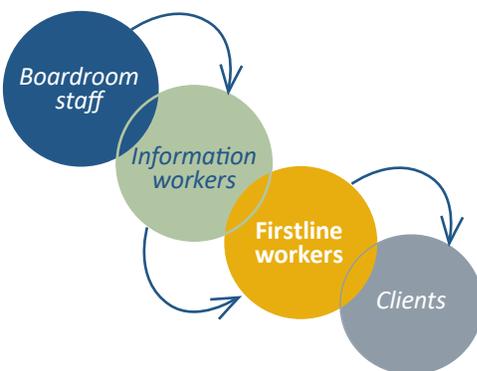


# Bring the power of communication & connection to your firstline workers with Microsoft 365

## Bring cost-effective communication to the people who connect your company to your clients

Directed at common workflow problems, Microsoft 365 is a packaged solution of Windows 10, Office 365, and Microsoft Security. These three components establish a highly-secure, productive set of applications, built to accelerate collaboration between teams.

Microsoft 365's features and licensing options are specifically targeted to unify your entire workforce - a major advantage to any organization with staff not continuously connected to their IT environment.



Microsoft 365 builds end-to-end connections to clients

Until now, connecting hundreds, or even thousands, of dispersed firstline workers seldom justified the logistical costs.

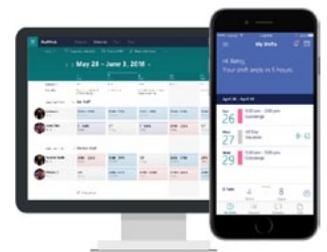
Microsoft 365 leverages your existing investments, making this affordable, while greatly simplifying how users log-on and the management of their accounts.

Reasonable enterprise licensing, BYOD options, and safe integration are the benefits that lift barriers to create a low-cost digital channel from the boardroom through to clients.

## Sierra Systems Provides Enterprise Engagement & Long-Term Support

Sierra Systems, an NTT DATA Company, operates a close relationship with Microsoft to enhance your Office 365 installation. As an award-winning Microsoft Gold partner, Sierra Systems can provide your firm with tailored assessments and an actionable project plan to connect every firstline worker in your organization.

Every implementation has the option of ongoing support from our Application Management Service (AMS) team - caring for your Windows 10 network post-installation through monitoring, security response, and system optimization.



## Features

Beyond the advanced security, Microsoft 365 for Firstline Workers solution is now an intrinsic part of the Microsoft Teams solution within Office 365, using mobile connectivity to offer staff with:

- task management
- training documents
- receive notifications
- APIs for business integrations

## Harness “Shadow” IT

Virtually all corporations have an element of shadow IT – an unofficial, simplified process to complete a task. Microsoft 365 casts light into these corners, by giving teams a simple way to work together. With instant messaging, and Microsoft Teams’ chat-based workspace, firstline workers can share their on-the-ground-experience, reducing shadow IT with a platform to openly discuss innovative ideas.

This platform of innovation is designed to be easy to start and simple to maintain. Taking full advantage of Microsoft 365’s control of individual accounts, the Microsoft 365 solution can create a new user account from just a phone number, staff ID, or, with the correct hardware, log-in automatically with facial recognition.

### Lower the Total Cost of Ownership (TCO)

Microsoft 365 minimizes TCO by reducing the time needed for initial employee set-up, providing immediate connectivity to the core productivity applications, and a clear channel to communicate updates in policies, price, or procedures. With a direct channel for inquiries, clients receive consistent experiences, and firstline workers can escalate concerns immediately, by using the tools now available to them.

### Security Through Identity Control

At the heart of Microsoft 365, identity-based management quickly confirms every individual in the organization. Single login for all services and devices makes employee set-up and management easy, even when using custom feature sets.

Any organization with field-based services can now operate as a single unit - with entire teams collaborating on their own Microsoft 365 licenses.

## Our Firstline Workers Service Offerings



- **Get there in 5 days!** Analysis and Roadmap of how firstline workers will connect to your corporate network and use your productivity suite



- Configuration of M365 for firstline workers



- Firstline worker application development and configuration using PowerApps and Flow

Gold  
Microsoft  
Partner

## GDPR Compliance

In May 2018, the EU’s *General Data Protection Regulation* (GDPR) became mandatory for any organization storing EU citizens’ private data. *Office 365* is built to manage incoming personal data by the GDPR-identified categories.

Sierra Systems can provide guidance on security solutions within *Office 365* to address prevention, detection, and breach responses to align to these regulations.

## Accelerating Businesses’ IT

Sierra Systems’ 50+ years of deep expertise in targeted industries has built our reputation of delivering superior solutions that strengthen organizations’ performance.

Contact us to learn more about our award-winning and innovative solutions:

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