

# PROFESSIONAL SERVICES

CATALOGUE

US



WE ARE AND ALWAYS WILL BE  
#PARTNEROBSESSED

**insentra**

A TTGI Company

# ABOUT INSENTRA

## WE DARE TO BE DIFFERENT

Insentra is a collaborative IT Partner delivering specialized Professional and Managed Services through the IT channel. Our Partner-centric model provides the IT Partner community direct access to industry expertise in a way which is truly non-competitive.

By transacting exclusively through our Partners we ensure we remain 100% Partner obsessed.

Insentra's success is based solely on getting the job done for our Partners and their customers. We have extensive experience working with Partners big and small, across all industry verticals so we can help your business regardless of size or specialization.

Partnering with Insentra provides you with:

Pre-sales assistance at no cost, increasing sales efficiency and helping you retire quota faster.

A trusted Partner with skin in the game. With our 100% non-competitive model your customers will always stay your customers.

Access to our highly skilled team who provide a safe and experienced pair of hands. This allows you to augment your capabilities and deliver more projects without increasing your bench.

Indicative pricing for budgetary estimates and high-level project overview within two days of scoping workshops.

Fixed price engagements where we assume the risk of delivery against an agreed Statement of Work. This gives you peace of mind and eliminates cost uncertainty.

Flexibility to engage our services with a fixed price or time & materials approach.

Predictable margin to your bottom line without carrying the cost.

Increased opportunities and win conversion by engaging us early.

**WE ARE AND ALWAYS WILL BE PARTNER OBSESSED**



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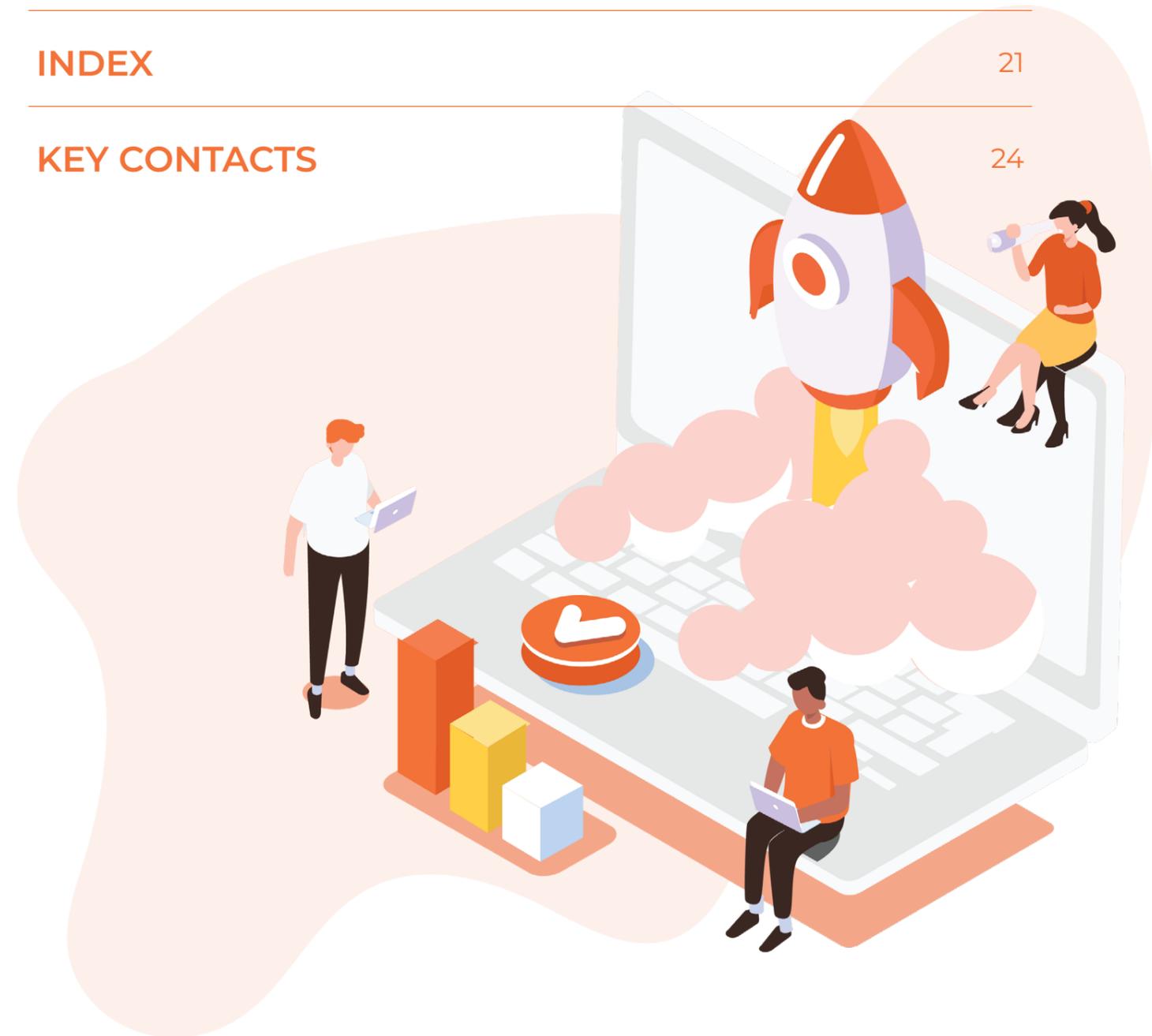
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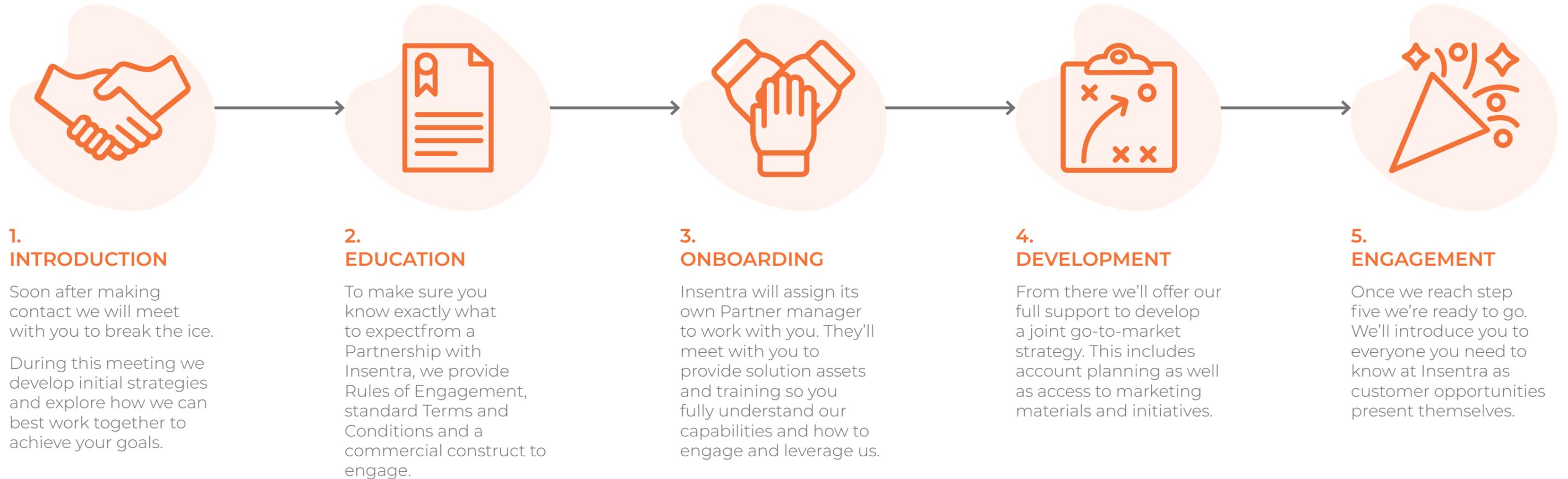
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# HOW TO PARTNER WITH INSENTRA

To ensure we can help your business reach its goals - as our Partner we've developed a simple five step onboarding process.

This process allows us to better understand where our services are needed as well as providing insight into how we operate:



# PROJECT GOVERNANCE

Providing the right level of governance is essential to ensuring successful project outcomes with constraints in both time and capital. Key to this is the identification, classification and mitigation of risks which could impact the project. Regardless of the scale, complexity and risk profile of a customer's project Insentra can provide the appropriate controls to guide you to the desired outcome. We collaborate with our Partners and their customers to work towards a successful implementation across all phases of the project.

## ENHANCED PROJECT MANAGEMENT

Designed to support projects that are large, complex, high risk, contain multiple streams or are conducted in regulated industries. Enhanced Project Management extends our standard offering with additional controls to manage risks and a more robust communications framework. This ensures Partners and customers are fully informed and involved every step of the way through the project.

## PROJECT MANAGEMENT

The Insentra Project Manager will collaboratively lead the planning and production of the Insentra deliverables whilst reporting regularly to the key customer, Partner and Insentra stakeholders on the project health, scope, schedule and the status of key risks, issues, dependencies and decisions. This allows the customers, Partners and Insentra executive stakeholders to monitor and support the project's delivery.

## PROJECT OVERSIGHT

Project Oversight provides a basic level of governance to ensure ongoing stakeholder communications and management of project risk. Project Oversight's value-focused governance approach provides the minimum set of controls necessary to achieve a successful implementation across all phases of the project.

The Insentra Delivery Manager will collaboratively work with you and your customer Delivery Managers to plan and monitor the production of project deliverables. Streamlined exception reporting and timeline management will allow you, your customers and Insentra's executive stakeholders to monitor and support the project's delivery.

# CHANGE MANAGEMENT

Successful change management, enablement and adoption is critical to ensure customers are enabled for and adopt the technology solutions deployed. This allows organizations to reduce the time to value and recognize the benefits of their technology investments whilst ensuring effective and controlled adoption across the business.

## CAPABILITY UPLIFT

Capability Uplift goes beyond the transfer of knowledge and is more about developing core competencies through targeted education to remove the capability gap. An effective workforce is a capable workforce. A capable workforce means one delivering commercial success.

The service engages with Clients and is focused on developing the required competencies for everyday users and building upon foundational knowledge for authors and administrators by organically embedding this knowledge through practical application across everyday activities.

Capability Uplift helps organizations develop the required competencies across the workforce through targeted education to reduce the capability gap and increase adoption across Microsoft Teams, SharePoint and OneDrive for Business. The engagement provides a Change Manager with technical expertise across the M365 ecosystem and relevant business experience.



# CONSULTING AND ADVISORY OVERVIEW

## START WITH ADVISORY

Despite significant pressure to embark on transformation activities to enable greater productivity, improve customer service, and importantly, manage the economics of cloud adoption reduce costs. Celonis research finds most businesses remain unclear on what they should focus and more importantly why.

The results show almost half of C-suite executives (45%) admit they do not know where to start when developing a transformation strategy to effectively enable change and enable new ways of working.

## GO SLOW TO GO FAST

We often see Clients who believe they have a strategy, plan or direction they are heading in to solve business problems. Unfortunately in many cases there are several overlapping plans with different stakeholders and investments.

Leaders often cannot articulate the overall strategy, plan or the ability to execute. Understanding the order in which things need to happen is one of the biggest reasons projects stall or fail to achieve business objectives there.

## USER MANAGED TRANSFORMATION

Many Clients believe they can solve specific business problems by undertaking isolated or tactical projects, however, they often underestimate the magnitude of change involved and the importance of managing end-user impact, which often results in stalled projects or failure to meet business objectives.

Almost half of C-suite executives admit to launching transformation initiatives without a clear strategy have resulted in 70% of transformations failing or being deemed unsuccessful. This leaves users with the misconception of a poorly managed and unsuccessful project.



# ADVISORY SERVICE OFFERING

## ABOUT THE PRODUCTS

### MapONE

A MapONE explores the 'Art of the Possible' within your business. We work with your teams to understand their core technical and/or business problems, draw insights and provide guidance on how to resolve them. All we need are your pain points to showcase what is possible within your business.

We will leave you with a one-page strategic plan and an actionable roadmap to success, which provides a clear view on where you need to get to and how to get there.

### MapTO

A MapTO delves into the complexities of mergers, acquisitions and/or Divestitures (MAD) and helps you navigate the strategic planning, processes blockers and technical challenges which stem from transformations.

Launching transformation initiatives without a clear strategy will most often than not result in unexpected costs and often missed productivity and efficiency gains.

We will set you up for success by understanding your full set of requirements and build a comprehensive strategic plan and roadmap to guide you every step of the way.



## OUR APPROACH

### 1 What is your problem? (Pain points, challenges or needs)

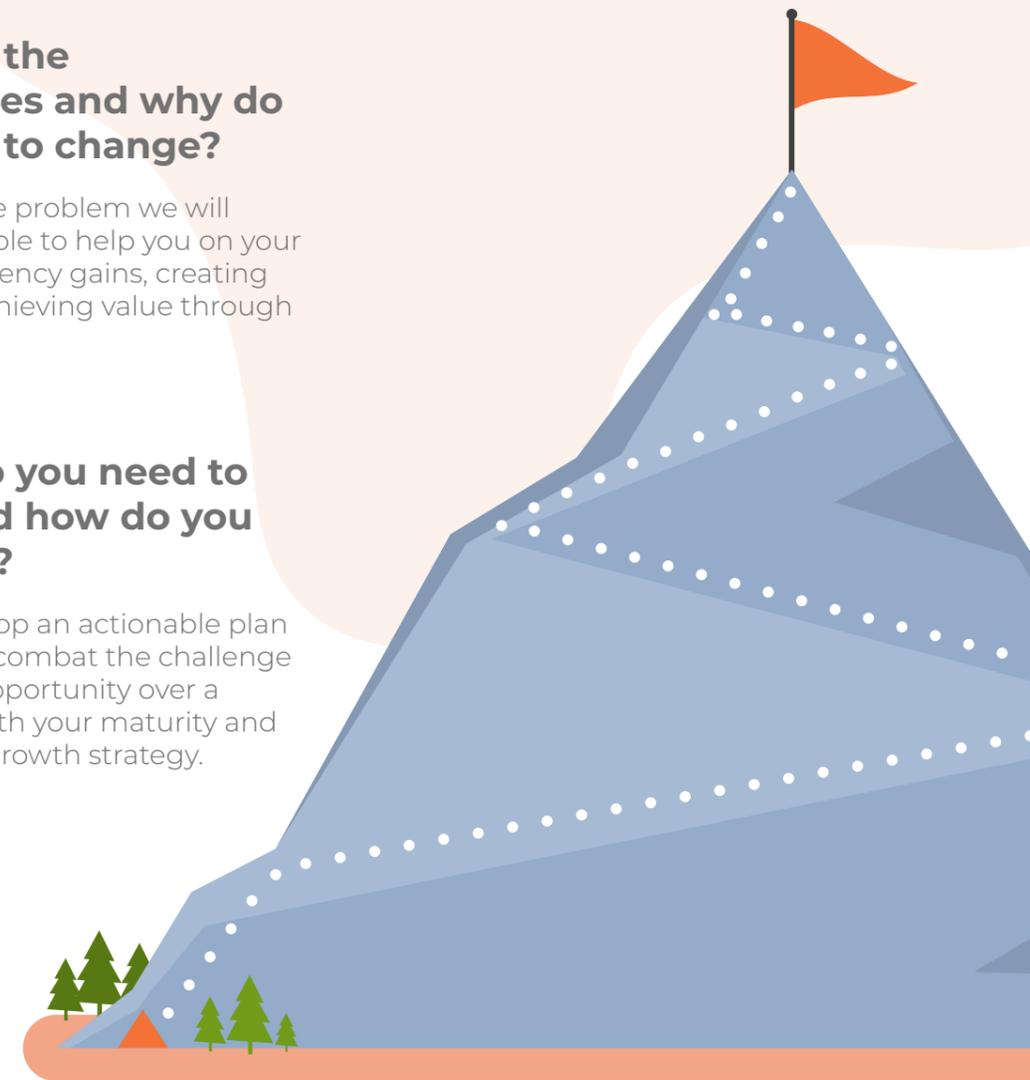
We work to understand your problem in its entirety. We are technology agnostic so our goal becomes about solving the problem not selling the solution. That is our promise to you.

### 2 What are the possibilities and why do you need to change?

Once we understand the problem we will determine what is possible to help you on your journey of realising efficiency gains, creating new opportunity and achieving value through growth.

### 3 Where do you need to get to and how do you get there?

Our final step is to develop an actionable plan which identifies how to combat the challenge and replace it with an opportunity over a timeline which aligns with your maturity and insights to inform your growth strategy.



# PROFESSIONAL SERVICES OVERVIEW

To deliver optimal outcomes for your customers, Insentra's professional services follows a consistent methodology focusing on:

- Health Checks
- Assessments (recommendations and remediation)
- Design (roadmap, high-level and detailed design)
- Implementation (build, transform and upgrade)
- Managed Services

We offer accompanying Managed Services which can complement a successful professional services engagement and add significant ongoing value to your customers.

These services can dovetail into your capabilities to ensure there's no crossover with your existing offerings.

## EXCELLENCE IN EXECUTION

Every day our Partners entrust us with the care of their Clients. Whether the Client has a stand-alone tactical project or is looking to progress the strategic roadmap defined by Advisory, Insentra takes great pride in delivering exceptional outcomes and experiences for our Partners and their Clients. Through the application of targeted expertise, deep experience and appropriate project governance, our Consultants, Advisors, Architects and Project Managers will help your Client navigate their project safely to completion.

### EXPERTS IN THEIR FIELD

With the frenetic cloud-fueled pace of technological change, staying technically current is a significant undertaking and challenge. Our teams of specialists have both in-depth knowledge and certifications across the breadth of technologies we work with. By bringing this knowledge to bear, Insentra informs the decision-making process and helps ensure a fit for purpose solution.

### BEEN THERE, DONE THAT

Many Clients have internal IT teams with great technical capability, and while they may be involved in a major transformation once or twice in their career, our Consultants, Architects and Project Managers bring the collective experience of having been engaged as a team in similar projects many times before. This experience enables them to help their Clients avoid common pitfalls. More importantly when the unexpected does occur the team has the experience, capability and presence of mind to overcome challenges and deliver the outcome.



# MODERN WORKPLACE

Insentra's Modern Work solutions help Partners and their customers to improve productivity and collaboration measurably through technology by enabling employees to work how, when and where they need to. Central to these offerings is ensuring all services are underpinned by four core tenants; innovation, efficiency, choice and security. We enable organizations to move through their Modern Workplace journey at a pace which is suitable for their business whilst ensuring continuous improvement and risk reduction.

## REMOTE WORKING READINESS

The [Remote Working Readiness Assessment](#) is designed to provide a collaborative workshop to evaluate aspects of remote working and to answer questions to assist in the formation of a vision for a viable remote working solution.

## OUR VENDORS

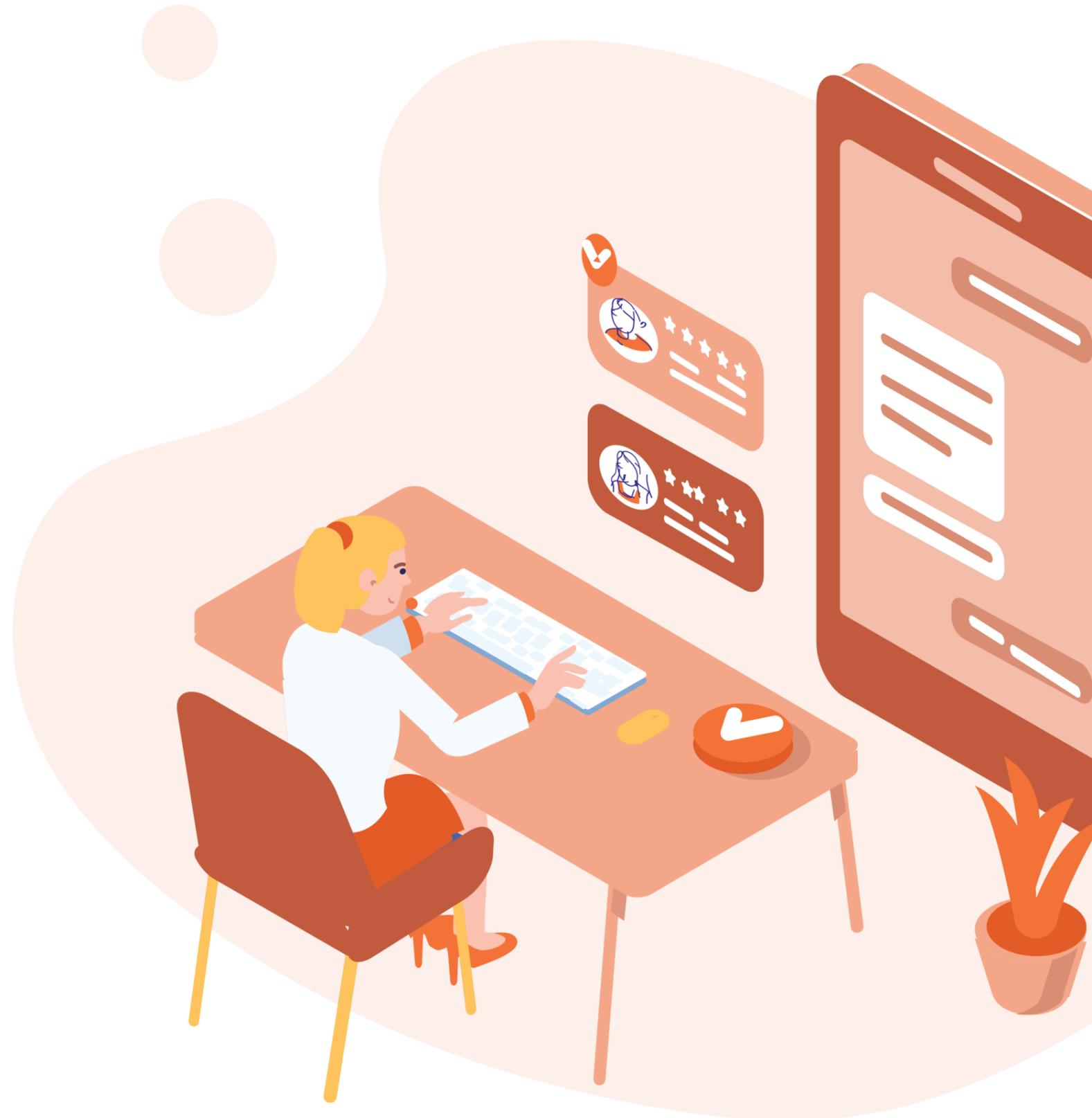


## MICROSOFT TEAMS FAST START

Many organizations are rolling out Microsoft Teams for collaboration and meetings to support a remote workforce. The Microsoft Teams Fast Start offering is designed to provide rapid establishment of a Teams environment to ensure the correct framework is implemented for the rollout. We can enable a Microsoft Teams deployment for your customer in days.

The Fast Start offers two services:

- General Teams setup and enablement
- Teams Governance Fast Start



# END USER COMPUTE

Insentra focuses on the user outcome when working with partners and their clients to find the right suite of technologies to deliver applications and desktops to end users.

Irrespective of the applications deployed and the combination of devices used to consume them businesses need to ensure effective endpoint management to balance the secure availability required by the business and the ease of use the end users demand. Insentra can provide high-value services to help business secure and effective delivery of applications to end users.

## CITRIX DAAS AND VDI

End-to-end assessments, design, implementation quality assurance and support for Citrix DaaS (formerly Citrix Virtual Apps and Desktops service), Citrix Virtual Apps and Desktops, Citrix Analytics for Performance, Citrix Hypervisor, Citrix Workspace.

## CITRIX ANALYTICS

Citrix Performance and Operational Analytics complements our User Experience as a Service (UXaaS) and provides end-to-end assessments and support for performance and operational analytics of Client virtual platforms.

## MODERN DEVICE MANAGEMENT

Rethink device management with a modern approach. Deploy devices using Mobile Device Management and Mobile Application Management for Windows 10/11, macOS, iOS and Android endpoints to streamline management of your client's environment while increasing security and end-user experience.

## CITRIX ON MICROSOFT AZURE FAST START

The [Citrix on Microsoft Azure Fast Start](#) offering is designed to help organizations rapidly stand up an operational Citrix environment in Microsoft Azure to provide secure, user-friendly, high performing and manageable remote access solutions. With this service, customers can quickly and efficiently stand up workloads provisioned and managed by the Citrix Cloud VirtualApps and Desktops.

## DESKTOP ANALYTICS

A service designed to provide the necessary insights into the desktop environment for planning Windows 10 upgrades and managing Windows-as-a-Service. Desktop Analytics enables application and device compatibility assessment with the latest Windows 10 feature updates, Office 365 ProPlus, and a view of device health across your customers estate.

## WINDOWS AND OFFICE

Assess, upgrade and deploy Windows 10/11 Enterprise and Office applications across the environment with a view to staying current. Includes Windows 10/11 Enterprise features and deployment.

## AZURE VIRTUAL DESKTOP FAST START

[Azure Virtual Desktop](#) (AVD) is a comprehensive desktop and app virtualization service offering running in the cloud.

The AVD Fast Start provides a scalable Virtual Desktop Infrastructure (VDI) delivering simplified management, multi-session Windows 10/11, optimizations for Office 365 ProPlus and support for Remote Desktop Services (RDS) environments all deployed within days.

## RIMO3 APPLICATION ASSESSMENTS AND TESTING

Analyze your application portfolio to determine suitability for deployment on modern operating systems, virtualization, VDI or Modern Management. Understand with applications will work on your target platforms and which may require remediation to enable you to make informed investment decisions. Automate application testing to ensure consistent user experience as changes are applied.

## OUR VENDORS



# CYBER SECURITY

Insentra works with Partners and their customers to ensure their cybersecurity solution is fit for the multi-cloud and hybrid ecosystem. We reduce the threat of security breaches, potential information leakage or data loss by reducing the attack surface for users, devices, and information estates by giving your customers the assets and solutions to enable a secure workplace where employees can work from anywhere on any device in a compliant, trusted and secure manner with information governance controls and policies in place.

## CONDITIONAL ACCESS

We can provide assessment, design and implementation of Conditional Access policies to protect access to corporate resources and applications, enforcing Multi-Factor Authentication (MFA) for risk-based location access or unusual login activity.

## ENCRYPTION

Design and implementation of encryption solutions to protect the confidentiality and integrity of customer data.

## ENDPOINT DETECTION AND RESPONSE

Design, implementation and management of Endpoint Detection and Response platforms as an outcome from our "Identity Driven Security" strategy to protect against advanced threats, malware and ransomware. Design and implementation of a secure endpoint strategy with disaster recovery capabilities.

## IDENTITY DRIVEN SECURITY

Identity Driven Security means delivering secure outcomes across many sectors in the business including but not limited to people, devices, cloud services, information protection and governance. Starting from the ground up Insentra can discover, design, implement and manage a secure source of identity at the heart of everything.

## INFORMATION PROTECTION

Discover and manage sensitive, classified or compliance specific information, understand risks within and external to the business through discovery, design, implementation and documentation of an information protection platform. Discover who has access to what and more importantly why. Gain control over unlimited sharing and access to your Clients information estate.

## MAIL FILTERING

Design and implementation of a solution to protect mail flow from malware, spam and content violations.

## ZERO TRUST MATURITY

Understand your current maturity against Microsoft's Zero Trust model and design and implement solutions to lift your level of maturity.

## SECURITY ASSESSMENTS

Packaged services for review of Microsoft 365 entitlements, security, consumption and advice on how to leverage more of the Enterprise Mobility and Security capabilities whilst reducing risk.

## SECURITY ORCHESTRATION, AUTOMATION AND RESPONSE (SOAR)

Design and implementation of a SOAR solution capable of threat and vulnerability management, security incident response and security operations automation (orchestration).

## SHADOW IT

Discover how data is being created within the organization and shared externally, understand SaaS platforms in use and extend information protection into the cloud.

Remove risks associated with data leaving the organization and ensure data classification or policy is adhered to.

Integrate cloud access security brokers into an information protection strategy or existing platform through discovery, advisory and implementation services.

## WEB SECURITY IMPLEMENTATION

Design and implementation of security solution(s) to mitigate the risk of web-based threats.

## IDENTITY FOUNDATION

Deploy an identity solution with a focus on security and end-user experience including Single Sign-On (SSO) to third party applications, secure conditional access scenarios and self-service password reset capabilities.

## IDENTITY MANAGEMENT

Unification of Identity across on-premises AD, cloud, opensource and operating system platforms. Insentra can provide design, implementation, configuration and integration services for IdM across many platforms including containerization.

## OUR VENDORS



# CLOUD PLATFORMS

To ensure the journey to the cloud is successful and consumption of existing SaaS cloud offerings is cost-effective and secure, Insentra provides high-value Architect services. This is a critical step in our approach to helping our Partners and their customers reduce risk, achieve a faster Time to Value and Return on Investment, whilst ensuring compliance when using, or switching to, cloud services.

Transforming from traditional data centres to cloud-based services requires a demanding process of due diligence with specialized and diverse skillsets across private cloud, public cloud and SaaS. Insentra can provide the right capability to ensure a successful outcome.

## CITRIX APP DELIVERY AND SECURITY

End-to-end assessments, design, implementation, quality assurance, and support of Citrix ADC, Citrix Application Delivery Management, Citrix Gateway, Citrix Secure Web Gateway, Citrix Web App Firewall and Intelligent Threat Management.

## CLOUD BACKUP

Leverage Cloud Backup for existing backup and recovery platforms or get rid of legacy backup environments and move to resilient and highly scalable cloud backup.

## CLOUD STORAGE MIGRATION AND OPTIMISATION

A service which includes discovery, design, implementation, consolidation, modernization and storage configuration.

## CLOUD WORKLOAD MATURITY ASSESSMENT

A transformation to the cloud comprising of the following steps: discovery, design, tenancy configuration and optimization (including cost optimization), health check and advisory.

## CLOUD WORKLOAD OPTIMISATION

An automation service including process discovery, workshops, design, implementation, runbook creation, test and acceptance, health checks and upgrades, test and acceptance, health checks and upgrades.

## EFFICIENT INFRASTRUCTURE MANAGEMENT

Platform and standard operating environment management including design, implementation, health check and upgrade services (Red Hat and Microsoft).

## CONTAINER WORKLOADS

Design and implementation of microservices utilising container technologies. Service also involves design and migration of single node containers.

## DISASTER RECOVERY SERVICES

Build and test a full disaster recovery solution using modern cloud computing technology including local high availability (clustering, high performance file systems, global HA, multi-cloud failover and recovery automation).

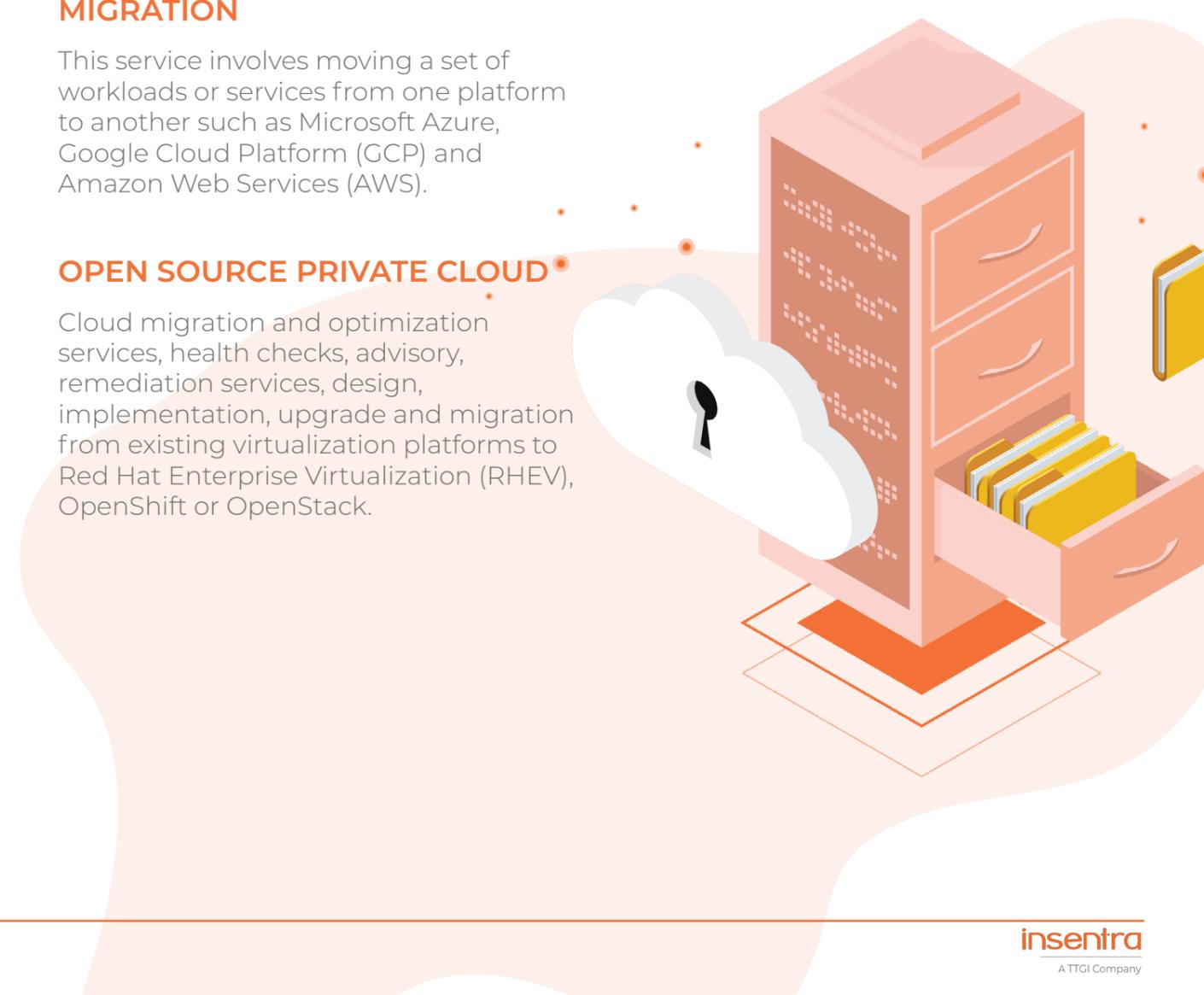
## MULTI-CLOUD PLATFORM MIGRATION

This service involves moving a set of workloads or services from one platform to another such as Microsoft Azure, Google Cloud Platform (GCP) and Amazon Web Services (AWS).

## OPEN SOURCE PRIVATE CLOUD

Cloud migration and optimization services, health checks, advisory, remediation services, design, implementation, upgrade and migration from existing virtualization platforms to Red Hat Enterprise Virtualization (RHEV), OpenShift or OpenStack.

## OUR VENDORS



# INFORMATION MANAGEMENT

Insentra provides solutions to help Partners and their clients understand where their critical business information resides and transition information safely from the data centre to the cloud or between cloud platforms.

For information in place Insentra can help Partners and clients ensure they have the appropriate governance and controls around critical information to protect their business and help them achieve compliance.

## EMAIL MIGRATION

Safe, robust migration of mission-critical email workloads into Office 365 or Exchange Server from almost any source platform.

## EXCHANGE ON-PREMISES

Deploy or upgrade to the latest version of Microsoft Exchange Server in your Clients chosen data centre.

## FILE SHARE MIGRATION

Migration of the following: home drives, shared drives, SAN/shared storage, to SharePoint, OneDrive and Teams or to tiered cloud storage.

## EMAIL ARCHIVE MIGRATION

Migration of a variety of third-party archive platforms into cloud services or on-premises archives. Migrations are automated and fully managed end-to-end whilst maintaining Chain of Custody.

## OFFICE 365 MIGRATIONS

Move your customers business to Office 365. Where Clients have already partly migrated, we offer a Good to Great strategy to make use of everything your Client owns with best practices in mind.

## SHAREPOINT MIGRATIONS

Migration of SharePoint environment to customer's cloud services or a newer version of SharePoint.

## TENANT TO TENANT MIGRATIONS

Mergers, acquisitions or divestitures are becoming increasingly common. This service enables customers to quickly and easily move from one Office 365 tenant to another.

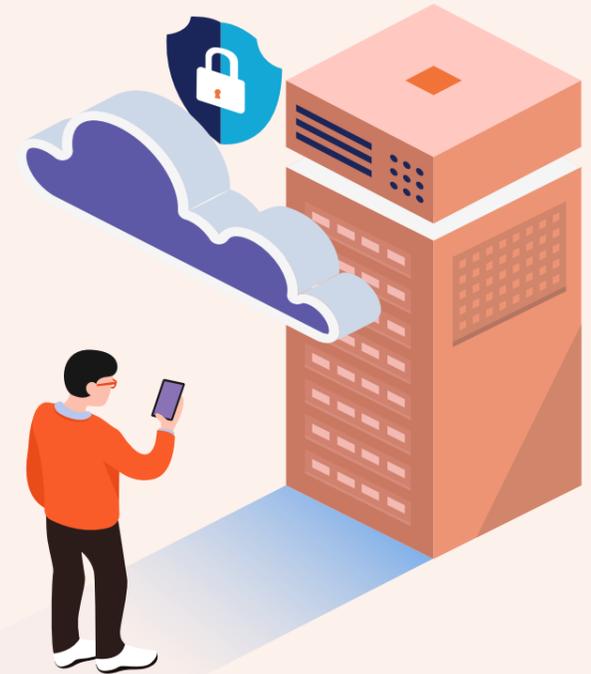
## PST CONSOLIDATION

Eradication of the PST problem begins with a discovery of all PSTs in a customer's environment followed by a collection, transformation and consolidation into either cloud services or on-premises Exchange or archive platforms.

## TORSION – INFORMATION GOVERNANCE

Achieve compliance by first understanding who has access to what information and why by adding [Torsion Security](#). Remove the ability to share information without an understanding as to the reason why and put the control over information access back in the hands of the business.

Having information protection integrated into a compliance platform dramatically reduces risk. Design, consulting and implementation of an integrated discovery and management platform forms the foundation of our approach to achieving and maintaining compliance. Refer to Value Added Software Solutions for more detail on Torsion.



## OUR VENDORS



# MICROSOFT FASTTRACK SERVICES

FastTrack is a Microsoft funded program to help customers adopt Microsoft 365, Office 365 and Enterprise Mobility and Security. The program is delivered by Microsoft certified Insentra consultants who work with organizations to customize a roadmap for the business which includes both technical implementation and user adoption to help overcome hurdles. Insentra was one of six Microsoft foundational FastTrack Partners and has delivered FastTrack services for over six years. With extensive experience in managing thousands of workloads across more than 750 Clients, Insentra's FastTrack consultants are among the most experienced in Microsoft's global ecosystem.

If your customer has over 150 Microsoft/Office 365 licensed seats, then they are eligible for FastTrack for the life of their subscription. Leveraging the Microsoft funded advisory services provides:

1. Access to a dedicated FastTrack consultant to answer questions or queries
2. Faster onboarding and adoption of Office 365 products
3. Education on new features and functions
4. Ability to provide feedback to Microsoft to improve products



FastTrack delivers all its engagements with a proven methodology:

## 1. INITIATE



- A FastTrack Consultant will work with your customer to get an understanding of the outcomes they want to achieve
- We discuss how they can maximize business value from existing O365 or M365 licensing by driving higher service usage

By collaborating with your team and understanding the customers requirements, the FastTrack consultant will create a success plan tailored to their organization.

## 2. ASSESS & REMEDIATE



Issues and obstacles are all part of the local environment process. Our crew of FastTrack Consultants leverage their experience with hundreds of organizations to help guide customers through identification, analysis and remediation of these issues.

Checkpoints and a progress plan can be arranged and monitored to ensure everything your customers need is ready for the service migration.

## 3. ENABLE



With all remediation tasks reviewed and resolved workloads can be enabled.

- **Stage 1** - configuration of core infrastructure for service consumption
- **Stage 2** - provision of online services
- **Stage 3** - conduct activities to drive usage

## 4. MIGRATE



If your customers have more than 500 entitlements, they can leverage FastTrack's Data Migration Services to migrate on-premises email and file share content to Office 365.

# VALUE ADDED SOFTWARE SOLUTIONS

Insentra works with niche Vendors from around the globe to bring complementary software solutions to market. As the master distributor for these Vendors we provide our Partners with on the ground pre-sales, marketing and support services, and ensuring they have access to the software solutions to sell to their Clients. These software solutions can be purchased as software only or with Professional Services included.



## IGEL

Any organization which has an existing virtual desktop environment is implementing a virtualized desktop solution or moving from on-prem to the cloud and in need of a fully-managed cloud workspace, should be working with IGEL – the market-leader in simple, smart and secure end-point workspaces.

IGEL is a lightweight thin-Client Edge Operating System (OS) which runs on any x86 endpoint, connects to any virtual desktop solution and is managed by a dedicated management server. IGEL OS is a simple, smart and secure way to turn your existing hardware or new low-cost hardware into thin Clients to reduce hardware costs, management overhead and increase compatibility with VDI solutions.

IGEL is the preferred and recommended end-point software for Citrix, VMware and Microsoft Windows Virtual Desktop (WVD) and provides seamless access into Microsoft Azure, AWS and Google Cloud.

IGEL enables many different scenarios including hardware refresh, disaster recovery, BYOD, GDPR, WVD or any virtualization project and move to VDI.



### Key features:

- ✓ IGEL is updated regularly and has a large ecosystem of Vendors
- ✓ Simple management – reducing overheads while managing endpoint fleets with drag and drop management, shadowing, and simplicity
- ✓ Security – IGEL is a thin, read-only OS with a small attack surface and enterprise grade security



# VALUE ADDED SOFTWARE SOLUTIONS

## TORSION

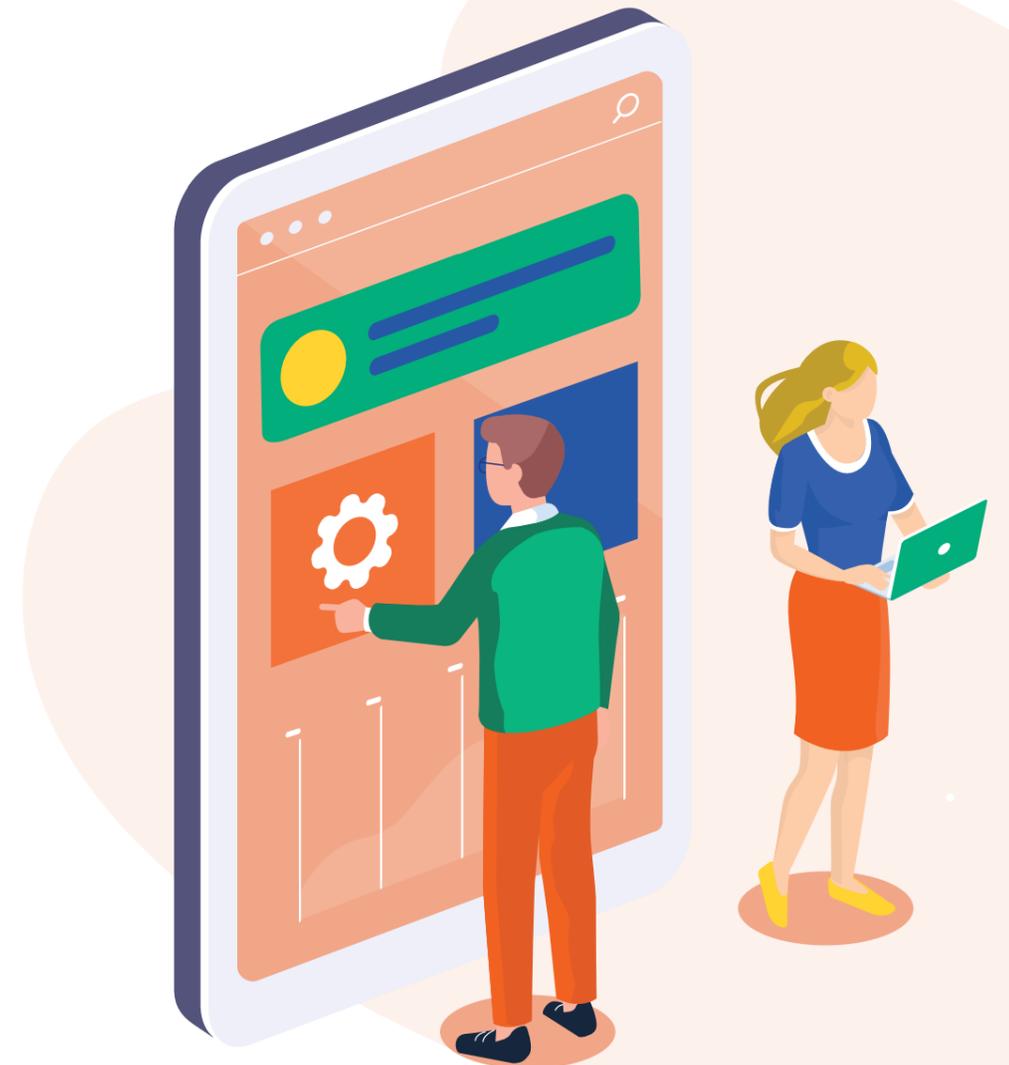
Organizations have millions of files, multiple systems and many staff. What someone needs access to today may be different to what they need tomorrow and users are granting access to multiple tools. External sharing, file-level permissions, ad-hoc collaboration, manual processes and IT tools all struggle to keep up. Access to information quickly gets out of control.

Torsion solves the problem by putting file access governance back in the hands of the data owners (the business functions) and replaces the “share” button in SharePoint with “share with Torsion”, which forces users to provide a “reason for sharing” and a “duration” to allow access. Torsion also scans SharePoint, OneDrive, File shares, etc. and determines who “should” be the rightful owner based on interaction with the data and will then poll the individual to take ownership and “confirm or remove permissions” for all users with access. Without Torsion, the responsibility for who has access falls to IT and they are not best placed to know who should access what and try to solve the problem with AD Groups or metadata tools.



### Torsion is a practical solution for:

- ✓ Modern data access governance
- ✓ Improve data security
- ✓ Cloud-first and supports on-premises
- ✓ Focused on users
- ✓ Simplify compliance
- ✓ Minimal dependence on IT admins
- ✓ Enabled by machine learning



# VALUE ADDED SOFTWARE SOLUTIONS

## RIMO3

In 2021, the average time in an enterprise to deploy system updates was over 45 days. With Rimo3 you can automate testing for any Windows application, on any modern Windows version, for any target environment – with no scripting, complex configuration, or costly infrastructure. Gain critical insights about your application portfolio an automated analysis showing compatibility, functionality, performance & detailed contextual application insights. Deploy security updates and ongoing changes to desktop and server operating systems, across physical, virtual, and cloud workspaces confidently. Critical, timely, and actionable information about your organization's applications helps to streamline operations, optimize resources, lower costs, and improve end-user productivity.



### Rimo3 helps you:

- ✓ Re-platform to new environments like Azure Virtual Desktop up to 10x Faster
- ✓ Maintain Evergreen Workspaces to Improve Security Posture and User Productivity
- ✓ Recoup time lost on manual testing and re-deploy critical IT resources to strategic projects
- ✓ Automate migrations of legacy SCCM packages to Intune
- ✓ Rapidly discover application suitability for migration to new workspaces
- ✓ Test your apps for compatibility post change and for patch readiness



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## AVEPOINT

### Policy and Insights

While Microsoft makes sharing easy, AvePoint Policies & Insights, or “PI” for short, makes sharing secure. PI is the only solution that breaks down data silos and lets you easily implement governance policies for sharing, external users, membership, ownership, and more. The insights help you understand permissions, security, and controls across Teams, Groups, SharePoint, and OneDrive. Select the regulations or permission controls your customers care about most. PI uses sensitive information types, including personal identifiable information, HIPAA, or financial info, to prioritize issues for action. Then, set Policies to correct out-of-policy sharing, permissions changes, or provisioning automatically. PI’s policies combine rules to do the heavy lifting, tailoring enforcement based on context.

- **Find & prioritize** - Aggregate access, sensitivity, and activity data across your customers’ Microsoft 365. Prioritize issues based on how you define risk – aligned to relevant regulations and security policies. In-depth insights expose top risks, whether over-sharing, anonymous links, or shadow users.
- **Monitor & fix** - Security dashboards highlight risky anonymous links, over-exposed sensitive content, large groups, and more. Drill down for deeper insight into known and potential issues. Fix issues as you go, editing permissions and sharing settings in batch. Plus, surface workspace risk indicators for each customer tenant with the click of a button.
- **Enforce & prevent** - Prevent configuration drift with automated policies control. Policies trigger alerts or roll-back of unauthorized changes and risky actions, including Teams name changes, external user settings, and changes to permissions inheritance. Track improvements over time to prove your collaboration is secure.

### Cloud Backup

Why do you need backup? Because accidents happen and mistakes can leave your business at a standstill, and in some cases even costing people their jobs. But with backup for Microsoft 365, you can protect yourself against unforeseen circumstances—loss of data caused by users or admins who’ve misplaced, deleted or altered content, an outage, or a ransomware attack

While Microsoft 365 has a few short-term recoverability options like the Recycle Bin and soft deletion, the support that comes with these is limited (lists and list items, permissions, metadata, out-of-place restores, and more), and it doesn’t include out-of-the-box, long-term recoverability options. There are many content alterations that cannot be reversed, such as rolling back versioning on critical information or changes to permissions of files and locations. Additionally, not all content is supported by the Recycle Bin.

- **Get Unlimited, automated backup for your Microsoft Cloud assets** - Automatic backups, up to 4X per day, for Dynamics 365, Microsoft 365, SharePoint Online, OneDrive for Business, Exchange Online, Project Online, and Groups. Unlimited data gives you flexibility to protect content as your organizational needs dictate.
- **Granular restore** - Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or to your file system or export as a PST
- **Gain visibility & control over protected content** - The simple dashboard display gives immediate insight into what services are covered—and where you may be exposed. Whether you bring your own storage, or AvePoint’s our encrypted Azure storage, you’ll retain full control over your data



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## Cloud Governance

AvePoint Cloud Governance empowers users with self-service IT resources for provisioning, moving, or restructuring Microsoft Teams and their content, as well as lifecycle and permissions management. Transcend rigid provisioning and security management restrictions with an end user-driven service for data protection, administration, content management, and reporting capabilities.

- Enable easy self-service provisioning for Microsoft Teams while controlling user access levels to ownership, security, and settings.
- Strictly control but also simplify how Teams are requested, created, and approved.
- Seamlessly steer users to the correct actions for their role, making it simpler and easier to ensure they do the right thing.
- Gain scalable visibility into your platform use by ensuring Teams are named, classified, retained, and accessed according to rules.
- Ensure ongoing compliance via automated policy enforcement.
- Keep policies intact for the life of each Team, Office 365 Group and Team Site with automated recertification, to validate permissions and metadata.
- Archive and retain or dispose of Teams and Teams' content with flexible end-of-life workflows that trigger alerts for potentially irrelevant content, and force end user action on stale collaboration spaces.

## Cloud Records

AvePoint Cloud Records brings order while eliminating the burden of traditional records management tasks for end users. Manage Microsoft 365, SharePoint on-premises, and file systems electronic content, alongside physical records efficiently, achieving compliance without user intervention. Easily apply automated business rules that manage your content lifecycle—from creation, to classification, and retention. Plus, AvePoint's SaaS solution lets you maintain oversight with built-in reporting and auditing. Streamline the classification and taxonomy process with a single interface that allows Records Managers to configure and manage a classification scheme, apply retention and disposal rules, and apply terms automatically to remove end user burden.

- **Classification & taxonomy** - Manage a classification scheme or taxonomy and push terms to records all through a single interface.
- **Retention & disposal rules** - Manage your information lifecycle with multiple outcomes for content.
- **Auditing & reporting** - Proactively manage your information outcomes and report on all actions performed on items, or by a user.
- **Physical records** - Manage physical items—including boxes, folders, and records.



SKILL	COVERED UNDER
Amazon Web Services AWS General	Cloud Platform
Amazon Web Services AWS IaaS	Cloud Platform
Archive360 Archive2Azure	Information Management
Archive360 FastCollect For Archives	Information Management
Archive360 General	Information Management
AvePoint Cloud Backup	Cloud Platform
AvePoint Cloud Records	Cloud Platform
AvePoint Fly	Cloud Platform
AvePoint Policies and Insights	Cyber Security
Citrix ADC (NetScaler ADC)	Cloud Platform
Citrix Analytics for Security	Modern Work
Citrix App Firewall (formerly NetScaler App Security or NetScaler AppFirewall)	Cloud Platform
Citrix Application Delivery Management (NetScaler Management and Analytics System)	Cloud Platform
Citrix DaaS (formerly Citrix Virtual Apps and Desktops service)	End User Compute
Citrix Gateway (NetScaler Gateway or NetScaler Unified Gateway)	Cloud Platform
Citrix Intelligent Traffic Management	Cloud Platform
Citrix Secure Web Gateway (formerly NetScaler Secure Web Gateway)	Cloud Platform
Citrix Virtual Apps and Desktops	End User Compute
Citrix Workspace	End User Compute
DataTrust Atmos Migration	Information Management
DataTrust Centera Backup	Information Management
DataTrust Centera Migration	Information Management
DataTrust Cloud Storage Manager	Information Management
DataTrust Hybrid Cloud Gateway	Information Management
Microsoft Intune	End User Compute
Microsoft Multi Factor Authentication	Cyber Security
Microsoft O365 Information Protection	Cyber Security
Microsoft Office 365 ProPlus	End User Compute
Microsoft Office ProPlus	End User Compute

SKILL	COVERED UNDER
Microsoft OneDrive	Cloud Platform
Microsoft PowerAutomate	Cloud Platform
Microsoft PowerShell	Cloud Platform
Microsoft Scale Out File Server	Cloud Platform
Microsoft SharePoint Online	Cloud Platform
Microsoft Skype for Business Online	Cloud Platform
Microsoft Storage Spaces	Cloud Platform
Microsoft Storage Spaces Direct	End User Compute
Microsoft System Center Endpoint Config Manager	Modern Work
Microsoft Teams - Collaboration	Modern Work
Microsoft Teams - Voice	Modern Work
Microsoft Windows 10	End User Compute
Microsoft Windows Information protection	Cyber Security
Microsoft Windows Server - General	Cloud Platform
Microsoft Windows Server - RDP	End User Compute
Microsoft Azure Virtual Desktop	End User Compute
Microsoft Yammer	Cloud Platform
Quadrotech Archive Shuttle by Quest.	Information Management
RedHat Ansible	Cloud Platform
RedHat Ansible Tower	Cloud Platform
RedHat Ceph	Cloud Platform
RedHat Gluster	Cloud Platform
RedHat Idm	Cloud Platform
RedHat Insight	Cloud Platform
RedHat OpenShift	Cloud Platform
RedHat OpenStack	Cloud Platform
RedHat RHEL	Cloud Platform
RedHat RHVirtualization	Cloud Platform
RedHat Satellite	Cloud Platform

SKILL	COVERED UNDER
ShareGate Desktop	Information Management
Torsion IS Torsion	Information Management
TransVault Insight	Information Management
TransVault Migrator	Information Management
TransVault Public Folder Exporter	Information Management

# KEY CONTACTS

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