



# Office 365

## Frequently Asked Questions

### What is Office 365? How is it different from Microsoft Office?

Office 365 is a subscription plan that includes Office applications and other productivity services online; also known as cloud services.

The business plans include Skype for Business web conferencing, Exchange Online hosted email and additional cloud storage via One Drive for Business.

Many plans also include the desktop versions of Office applications which can be installed across multiple devices. Word, Excel, PowerPoint, OneNote, Outlook, Publisher and Access are all included. They are compatible across PCs, Macs, Android tablets, phones, iPad and iPhone. Publisher and Access are on PC only.

Microsoft Office is still available for purchase in some offline versions – Office Home & Business 2016 and Office Professional 2016. The former includes fully installed versions of Outlook, Word, Excel, PowerPoint and OneNote while the latter also includes Publisher and Access. The big advantage of Office 365 over Office is that Office 365 is always up to date, so you don't need to purchase upgrades in the future.

### What different plans are available? What's the difference between them all?

Office 365 is priced on a per user, per month basis and the different plans vary greatly – from around \$10 per user per month up to \$70+ per user per month. The functionality inherent in the different plans determine which will be the best fit for your organisation.

Functionality in the plans available begins at a very basic level: Office 365 Business Essentials has online versions of Word, Excel, PowerPoint, Exchange Online, Skype and OneDrive for Business. These online versions have some limitations in comparison with the fully installed desktop applications. These desktop applications are not included in the Essentials plan, nor are the mobile versions of the applications.

This type of plan may suit some types of small businesses, although we would generally recommend at least the Business Premium plan as it includes the desktop versions of your productivity tools: Word, Excel, PowerPoint etc.

The Enterprise packages offer fantastic features such as Advanced Threat Protection, MyAnalytics, Cloud-based call management to your PBX and PSTN conferencing so colleagues and customers can dial in to Skype meetings from their phones. These features scale up with the packages, and you may not have use for all of them.

Education and Non-profit clients are likely to be eligible for substantial discounts off the most feature-rich Office 365 plans.

There are a lot of features to consider when looking at Office 365. If you'd like a consultant to help you choose which Office 365 package is right for your business, call us on (07) 3340 5555 to speak to one of our Brisbane based specialist.



## Some questions we are likely to ask you are:

### **How many users do you currently have? Are you likely to grow beyond 25 or 300 users?**

We'll talk about the premium and enterprise plans.

### **Do you already have stand-alone versions of Office?**

There may be a small business or enterprise package we can utilise for you that will work with your existing licenses and deliver the experience you're seeking.

### **Do you need to be able to edit Word, Excel and Powerpoint documents on tablets or smartphones?**

It's likely you'll need the top plans in each category – Small Business Premium, Office 365 Pro Plus, Enterprise E3 and Enterprise E4.

### **Do you need active directory integration?**

Again, we'll look at the mid-sized and enterprise plans.

### **Do you need advanced email, archiving and search capabilities?**

Enterprise plans will be where we'll start.

## Other Frequently Asked Questions:

### Can I switch to other Office 365 Plans?

The short answer, is yes. As your Microsoft Service Provider we can assist with all and any changes you might want to make to your Office 365 subscription. It's not always simple, though. We recommend taking time in considering which plan is right for you prior to making a commitment. There are many aspects to consider and we are happy to help scope your requirements with you.

### How do I migrate all my existing email, calendar, contacts and documents to Office 365?

Migration processes are dependent on your current system. It may be possible to do it yourself – there are tools and wizards online. However most organisations find it very time-consuming and risky to be manipulating such important business information. A certified Microsoft Service Provider such as ourselves can provide this service for you and give you the peace of mind that your data is safe and the transition is in good hands.

### What are the differences between on-premise Exchange, Hosted Exchange and Office 365?

On-premise Exchange is still available and has no major changes.

Hosted Exchange is still available, in fact we have many clients still hosting their exchange servers with us in our private data centre. This is still a great option and you have the security of knowing your data is on shore and accessible.

Office 365 includes Exchange Online which is effectively Microsoft's Hosted Exchange offering. It offers great features, high availability and robust security. Businesses using Exchange Online in Australia and New Zealand are serviced out of Microsoft's data centres in Sydney and in Melbourne. All data is encrypted and extremely secure. No data is visible to anyone but the user themselves.

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