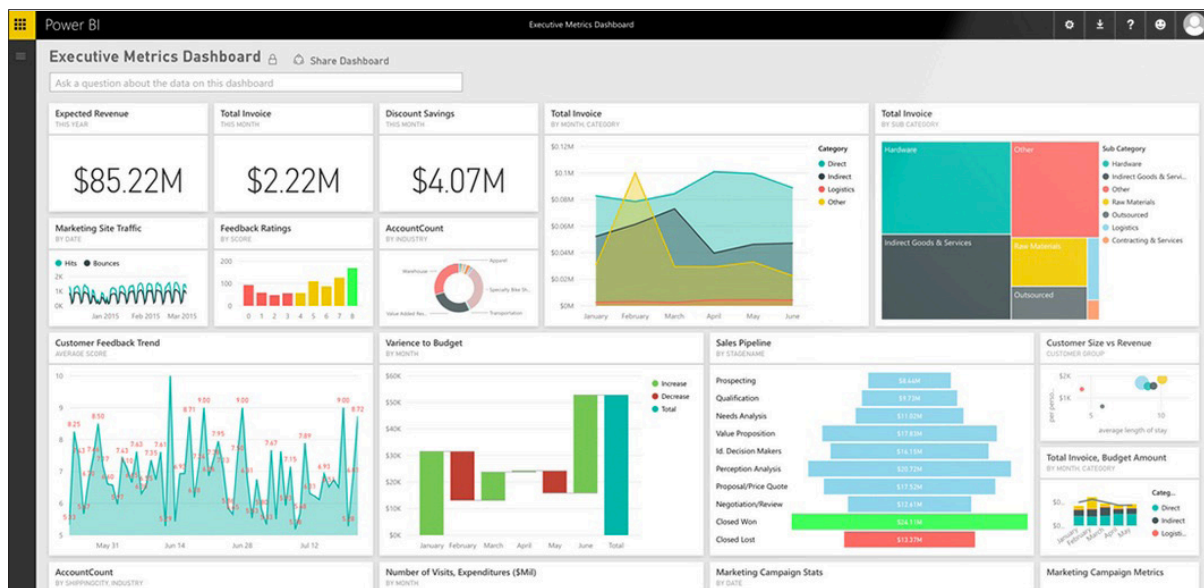
Power BI for Analysts Quickly go from data to insight to action. Connect to hundreds of sources, prep data with ease, and create beautiful reports, all in minutes.

Power BI for Business Users Always be in the know. View dashboards on the web or on your phone, get alerts when data changes, and drill into details. Your data is at your fingertips.

Power BI for IT Simplify management, achieve compliance, and keep data secure while giving people access to the insights they need.

Power BI for Developers Bring your apps to life with data. Easily embed interactive data visuals and deliver compelling reports with high fidelity, on any device.

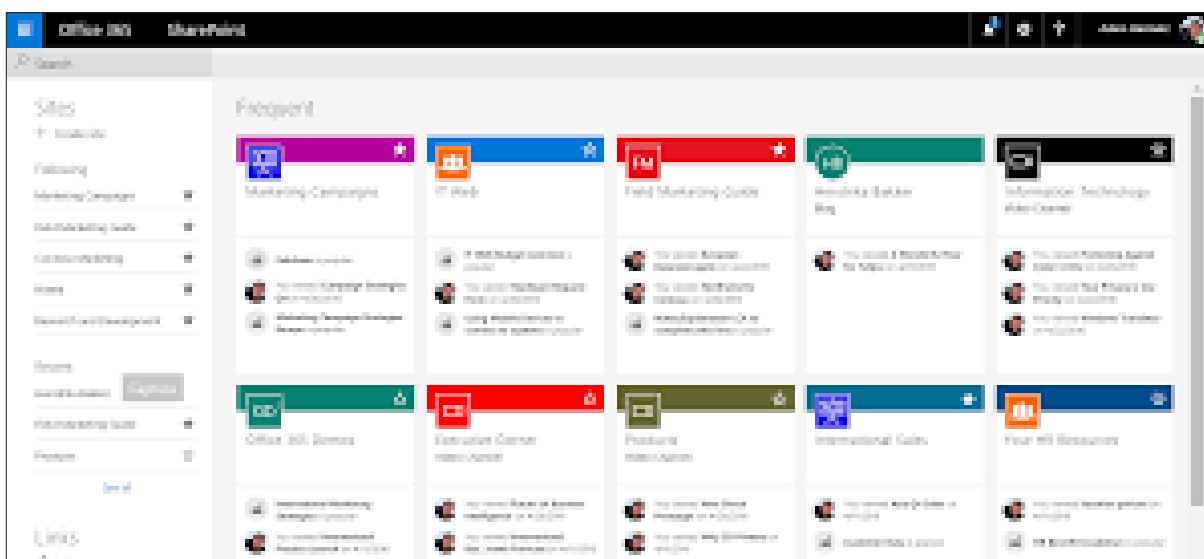
According to Microsoft, it takes less than five minutes to start transforming your data into live dashboards and reports that'll help you find answers to your company's most important questions.



SharePoint Online



SharePoint Online is a collection of Cloud-based service that helps organizations share and collaborate with colleagues, partners, and customers. With SharePoint Online, you can access internal sites, documents, and other information from anywhere—at the office, at home, or from a mobile device. SharePoint Online is a powerful set of tools that empowers sharing and collaboration on your intranet.



SharePoint is most well-known as a platform to create, design, and manage workspaces, sites and content. SharePoint Online is just an extension of what it's been doing on-premises for many years. However, SharePoint has stepped into a new role in recent years through the Office 365 platform. SharePoint Online is now not only a framework for site creation and management, it has also become the key storage platform in Office 365 to support more advanced capabilities.

SharePoint also includes document management capabilities, including records management, compliance settings, and workflows. There are also more advanced document management features, such as versioning, metadata tagging, and real-time coauthoring. Essentially, SharePoint is a collaborative team, group, and company-based document management solution.

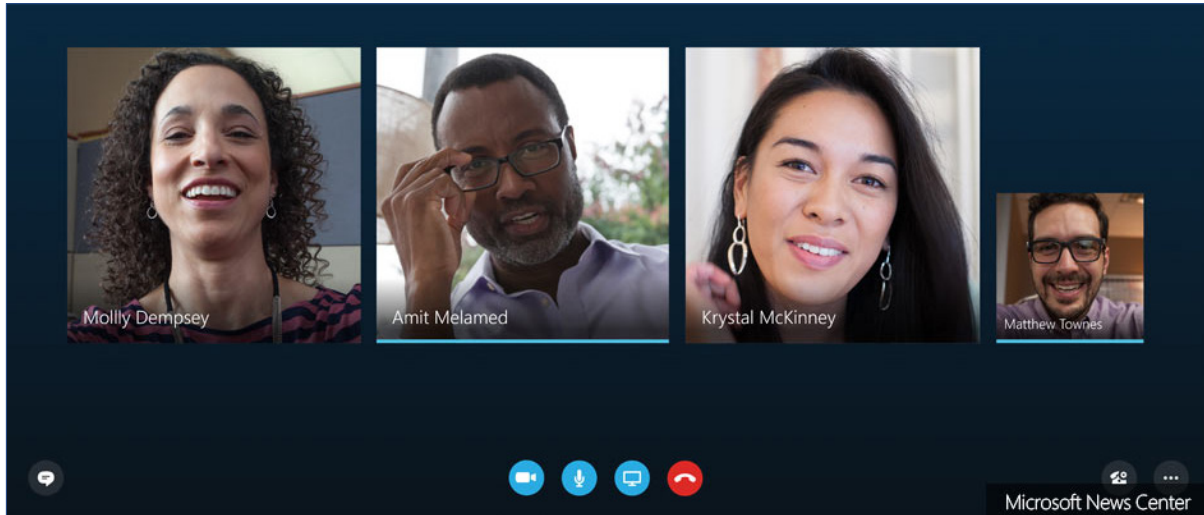
Skype for Business



Skype for Business, formerly known as Microsoft Lync, is a unified communications (UC) platform that integrates common channels of business communication and online meetings, including instant messaging (IM), presence, voice over IP (VoIP), voicemail, file transfers, video conferencing, web conferencing, and email.

Skype for Business can be deployed on premises, in the Cloud, or as a hybrid service. Clients can run on Windows operating systems, Android phones and tablets, and Apple iOS devices. With Skype for Business, organizations can simplify their infrastructure with one platform for calling, conferencing, video, and sharing.

From collaborative team sessions to live streaming a meeting or dialing into a conference using your phone, Skype for Business is designed for all your meeting needs. Plus, you can make, receive, and transfer business calls in the office, at home, or on the road using phone, PC, and mobile.



Skype for Business is ideal for the modern workplace. In a matter of seconds, users can turn a Skype call into a full-fledged business meeting, where they can share desktops and applications. Plus, they're able to use the whiteboard feature, which is a blank page that they can use to work together with other meeting participants, that gives them the ability to type notes, draw, or import images.

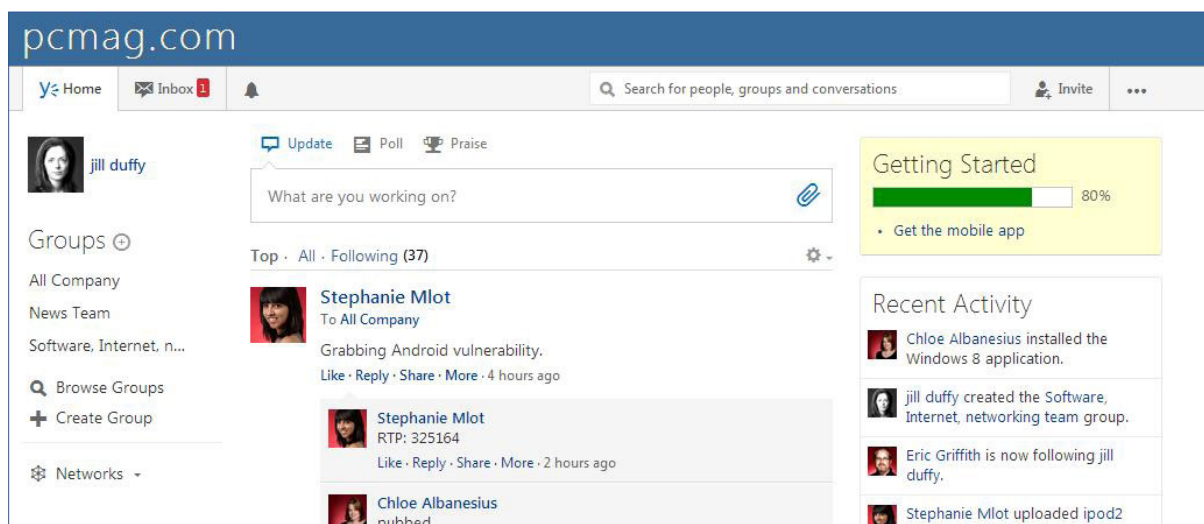
Note: As part of the Microsoft intelligent communications vision to deliver smarter calling and meeting experiences, they're building Skype for Business capabilities into Teams. This will happen over time, and ultimately Teams will become the single client experience.

Yammer



Yammer is a private social network for organizations and is built around open communication. For example, you can use it to efficiently resolve support issues, gather feedback on projects and documents, and spread best practices. Yammer groups are a place where members can get up to speed on a project, participate in threaded discussions, and loop customers and vendors into conversations. Yammer also helps you discover relevant information, groups, files, and people so everyone can share their knowledge across departments and time zones.

Historically, teams and departments have relied on email and meetings to communicate, but these have proven insufficient. Yammer, which facilitates spontaneous, real-time discussions, helps teams stay up-to-date on the latest projects and priorities. More than three-quarters of surveyed knowledge workers indicated that Yammer helps teams communicate more efficiently. Team communication is streamlined, since all team members have exposure to the discussions happening in the feed.



Additionally, Yammer enables workers to collaborate more effectively and share information more fluidly. With increased access to their colleagues, employees using Yammer are saving valuable time by reducing the time it takes to find information and complete tasks. With the extra time, employees can take on additional projects, making them more productive overall.

Employee engagement is a top priority for companies because of its impact on the bottom line. Employees who demonstrate a high level of engagement are more productive and less likely to leave the company. By providing direct access to leaders and giving all employees a voice, Yammer strengthens the connection workers feel to their employers.

Is Your Organization Truly a Modern Workplace?

The tools within Office 365 have been designed to support organizations as they grow and develop, giving staff the technology to manage data and projects accurately, helping companies better compete in today's marketplace.

However, to meet evolving business needs, such as mobility, collaboration, digital workspaces, and more, organizations must provide their team, not only with modern tools, but the appropriate learning solutions that can help employees learn to truly utilize and leverage the technology.



All of the services, apps, and features within Office 365 were specifically designed to help us work smarter—both individually and as a company—in new and more efficient ways. Once users become comfortable with Office 365, they will wonder how they ever worked without it. The reality, however, is that Office 365 is more than just a set of tools; to many of us, it's a brand-new way of working, and there is often a learning curve when it comes to employees truly utilizing all of the applications within Office 365.

Quite simply: The challenge that most businesses face after rolling out Office 365 is that their employees are not using the technology for its original, intended purpose, and in turn, are not collaborating as effectively as they could.

According to Tynan Fischer, Chief Operating Officer at NH Learning Solutions Corp., “Businesses are implementing Office 365 across their entire business, thinking that it’s going to solve a very real business problem that they’ve already identified, but because the expectations weren’t properly set for the use of the software, employees are not using the product to its full capability.”

Office 365 is created to help businesses work faster and smarter, but if your employees are unaware of the most popular Office 365 services, apps, and features, and don’t know how to incorporate them into their daily duties, how will your business ever see a return-on-investment?

To find out how New Horizons can help modernize your workplace, [visit nhls.com/modernworkplace](https://nhls.com/modernworkplace)



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