2015 Cloud Collaboration and Mobility Guide

Insight®

The cloud has become an essential tool in nearly every business and industry.

No longer are the cloud's benefits seen as luxuries. The efficiencies and opportunities created by the cloud are imperative in order to keep up with today's workloads while also staying prepared for tomorrow.

Collaboration and mobility are two areas that have been greatly enhanced by cloud technology. With solutions like Microsoft® Office 365™, 8x8® Voice over Internet Protocol (VoIP), Intermedia® email archiving, Skype® videoconferencing and Dropbox® cloud storage, you can give your organization a competitive edge.

Office productivity with Office 365

Microsoft Office 365 is the same great Office suite used by millions around the world, with the added benefit of cloud connectivity.

Organizations find major advantages in six key areas when choosing Office 365:

1. Enterprise leadership

Organizations want to know they're working with a trusted advisor before moving critical applications to the cloud. Insight and Microsoft have proven track records of delivering value and industry expertise to businesses of all sizes.

2. Privacy, security and compliance

Companies expect their services to be supported by rigorous operational practices and processes regarding security and data handling. Office 365 is independently verified to meet requirements specified in ISO 27001, European Union model clauses, Health Insurance Portability and Accountability Act (HIPAA) business associate agreements, the Family Educational Rights and Privacy Act (FERPA) and the Federal Information Security Management Act of 2002.

3. Familiar user experience

Microsoft has been the leader in productivity software for more than two decades. Office 365 builds on the familiar experience of Microsoft Office® products so employees can transition to the cloud without compromising productivity.

4. Flexibility

Many organizations are not yet ready to make a wholesale move to the cloud. The flexibility of a hybrid solution enables them to use both cloud and server options at the same time — and move to the cloud at their own pace.

5. Getting more from IT

The transition to Office 365 frees up essential IT staff to work on strategic projects that propel their business instead of managing servers and software updates.

6. Saving time and money

In many cases, organizations are finding they can provide more extensive communications and collaboration capabilities for employees at a lower overall cost with Office 365 than with on-premises or other cloud solutions.

VoIP from 8x8

Some might think moving a critical system like telephone communications to the cloud means downtime, a high learning curve and frustration. Shimano American, the North American division of the Japanese bicycle manufacturer, disagrees.

Shimano partnered with Insight to help find a telephone solution that could grow with its business and consolidate the systems of its five North American locations — making the shift to the cloud seamless. Insight recommended a cloud-based, VoIP solution by 8x8 Inc.

"When we compared vendors, we went feature by feature," Shimano American's Mike Davis recalls. "8x8 was one of the truly hosted solutions that didn't have any [on-premises] hardware, and we found it would allow our people to roll calls seamlessly to their cellphones. A lot of our employees travel — domestically and internationally — and need a phone connection to work. With 8x8, we can talk to Japan without paying international phone rates, and our employees have the ability to work remotely."

A turnkey solution

A primary consideration in any shift of this magnitude is the effect the move will have on end users. Downtime and confused users equate to lost efficiency. Lost efficiency results in lost money.

Cloud-based architecture eliminates many of the issues that cause end-user stress:

- Because there is little to no on-site hardware with cloud solutions, downtime to set up the machinery is eradicated.

- Users don't need to relearn a new phone system in order to accomplish the same tasks.

- Lines are added or deleted through an administrative console, not by running new wires through the ceiling and patching them into a grid.

Reduced stress on technical personnel

On the administrative side, ramping up to a cloud system is actually more like ramping down. Maintenance and technical support are outsourced to the provider, freeing up IT staff to focus on their core responsibilities. That's even more cost savings.

The result? Happier IT management.

"We had zero downtime, which we've had in the past, owing to the age of our hardware," Davis says. "Initially, our users didn't even see it as a transition — just a phone on the desk. They're still discovering all the new features."

Whether you need a business phone system or a fully integrated unified communications and cloud contact center, 8x8 delivers flexible communication solutions that are simple to use and scale on demand.

Email archiving from Intermedia

Ever wonder what leaves your company vulnerable to former employees? While it could be a stapler or file folders, it may also be sensitive company data.

With data breaches at an unprecedented high, it's time to think about more than just cyberattacks. What about rogue IT access from within your organization's walls before an employee's last day?

Incidences of resentful employees stealing corporate information and data have increased over the past few years. In fact, the subject received national attention early this year due to the ongoing litigation between the venture capital firm TPG Capital and Adam Levine (no, not that one), a former spokesperson for the firm. Levine was denied a promotion and, in return, stole confidential documents.

When ex-employees retain access to former employers' IT systems, it leaves a huge "open field" for past employees to steal and use confidential information.

The majority of your current employees, as well as former ones, will not use your sensitive company information maliciously. However, Osterman Research found that 68% of employees stored work files in personal cloud storage.[1]

"First and foremost, if you have sensitive or confidential data stored in Dropbox® or Google Drive™ or any of the other personal employee accounts, you potentially run afoul of data breach notification laws," says Michael Osterman of Osterman Research.

"This data is now accessible by someone in another company. That means, in many cases, you have violated the data breach notification requirement that requires you to protect that consumer financial data or protected health information from unauthorized parties. And certainly, an ex-employee would be an unauthorized party."

[1] "Do Ex-Employees Still Have Access to Your Corporate Data?" Osterman Research Inc. August 2014.

Protect confidential data.

Intermedia recommends that you follow these steps to protect confidential data from being opened and shared:

Don't:

- Ignore employees who raise red flags as being disgruntled workers.

- Ignore online activity of employees who are facing termination or who have given their notice.

Do:

- Implement a system to log online activity and alert IT managers of suspicious behavior.

- Review network activity of a departing employee leading up to the employee's last day.

- Require human resources to review confidentiality and intellectual property agreements with employees who give notice or are terminated.

- Use an offboarding checklist to prevent rogue access.

- Revoke computer access to departing employees on their last day.

- Change administrative passwords immediately following the departure of IT personnel.

Videoconferencing from Skype

It's easy to see now why Microsoft bought Skype in 2011. Skype for Business takes advantage of the strengths of both Skype and Lync.

Whereas the strengths of Skype have included uniting people worldwide through video over computers, smartphones and tablets, Lync is known for joining and improving work communication tools, such as voice, video and conferencing.

Skype® for Business combines the well-known elements of Skype with the enterprise security, compliance and control of Lync®. For example, Skype for Business includes the familiar Skype icons for calling, adding video and ending a call. It also incorporates the call monitor from Skype, which shows active calls in a small window even when focusing on another platform.

In addition, Skype for Business maintains and improves on all of the capabilities of Lync, including content sharing and telephony. For instance, you can transfer a call in one click versus three. And Skype for Business enhances instant messaging and audio calling, allowing you to call any Skype user on any device with video calling and access to the Skype user directory.

Lync customers can take advantage of these combined features by simply updating from Lync Server 2013 to the new Skype for Business Server in their data centers. For Office 365™ customers, Microsoft performs the update.

Cloud storage from Dropbox

Completing every task on your to-do list is difficult. Dropbox aims to help you reach that goal. Here are 10 ways you can use Dropbox to transform business mobility and get things done:

1. **Flag files as "favorites."**
   Mark your files in Dropbox® as "favorites," and you'll be able to access them when your Wi-Fi or cellular data is nonexistent. In addition, the files will be added to your Dropbox Favorites tab for easier finding.

2. **Link your Dropbox accounts.**
   If you have a Dropbox for Business account and a personal Dropbox account, you can link the two for easier access. Both accounts and all of their documents appear on one screen, but the accounts remain separate entities — i.e., with different passwords, settings and controls.

3. **Access your files 24/7 from anywhere.**
   By downloading and using the Dropbox mobile app, you'll have all of your documents at hand. The app allows you to preview, open and share your documents whenever necessary. And you can preview, open and share any "favorite" documents no matter how bad your cellular reception may be.

4. **Combine Dropbox and Microsoft.**
   The recent integration between Dropbox and Microsoft makes editing your documents more seamless. Now, when you make changes to a Microsoft Office® document through the Dropbox app, it automatically updates and syncs with Dropbox. So you'll always have the most up-to-date file in your account.

5. **Store passwords safely.**
   By storing your various passwords with Dropbox and 1Password®, you'll never forget a password again. In order to access your passwords, you simply need to remember one master password to get into 1Password.

6. Find buried files.

If you're having trouble locating a specific file, look no further than the full-text search functionality Dropbox offers on its website, and through its iOS® and Android™ apps. The full-text search feature searches both the titles of your documents and the text within your documents.

7. Access older file versions.

Want to access information in an older version of the document? No problem. Right-click the Dropbox file name and select **View Previous Versions**. You'll see a list of all the versions that have been saved through Dropbox. Simply click on the one you need in order to access the older information.

8. Share files.

By using shared folders, several users can edit, add or delete files. Another way to collaborate is by creating shareable links. This allows people to view documents but not make changes to them.

9. Save and share screenshots.

When you take a screenshot through the Dropbox app, it will automatically save to your Dropbox account. When you want to share a screenshot, go to your Dropbox app and add it to a document, email or message.

10. Create an expense report system.

Expense reports are a headache, but Dropbox can make them more manageable than ever. Scan your receipts into Dropbox using an app like Scanbot® or Scanner Pro®, both of which integrate with Dropbox.

About Insight

Insight guides organizations of all sizes through the implementation of intelligent technology so they can focus on business needs — not their IT. We leverage technology to help solve problems, enhance performance and drive greater value from every aspect of your operations.

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