Office 365 - Benefits, Risks and Comparison to Google Apps for Business

Presented by:
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INTRODUCTION

This session will discuss Office 365 in all of its flavors. Learn about its hybrid approach with its cloud based AND desktop applications.

Leveraging its new subscription and multi-device model of licensing and tools. Finally, we'll discuss how Office 365 compares to Google Apps.
Office 365 is a very robust product suite sold by Microsoft, most of the products are sold together in a package or you can buy individually. There are many different packages types that customers can purchase starting with basic plans or all the way up to the very top level enterprise packages that generally used by larger companies. The most popular two products are the Office 2016 and Exchange. All Office 365 business packages are subscription model. Most companies use Office 365 as a compliment to their desktop applications, there are few companies that use it 100% in the cloud, although that is what Office 365 was created and meant to be used for. Office 365 can be sold in full suite of products, or individually.
WHAT PRODUCTS ARE OFFERED WITH OFFICE 365?

Desktop Apps
Office Software
- Outlook
- Word
- Excel
- PowerPoint
- Access
Exchange
SharePoint
OneDrive
Skype for Business

Cloud Applications
Yammer
Delve
Sway
Team
Planner
Bookings
Sway
Groups
OFFICE 365 LICENSING & PURCHASING

There are two platforms of Office 365:

**Business/Enterprise**
- Microsoft
- Certified Vendor*

**Home**
- Microsoft Store
- Purchase at “big box” stores
- Amazon

- TIP: Smaller companies should buy through a vendor to get better support
- TIP: Remember, your Microsoft account is your master account for all of your purchases (unless you go through a vendor)
## Licensing Options

<table>
<thead>
<tr>
<th>Plan</th>
<th>Price</th>
<th>Included Features</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Essentials</strong> ($5/user/month)</td>
<td>(Exchange + Online Apps)</td>
<td>Email, calendar (Exchange) Office Online Web Apps Online Meetings, IM (Lync/Skype Business) SharePoint Yammer OneDrive for Business Phone support for critical issues</td>
</tr>
<tr>
<td><strong>Business</strong> ($8.25/user/month)</td>
<td>(Office Desktop Apps + Online Apps)</td>
<td>Office 2016 (Word, Excel, Outlook, PowerPoint, OneNote, Publisher) Office for iPad and Smartphones Office Online Web Apps OneDrive for Business Phone support for critical issues</td>
</tr>
<tr>
<td><strong>Business Premium</strong> ($12.50/user/month)</td>
<td>Complete Solution - Exchange, Office Desktop Apps and Online Apps</td>
<td>Everything in Business Essentials + Business</td>
</tr>
</tbody>
</table>

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#ABATECHSHOW
# LICENSING

## ENTERPRISE OPTIONS

<table>
<thead>
<tr>
<th>E1 ($8/user/month)</th>
<th>ProPlus ($12/user/month)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Exchange + Online Apps)</td>
<td>(Office Desktop Apps + Online Apps)</td>
</tr>
<tr>
<td>Email, calendar (Exchange)</td>
<td>Office 2016 (Word, Excel, Outlook, PowerPoint, OneNote, Publisher)</td>
</tr>
<tr>
<td>Office Online Web Apps</td>
<td>MS Access</td>
</tr>
<tr>
<td>Online Meetings, IM (Lync/Skype Business)</td>
<td>Office for iPad and Smartphones</td>
</tr>
<tr>
<td>SharePoint</td>
<td>Office Online Web Apps</td>
</tr>
<tr>
<td>Yammer</td>
<td>OneDrive for Business</td>
</tr>
<tr>
<td>OneDrive for Business</td>
<td>Phone support for all issues</td>
</tr>
<tr>
<td>Hybrid Deployment</td>
<td></td>
</tr>
<tr>
<td>Office 365 Video</td>
<td></td>
</tr>
<tr>
<td>Phone support for all issues</td>
<td></td>
</tr>
</tbody>
</table>

**E3 ($20/user/month)**

**Complete Solution** - Exchange, Office Desktop Apps and Online Apps

Everything in E1 + ProPlus

**Compliance** - Archiving, eDiscovery, mailbox hold

**Information Protection**

**E5 ($35/user/month + $24/user/month for PSTN calling)**

**Complete Solution** - Exchange, Office Desktop Apps and Online Apps

Everything in E3 plus

Advanced Security, eDiscovery, Access Control

Analytics, Cloud PBX, PSTN Conferencing

### NOTE:

- Don’t overbuy
- Do your research
- Interview Vendors

See what training is available.

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BEFORE BUYING, CONSIDER YOUR CURRENT SITUATION

There are three basic types of email platforms.

POP3: Pop3 or POP is a one way download of your email to your computers and devices, there is no syncing and no calendar/contacts synchronization.

IMAP: IMAP synchronizes email only through multiple computers and devices. 3rd party applications are available to help synchronize your calendar and contacts for both POP and IMAP.

Exchange: Exchange is the most robust program as it synchronizes email, calendar, contacts and runs as a business class server with many other benefits and features.
EXCHANGE ON OFFICE 365

Office 365
- Easier to self-manage
- All online
- Remote access by default
- No hardware to support
- No maintenance
- No backups
- Always updated

On-site Exchange Server
- Maintain hardware
- IT Specialist to support
- Updates
- Backups
- Licensing
- Firewall and additional software
WHAT DO CLIENTS USUALLY JUST WANT? EXCHANGE.

What most smaller firms need out of Office 365 and expected costs

Software and Exchange. Due to many firms already having other file sharing options and have purchased Office software in the past, what smaller firms just generally need is the Exchange product. If your firm wants to get all into new technology and change how your internal operations are managed, then going all in with the full Office 365 will work. Expect costs of consulting, setup, configuration, installation and training. While these might seem initially to be the same as the cost of a new hardware server, this is a one-time occurrence, it will pay off for years to come.
VERSION COMPATIBILITY

Outlook Express – *NO*
Outlook 2003 – *NO*
Outlook 2007 – YES, but with limited capabilities (one Exchange per profile)
Outlook 2010 – YES
Outlook 2013 – YES, best because it has been debugged
Outlook 2016 – YES
OFFICE 2016

Available with Business, Business Premium, ProPlus, E3, E5

**Business or Business Premium:** Outlook, Word, Excel, PowerPoint, OneNote, Publisher

**ProPlus, E3 or E5:** Outlook, Word, Excel, PowerPoint, OneNote, Publisher + MS Access

Licensing: Can install on 5 of your computers that YOU use. NOT 5 different users.
OFFICE 365
ONEDRIVE/SHAREPOINT

OneDrive is for ONE PERSON
SharePoint is for SHARING
OneDrive is or can be default save location out of the box for all of your office documents.
SHAREPOINT – THE HIDDEN SERVER MICROSOFT DOESN’T TELL YOU MUCH ABOUT

SharePoint aka “Online Sharing” is not marketed by Microsoft very well. Microsoft’s goal with SharePoint is for it to be used an online collaborative sharing site.

SharePoint is intended to be somewhat like an internal server but in the cloud. “Intranet site” Usually best used in the cloud.

If you look at their online marketing, it’s not even listed as “SharePoint” it’s marketed as “team sites”

SharePoint for most small businesses is primarily used as a “file server in the sky” with many limitations but it can be built to be enormous and an asset to your firm if you invest the money and time into your SharePoint site.
SHAREPOINT AS AN INTRANET SITE

A great intranet site/like a website for your internal company
Can be designed to be really cool and awesome
Company notifications
Blogs
Data sharing
Knowledge bases

Article searches
All content in the company
Permission based/each department can have their own page
White papers
HR/manage all new employee data/forms, time cards, payroll
Operations
Management
COMMON ISSUES & BENEFITS

- If you use the “cloud” or browser based SharePoint, attaching files in Outlook is challenging unless you have a 3rd party tool
- Microsoft’s goal is for you to send links to SharePoint documents versus attaching documents as we are all used to. –Lots of extra work for us
- Synching tools for desktop may not work
- Saving to the cloud from Word takes longer than saving to your computer

- Benefits
  - Collaborate in “real time”
  - Versioning
A VERY SIMPLE FILE SHARING SHAREPOINT SITE
A BETTER DESIGNED MOBILE SHAREPOINT INTRANET AND EXTRANET (INTERNET) SITE
ANOTHER EXAMPLE
OneDrive was not intended for companies to share all of their local server data. This is where people often get confused with the two products.

OneDrive is marketed more by Microsoft so the common person sets that up first, uploads all of their data to the OneDrive and find they have many issues afterwards. Sharing data with the team members, files not synchronizing due to the age of the document or length of the title of document.
ONEDRIVE – FOR ONE PERSON TO SHARE DOCUMENTS WITH THEMSELVES

Consider OneDrive equal to your “My documents” that may be backed up you’re your network share or online backup.

One drive is best used as a one person, one file share directory and best used only in the cloud.

Desktop synching tools have many issues if not configured correctly
COMMON ISSUES

Common issues

- Too many files uploaded with slow upload internet speeds
- Too many old files created with Windows XP
- Sharing can be difficult outside the company, while this is getting better, there are still issues with the recipients being able to open files
- OneDrive is promoted to hold 1T of data and this rarely happens successfully.
- A local copy of the data needs to be on the computer, so you need enough hard drive space
3 REASONS WHY COMPANIES DON’T MOVE TO THE CLOUD 100%

1. They have a server, managed by an IT department, moving to the cloud is costly, time consuming and involved training but in the long run, you don’t have to pay for a server, maintenance and upgrades.

2. They have an in house solution/nas drive/mapped drive
   1. Dropbox or other sharing solution

3. 100% new training and configuration and tech assistance to get it all setup
## Files

<table>
<thead>
<tr>
<th>Name</th>
<th>Modified</th>
<th>Modified By</th>
<th>File Size</th>
<th>Sharing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attachments</td>
<td>January 4</td>
<td>Lisa Hendrickson</td>
<td></td>
<td>Only you</td>
</tr>
<tr>
<td>Shared with Everyone</td>
<td>January 15, 2014</td>
<td>Lisa Hendrickson</td>
<td></td>
<td>Shared</td>
</tr>
<tr>
<td>Document.docx</td>
<td>May 1, 2016</td>
<td>Lisa Hendrickson</td>
<td>10.7 KB</td>
<td>Only you</td>
</tr>
</tbody>
</table>

Drag files here to upload
GOOGLE APPS/G SUITE COMPARISON

• Pricing and Features
• Email
• Calendar
• Applications
  • Docs vs. Microsoft Word
  • Sheets vs. Excel
  • Google Drive vs. OneDrive
• Integrations
• Security
## G Suite vs O365 Pricing and Features

<table>
<thead>
<tr>
<th>Plan</th>
<th>Price ($/user/month)</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic ($5/user/month)</strong></td>
<td></td>
<td>Business email through Gmail, Video and voice conferencing, Smart shared calendars, Documents, spreadsheets, and presentations, 24/7 phone and email support, Security and admin controls, 30GB cloud storage/user</td>
</tr>
<tr>
<td><strong>Business ($10/user/month)</strong></td>
<td></td>
<td>Everything in Basic plus: Unlimited cloud storage (or 1TB/user if fewer than 5 users), Vault for eDiscovery covering emails, chats, and files, Archive all emails and chats sent by your company, Set message retention policies</td>
</tr>
<tr>
<td><strong>Business Essentials ($5/user/month)</strong></td>
<td>(Exchange + Online Apps)</td>
<td></td>
</tr>
<tr>
<td><strong>Business ($8.25/user/month)</strong></td>
<td>(Office Desktop Apps + Online Apps)</td>
<td></td>
</tr>
<tr>
<td><strong>Business Premium ($8.25/user/month)</strong></td>
<td>(Exchange + Office Desktop Apps + Online Apps)</td>
<td></td>
</tr>
<tr>
<td><strong>E1 ($8/user/month)</strong></td>
<td>(Exchange + Online Apps)</td>
<td></td>
</tr>
<tr>
<td><strong>ProPlus ($12/user/month)</strong></td>
<td>(Office Desktop Apps + Online Apps)</td>
<td></td>
</tr>
<tr>
<td><strong>E3 ($20/user/month)</strong></td>
<td>(E1 + ProPlus + eDiscovery and Compliance)</td>
<td></td>
</tr>
<tr>
<td><strong>E5 ($35/user/month + $24/user/month for PSTN calling)</strong></td>
<td>(E3 + Analytics + Cloud PBX + PSTN Conferencing)</td>
<td></td>
</tr>
</tbody>
</table>
G SUITE VS O365
EMAIL

Similar Features, Different Implementations
G SUITE VS O365
EMAIL FEATURES

To
CC
BCC
Automatic signatures (although Outlook has support for multiple signatures);
Formatting;
Attachments;

Attachment reminders
Image support
Email address autocomplete
Out of office message
Conversation views
Convert email into appointment
Mobile access
Etc.
G SUITE VS O365
EMAIL LABELS VS FOLDERS
G SUITE VS O365
EMAIL LABELS VS FOLDERS

ABC LLC

Smith v. Jones

Wallace Estate Plan

ABC LLC

Outlook

ABC LLC

Smith v. Jones

Wallace Estate Plan

#ABATECHSHOW
### G Suite VS O365

**EMAIL OFFLINE**

<table>
<thead>
<tr>
<th>GMAIL</th>
<th>Outlook Offline</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Gmail Offline" /></td>
<td><img src="image2" alt="Outlook Offline" /></td>
</tr>
</tbody>
</table>

**Offline Settings**
- Use Cached Exchange Mode
- Mail to keep offline:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 days</td>
<td>3 months</td>
</tr>
<tr>
<td>1 week</td>
<td>6 months</td>
</tr>
<tr>
<td>2 weeks</td>
<td>12 months</td>
</tr>
<tr>
<td>1 month</td>
<td>24 months</td>
</tr>
<tr>
<td>2 months</td>
<td>All</td>
</tr>
</tbody>
</table>

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#ABATECHSHOW
G SUITE VS O365
EMAIL INTERFACE

NOTE: G Suite does have a synchronization tool for Outlook that constantly needs to be running
## G Suite vs. O365

### Calendar Features

<table>
<thead>
<tr>
<th>G Suite</th>
<th>O365</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic appointments</td>
<td>Multiple time zones</td>
</tr>
<tr>
<td>All day appointments</td>
<td>Scheduling tools</td>
</tr>
<tr>
<td>Recurring appointments</td>
<td>Resource (meeting room) calendars</td>
</tr>
<tr>
<td>Meeting invitations</td>
<td>Shared calendars</td>
</tr>
<tr>
<td>Attachments</td>
<td></td>
</tr>
</tbody>
</table>
G SUITE VS O365
CALENDAR INTERFACE

Note: Compare Calendar invitations
Also check signatures
G SUITE VS O365 APPLICATIONS

• Docs vs. Microsoft Word
  • Docs Nine (9) Style Limit
  • Table of Contents with Run-in Headings
  • No Table of Authorities Feature
  • No Automatic Cross-References
  • No Endnotes
  • Other Missing Advanced formatting features
  • Sharing Documents between Docs and Word
  • Google Docs for Co-Authoring
• Sheets vs. Excel
• Google Drive vs. OneDrive
Docs is limited to 9 styles. This might not be enough for complex documents.

Most documents need 6 to 15 styles (or more if they are complicated).
G SUITE VS O365
DOCS VS WORD
SHARING DOCUMENTS

Original Word Document
Edited in Google
Saved back as a Word Document
Docs can create a basic Table of Contents. However, it has no capability to create an automatic TOC for documents with “run-in” headings.
G SUITE VS O365
DOCS VS WORD
OTHER REFERENCES AND FEATURES

Docs also lacks the following features:

(1) No Table of Authorities
(2) No Endnotes
(3) No Automatic Cross References
(4) Other Formatting Features such as “Keep with Next”
Excel is still the spreadsheet powerhouse and has more functions than Sheets.

<table>
<thead>
<tr>
<th>Excel</th>
<th>471</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheets</td>
<td>346</td>
</tr>
</tbody>
</table>

Excel has more chart options.

Worksheet Size:

<table>
<thead>
<tr>
<th>Excel</th>
<th>17,179,869,184 cells (1,048,576 rows by 16,384 columns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheets</td>
<td>2,000,000 cells</td>
</tr>
</tbody>
</table>

**Collaboration**

**Version Control**

https://support.office.com/en-us/article/Excel-functions-alphabetical-b3944572-255d-4efb-bb96-c6d90033e188
https://support.google.com/docs/table/25273?hl=en
https://support.google.com/drive/answer/37603?hl=en
Many Cloud based applications integrate with GSuite

- Clio
- ActionStep
- Infusionsoft
- NetDocuments

Virtually all cloud and non-cloud applications integrate with Microsoft Office and/or Exchange
G SUITE VS O365
SECURITY

• Compliance standards
• Privacy policies
• Two-factor authentication
• Account suspension
• Mobile device management
• Ethical considerations
## G Suite vs. Office 365 Security Compliance

<table>
<thead>
<tr>
<th>G Suite</th>
<th>Office 365</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO27001</td>
<td>ISO 27001</td>
</tr>
<tr>
<td>ISO 27018:2014</td>
<td>ISO 27018</td>
</tr>
<tr>
<td>SOC1™ (SSAE-16/ISAE-3402)</td>
<td>SSAE16 SOC1 Type II</td>
</tr>
<tr>
<td>SOC2™</td>
<td>SOC2 Type II</td>
</tr>
<tr>
<td>SOC3™</td>
<td>Safe Harbor</td>
</tr>
<tr>
<td>FedRAMP</td>
<td>FISMA</td>
</tr>
<tr>
<td>HIPAA with Business Associate Agreement</td>
<td>HIPAA with Business Associate Agreement</td>
</tr>
</tbody>
</table>
G SUITE VS O365
SECURITY PRIVACY

• You own your data
• You can export your data
• No disclosure of data to 3rd party without court order
• No scanning of your data for any purpose other than providing service to you
• No other use of your data for any purpose other than providing service to you

NOTE: The privacy policies only applies to the paid version of these services. “Free” services are not really free. “Free” services are paid for by selling your information.

You must pay to have privacy and confidentiality.
G SUITE VS O365
SECURITY 2 FACTOR AUTHENTICATION

Something you know, something you have.

Multi-factor authentication:
Something you know, something you have and something you are.
G SUITE VS O365
SECURITY ACCOUNT SUSPENSION

(1) block or suspend access;
(2) wipe remote devices;
(3) copy user data (files, emails, etc); and then
(4) delete the account
G SUITE VS O365
SECURITY MDM

Features:

• Require device management controls (screen lock, encryption)
• Remote Wipe (erases data on lost or stolen devices)
• Restrict file access
• Restrict applications
American Bar Association’s Standing Committee on Legal Ethics and Professional Responsibility Forma Opinion 95-398:

"...[I]n this era of rapidly developing technology, lawyers frequently use outside agencies for numerous functions such as accounting, data processing, photocopying, computer servicing, storage and paper disposal and that lawyers retaining such outside service providers are required to make reasonable efforts to prevent unauthorized disclosures of client information."

"A lawyer who gives a computer maintenance company access to information in client files must make reasonable efforts to ensure that the company has in place, or will establish, reasonable procedures to protect the confidentiality of client information. Should a significant breach of confidentiality occur, the lawyer may be obligated to disclose it to the client."