



Cloud Cover



A bolt on service

Microsoft Teams Room Managed Service

Remote monitoring and maintenance to ensure your business critical collaboration devices are kept upto date, always fully operational and secure.





Microsoft Teams Rooms Managed Service

is a service that transforms meeting spaces into a rich, collaborative experience.

With the Microsoft Teams Room Managed Service offering, IT administrators can easily rely on Carillion to manage and monitor Microsoft Teams Rooms devices.



Service Objectives

The service aims to provide a seamless and intuitive meeting experience, enabling Teams Rooms devices to collaborate effectively.

The service addresses the need for remote collaboration and efficient meeting management. The solution uses the Microsoft Teams Room Pro portal to create alerting, remote monitoring, and diagnostics.

Key Features and Capabilities

View of Devices

Carillion can see the status, history, and details of each Microsoft Teams Room device in our customer's organisation.

Remote Room Management

Carillion can suppress alerts, reboot devices, and update settings remotely from the portal.

Remote Device Updates

Carillion Managed Services uses rings. Rings are a way of managing the update process for Microsoft Teams Rooms devices. They help reduce the risk of issues caused by the deployment of new features or fixes. By using rings, Carillion can gradually roll out the updates to the customer devices in a controlled manner. Carillion can create different rings for separate groups of devices and assign them a rollout schedule. Carillion recommends the use the validation ring for evaluating the updates on a few devices before deploying them to the rest of our customer's organisation. Carillion also recommends using the executive ring for applying the updates to our customer's essential devices.

View of Incidents

Carillion can see the top issues affecting our customers rooms and the actions required to restore them to a healthy status.

Service Components

Microsoft Teams Rooms

A collaborative meeting experience.

Microsoft Teams Room Pro portal

A management and monitoring tool for IT administrators.

ConnectWise

Logging and reporting application for all service incidents.

Scope of Service

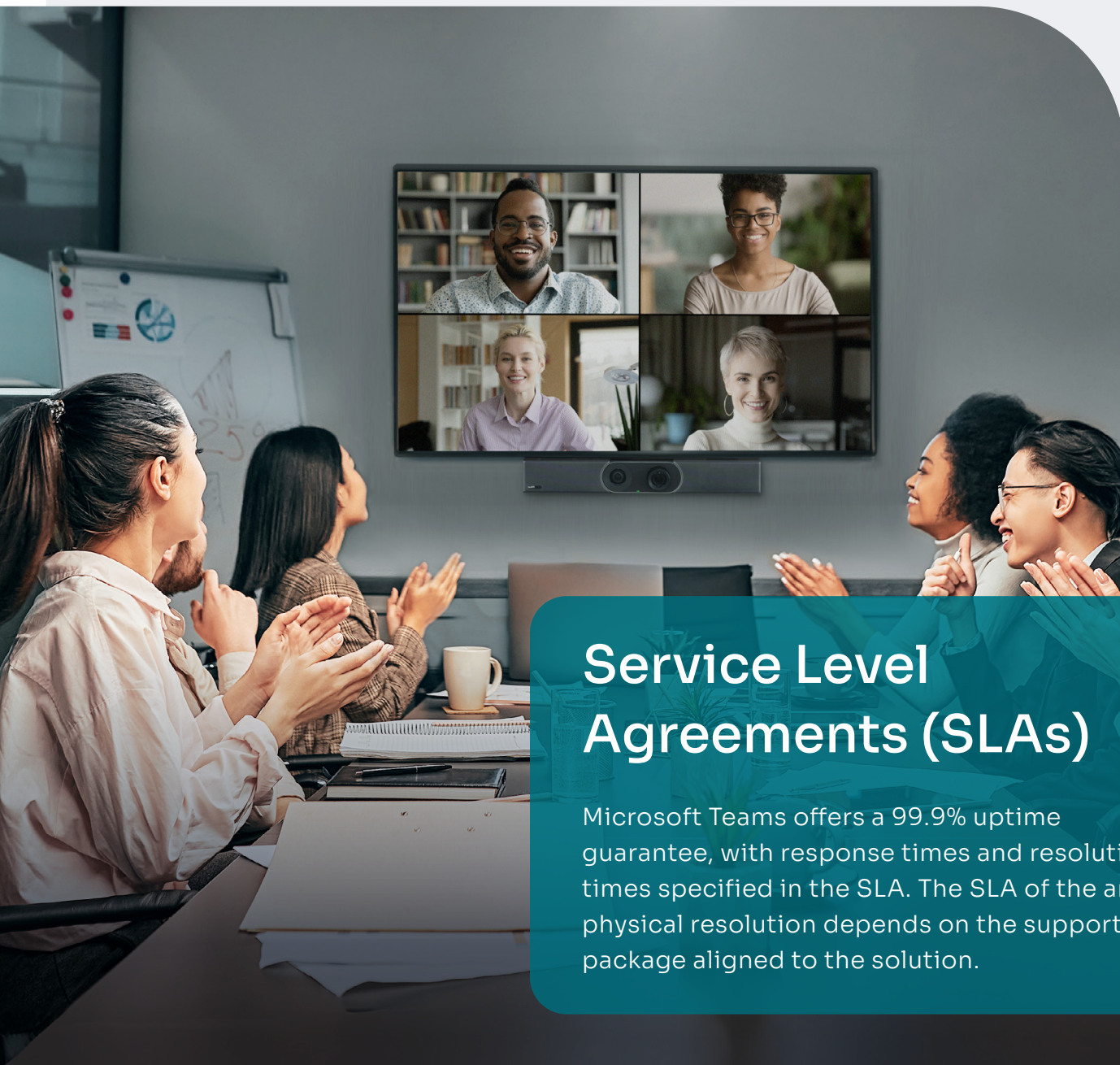


The service includes the use of Microsoft Teams Rooms and the Microsoft Teams Room Pro portal. The service does not include the provision of hardware or meeting room infrastructure. The Microsoft Teams Room Managed Services product enhances the already existing support solutions such as Advantage, Care, and Care + solutions.

Support & Maintenance

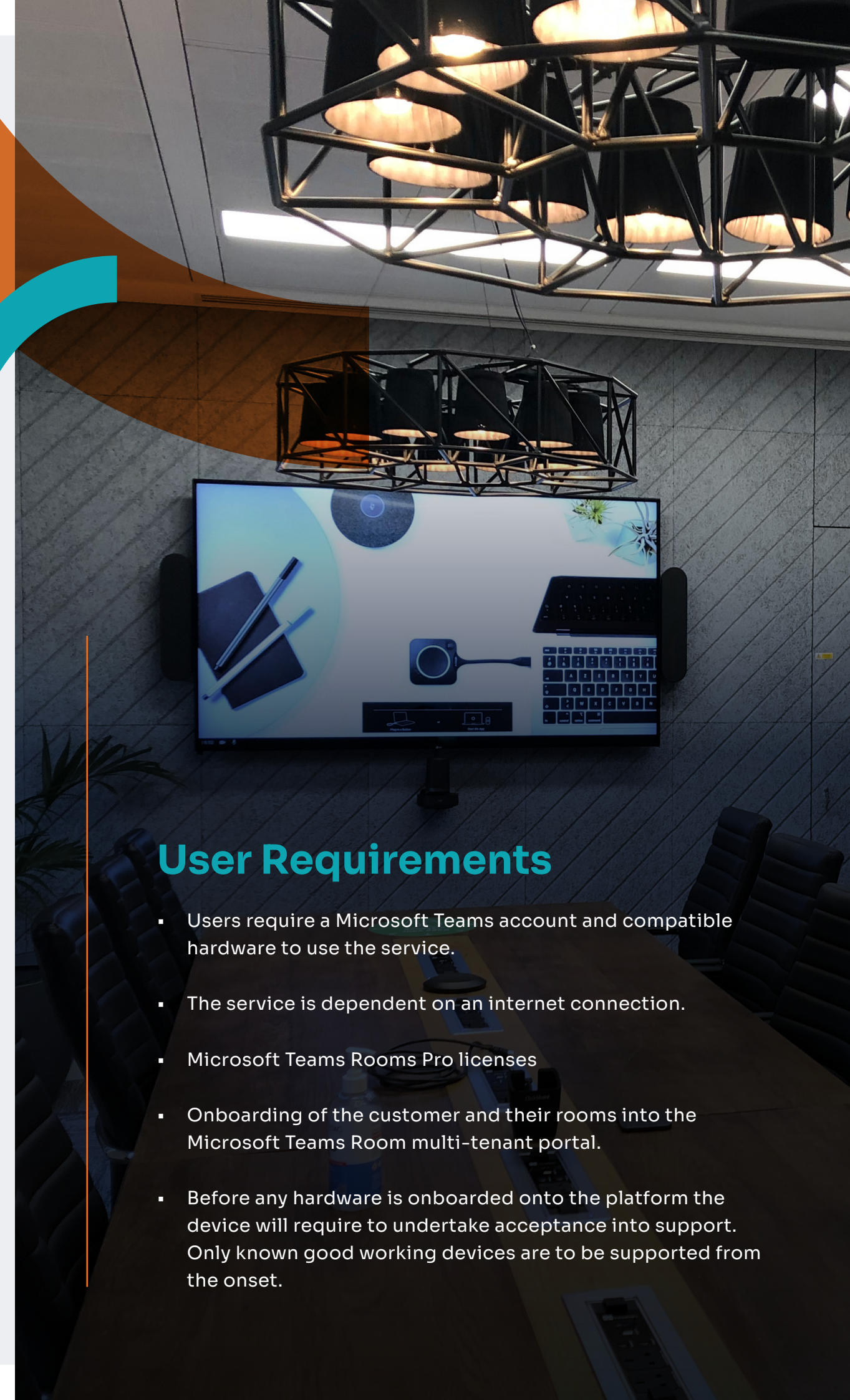


Support is available through the Microsoft Teams Room Pro portal, with help desk availability, contact methods, and response times specified. Maintenance activities and schedules are outlined in the service documentation for the relevant support agreements in place.



Service Level Agreements (SLAs)

Microsoft Teams offers a 99.9% uptime guarantee, with response times and resolution times specified in the SLA. The SLA of the any physical resolution depends on the support package aligned to the solution.



User Requirements

- Users require a Microsoft Teams account and compatible hardware to use the service.
- The service is dependent on an internet connection.
- Microsoft Teams Rooms Pro licenses
- Onboarding of the customer and their rooms into the Microsoft Teams Room multi-tenant portal.
- Before any hardware is onboarded onto the platform the device will require to undertake acceptance into support. Only known good working devices are to be supported from the onset.

Service Objectives

The service complies with relevant industry standards and regulations, with security measures in place to protect data and systems.

Encryption:

Microsoft Teams typically uses encryption to secure communication between devices and Microsoft servers. This includes encryption of data in transit and at rest.

Authentication:

Multi-Factor Authentication (MFA) is supported for administrator authentication, ensuring that only authorised individuals can access Microsoft Teams Room Pro portal and associated services.

Access Controls:

Microsoft Teams provides robust access controls, allowing administrators to manage user permissions and restrict access to certain features or data.

Identity and Access Management:

Teams integrates with Entra ID, enabling organisations to leverage identity and access management features for better control over user accounts and access permissions.

Compliance and Data Residency:

Microsoft Teams often complies with industry standards and regulations, and it allows organisations to choose data residency locations to meet specific compliance requirements.

Security Updates:

Microsoft and hardware vendors release regular security updates and patches to address known vulnerabilities and enhance the overall security of the platform. This can be rolled out to unique rings to ensure that the service is deployed to a validation, general, and executive rooms after a level of comfort is achieved depending upon the role/ importance of the room.

Endpoint Protection:

Customer username and password policy is to be applied by to the endpoints.

Devices will be kept up to date utilising Microsoft update methodology.

Device Management:

Carillion will manage and monitor Teams Room devices using the Microsoft Teams Room Pro portal, allowing for centralised control and enforcement of security policies.

Audit Logs and Reporting:

Microsoft Teams Room Portal generates audit logs and reporting features that enable Carillion to track user activities, monitor security events, and investigate potential security incidents.



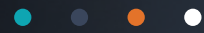
Implementation Plan



The service can be implemented according to the timelines and milestones specified in the implementation plan. Onboarding processes are available to help users get started with the service.

Acceptance into support

All devices will undertake an acceptance into service. This includes reviewing log data, obtaining serial numbers, design decisions, drawings where applicable, and wiring schematics. The device will be running on an approved software and firmware version for all peripherals and Microsoft Teams Room device.



User Instructions & Documentation

User guides, manuals, and documentation are available to help users understand how to use the service.

Contact Information

+44 (0)1628 419519 | info@carillion.com

Contact details for customer support, technical assistance, and other inquiries are provided, including relevant email addresses, phone numbers, and hours of operation. Contact will be made through the traditional methodology with the customer.

Feedback & Improvement Mechanisms

Users are encouraged to provide feedback on the service, with feedback collected and used for continuous improvement.

Terms and Conditions

The terms and conditions associated with using the service are specified, including information on cancellation policies and contractual obligations – This follows Carillion standard T&Cs.





SUPPORT COVER



Carillion
CARE



Carillion
CARE+



Carillion
ADVANTAGE PREMIER



CloudCover
Bolt on to Advantage Premier

Nationwide support	✓	✓	✓	✓
Technical phone support (Mon-Fri, 9-5:30)	✓	✓	✓	✓
5 on-site visits	✓		Unlimited	
10 on-site visits		✓	Unlimited	
Next working day on-site engineer*			✓	
Software upgrades & updates			✓	✓
Unlimited on-site maintenance callouts			✓	
Preventative maintenance (1 per annum)			✓	
Activity Reporting			✓	
Remote Device Updates				✓
Controlled roll out of updates to devices				✓
Different rings for separate groups of devices				✓
Enhances existing support solutions				✓
Annual Audit**				✓

* Support ticket must be logged before noon

** Your Microsoft Teams Room estate is reviewed annually to ensure peak performance of all meeting room spaces.

ADDITIONAL SERVICE OPTIONS

Emergency call out option	Asset tagging
User training & system adoption	Legacy system testing



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