

CLEARadvantage
FOR YOUR MICROSOFT SOLUTIONS

ADVANTAGES OF MICROSOFT Office 365



Clear Advantage

What Advantages and Benefits does utilizing Microsoft Office 365 bring compared to a traditional On-Premises deployment?

Organizations worldwide are choosing Office 365 for their productivity needs. Overall, here are the key areas where customers find major benefits when they choose Office 365:

- 99.99% Financially Backed SLA Uptime
- No Single Point of Failure and Reduced Connectivity Issues
- Enhanced Security and Built-in Compliance
- Lower Total Cost of Ownership via Manage and Maintenance Costs
- Scalability
- Built-in compliance
- No Additional Upgrade Costs

99.99% Financially Backed SLA Uptime

Microsoft's understanding of how to deliver highly available service comes from years of experience in building enterprise-class solutions and running online services. They combine robust recovery-oriented design, continuous learning, and consistent communication to deliver high quality service and a great customer experience.

Microsoft also has a financially backed guarantee of 99.9% uptime, giving you peace of mind.

Recent worldwide uptimes:

2012		2013			
99.98%	99.97%	99.94%	99.97%	99.96%	99.98%
Q3	Q4	Q1	Q2	Q3	Q4

[Click here](#) for more detailed information.

No Single Point of Failure and Reduced Connectivity Issues

HIGH AVAILABILITY DESIGN PRINCIPLES:

Redundancy

- Physical redundancy at server, data center, and service levels
- Data redundancy with robust failover capabilities
- Functional redundancy with offline functionality

Resiliency

- Active load balancing
- Automated failover with human backup
- Recovery testing across failure domains

Distributed services

- Distributed component services like Exchange Online, SharePoint Online, and Lync Online limit scope and impact of any failures in a component
- Directory data replicated across component services insulates one service from another in any failure events
- Simplified operations and deployment

Monitoring

- Internal monitoring built to drive automatic recovery
- Outside-in monitoring raises alerts about incidents
- Extensive diagnostics provide logging, auditing, and granular tracing

Simplification

- Standardized hardware reduces issue isolation complexities

- Fully automated deployment models, making deployment easier than ever
- Standard built-in management mechanism

Human backup

- Automated recovery actions with 24/7 on-call support
- Team with diverse skills on the call provides rapid response and resolution
- Continuous improvement by learning from the on-call teams

Continuous learning

- If an incident occurs, regardless of the magnitude of impact Microsoft does a thorough post-incident review every time
- Their post-incident review consists of analysis of what happened, their response, and their plan to prevent it in the future
- In the event your organization was affected by a service incident, they share the post-incident review with you

Consistent communication

- Transparency requires consistent communication, especially when you are using the service
- Microsoft has a number of communication channels such as email, RSS feeds, and the very important and highly relevant Service Health Dashboard

Service	Health	Alerts	Alerts	Alerts	Alerts	Alerts	Alerts
Exchange Online	OK	OK	OK	OK	OK	OK	OK
SharePoint Online	OK	OK	OK	OK	OK	OK	OK
Lync Online	OK	OK	OK	OK	OK	OK	OK
Office 365 PowerApps	OK	OK	OK	OK	OK	OK	OK

The Office 365 Service Health Dashboard is the window into the health of the service for your specific organization. As an Office 365 customer, you get a detailed view into the availability of services that is relevant to your organization. The Microsoft service dashboard gives you full insight into your services by showing their current status and even lets you see when you need to renew licenses.

Enhanced Security and Built-in Compliance

[Security in Office 365 White Paper](#)

Your privacy matters

Microsoft does not mine your data for advertising purposes. It is their policy to not use your data for purposes other than providing you productivity services.

They design their Office 365 commercial services to be separate from their consumer services so that there is no mixing of data between the two.

You own your data and retain the rights, title, and interest in the data you store in Office 365. You can take your data with you, whenever you want.

It's your data

- You own your data and retain all rights, title, and interest in the data you store with Office 365.
- You can download a copy of all of your data at any time and for any reason, without any assistance from Microsoft.
 - Exchange Online data, including emails, calendar appointments, contacts, and tasks, can be downloaded to a local computer

by any end user at any time via the Import and Export wizards.

- SharePoint Online documents can be downloaded at any time from the workspace into your local computer.
- Vanity domain names such as contoso.com can be removed by following the Domain Removal instructions in Office 365 Help.
- To download a copy of end-user metadata (such as email address, first and last name, and other data), you can use PowerShell cmdlets, including the Get-MsolUser Windows PowerShell cmdlet for Office 365. If you use Exchange Online, you can also use the Get-MailUser and Get-User Exchange PowerShell commands.
- Upon expiration or termination of your Office 365 subscription or contract, Microsoft will provide you, by default, additional limited access for 90 days to export your data.

LEADERSHIP IN TRANSPARENCY

Microsoft ensures that you, as an Office 365 customer, know where your data lives, who at Microsoft can access it, and what they do with that information.

They share details about where your data is stored in their data maps:

Country, Region or Plan	Data Map
North America	View [English]
South America	View [English]
Europe, Middle East, Africa	View [English]
Asia, Australia	View [English]
Office 365 Government Plans	View [English]

Access to customer data is strictly controlled and logged, and sample audits are performed both by Microsoft and third parties to attest that access is only for appropriate business purposes.

Microsoft recognizes the extra importance of their customers' content¹, such as Exchange Online email body data and SharePoint Online team site content. If someone—Microsoft personnel, partners², or your own administrators—accesses your content on the service, they can provide you with a report on that access upon request. This way you will know when your content may have been accessed.

HOW DO I VIEW ADMINISTRATIVE ACCESS TO DATA?

Service	Activities Tracked	Instructions
Office 365 and Dynamics CRM Online	Portal creation of users, Password Resets	Contact Office 365 or Microsoft Dynamics CRM Online Technical Support
Exchange Online	Exchange mailbox access ³	Visit Exchange Control Panel (link available from the Admin Overview page of the Office 365 Online Portal ; login required)
SharePoint Online	SharePoint site, storage access	Contact Office 365 Technical Support
Microsoft Dynamics CRM Online	CRM content access	Contact Microsoft Dynamics CRM Online Technical Support

¹ Content is customer data for which customers may have an increased expectation of confidentiality and that, when the service is used normally, is transferred encrypted over the Internet. It specifically includes: Exchange Online email body and attachments, SharePoint Online site content and file body, instant messaging and voice conversations, and CRM business data about your end-customer interactions.

² Reports reflect your partners' administrative access to your content stored on the service. Not all partner scenarios are covered. For example, reports on resellers (where customer has purchased the services from, and is billed by, the reseller), advanced communications services VOIP partners, and associated services such as Research in Motion (for hosted BlackBerry® service) are not available due to the nature of access to data these parties have in the ordinary course of using of the services.

³ For enterprise customers who have enabled the Exchange Online Protection administration center, administrative access of mail queued in the administration center is not reportable.

Receive updates on Microsoft's security, privacy, and compliance program, and other similar areas of interest.

As an administrator, you may check the compliance notifications box in the Contact preferences section of the My profile area within the Microsoft Online Services Portal [Login required].

You will then receive notifications that may be of interest to you regarding their security, privacy, and compliance program.

Administrators who check this box will receive email notices:

- When there is a change to the list of subcontractors they use on the service.
- When there is a change to the information regarding Office 365 geographic boundaries.
- That may be of interest to you regarding their security, privacy, and compliance program.

INDEPENDENTLY VERIFIED

Verified by third-party auditors, Office 365 works with and meets many key world-class industry standards and certifications.

Certified for ISO 27001

[ISO 27001](#) is one of the best global security benchmarks. Office 365 is the first major business productivity public cloud service to have implemented the rigorous set of physical, logical, process, and management controls defined by ISO 27001.

EU model clauses

In addition to being certified under EU safe harbor, Office 365 is the first major business productivity public cloud service provider to sign the standard contractual clauses created by the European Union ("EU model clauses") with all customers. EU model clauses address international transfers of data. Visit [here](#) to get a signed copy of the EU model clauses from Microsoft.

To access this document, Office 365 tenant administrator login credentials are required.

Data processing agreement

Microsoft offers a comprehensive standard data processing agreement (DPA) to all customers. The DPA addresses the privacy, security, and handling of customer data. Their standard data processing agreement enables customers to comply with their local regulations. Visit [here](#) to get a signed copy of the DPA.

To access this document, Office 365 tenant administrator login credentials are required.

HIPAA Business Associate Agreement (HIPAA BAA)

Office 365 is the first major business productivity public cloud service provider to sign requirements for the HIPAA BAA with all customers. HIPAA is a United States law that applies to healthcare entities that governs the use, disclosure, and safeguarding of protected health information (PHI), and imposes requirements on covered entities to sign business associate agreements with their vendors that use and disclose PHI. Visit [here](#) to get a signed copy of the HIPAA BAA.

To access this document, Office 365 tenant administrator login credentials are required.

Federal Information Security Management Act (FISMA)

Office 365 implements security processes that adhere to the

standards required by U.S. federal agencies, and it has acquired FISMA authority to operate (ATO) from a federal agency. U.S. federal agencies are welcome to review the Office 365 FISMA package to grant ATO.

Family Educational Rights and Privacy Act (FERPA)

Microsoft supports student privacy in Office 365 by complying with use and disclosure restrictions related to student data and by agreeing not to scan emails or documents for advertising purposes.

Relentless on security

Through cutting-edge security practices and years of online service experience, Office 365 delivers the robust security you deserve.

As an Office 365 customer, you benefit from the investments, scale, and deep experience of Microsoft. Microsoft has developed their practices and policies as a result of over a decade of experience in providing security for online data.

Microsoft's security practices are scalable and combine their learnings in different geographies and industry verticals.

Their built-in security features safeguard data from the time it is stored to the time it reaches user devices. By default, the security features include:

- 24-hour monitored physical datacenters.
- Logical isolation of data between tenants.
- Administrative access to Office 365, controlled by a role-based access control (RBAC) process.
- Segregation of the internal datacenter network from the external network, plus encryption of data transmitted across the networks.
- Encryption of email data at rest using BitLocker and SSL/TLS encryption of data in transit.
- Applications built by following the Security Development Lifecycle. Microsoft's secure development lifecycle ensures that security and privacy are incorporated by design—from software development to service operation.

Microsoft's security controls give you options to customize your security features depending on your specific needs.

- Rights Management Service allows users and administrators to encrypt content with intelligence based on identity and policy.
- Identity systems and services such as Windows Active Directory, Windows Azure Active Directory, and Active Directory Federation Services can be enabled for secure access to Office 365.
- Advanced features such as data loss prevention can be enabled by administrators to prevent sensitive data from leaking outside the organization.
- Features like legal hold, governance, and archiving allow administrators to place a hold on sensitive data for legal and archiving purposes.
- Functionality like eDiscovery enables administrators to easily find items across SharePoint Online, Exchange Online, and Lync Online for audit and security purposes.

- Microsoft's anti-malware and anti-spam features are advanced yet easy to use and customize by administrators.
- Microsoft's device security features in mobile devices and PCs allow remote device data wipe and device access restrictions.

For a detailed description of Office 365 security, read Microsoft's [security white paper](#).

Lower Total Cost of Ownership via Manage and Maintenance Costs

[Download](#) and review Forrester's Total Economic Impact of Microsoft Office 365

Scalability

Microsoft Office 365 is able to grow with the needs of your business. No more having to plan and execute on adding hardware and storage to your infrastructure to accommodate for additional users or data growth. As an Office 365 subscriber, you simply add and remove users as needed. Microsoft takes care of the physical storage requirements, load balancing, and disaster recovery as part of the service.

No Additional Upgrade Costs

Value matters. Office 365 minimizes your upfront cost, so you don't have to worry about hardware costs and software upgrades. You get enterprise-grade IT at a fraction of what it would cost to run it yourself. Microsoft Office 365 always runs the latest software and as a subscriber, you get upgraded at no additional cost with the flexibility to delay your upgrade for a limited time if business requirements dictate.

Insight – A World of Technology Resources

- *Global provider of information technology (IT) hardware, software and service solutions to business and public sector organizations*
- *\$5.3 billion in revenue in 2012*
- *5,400 teammates worldwide*
- *Operations in 22 countries, serving clients in 180+ countries*
- *2,300+ product and industry certifications*
- *Global software reseller*
- *Software lifecycle support for 80 percent of global Fortune 500*
- *Number 470 on the 2013 Fortune 500*
- *Services to plan, deploy, operate and refresh IT*
- *More than 1,100 consulting and service professionals*