



Real Impact For Government with Office 365

Improve Services, Control Costs, and Manage Security and Compliance Requirements



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Microsoft

What's Included in Office 365

Office 365 offers a rich feature set to meet your full messaging and collaboration needs and great flexibility by allowing you to provide access to only the services needed with pay-as-you-go pricing options.

Exchange Online

- 50 GB Mailbox plus Unlimited Archiving
- Outlook and Outlook Web App
- Premium anti-virus/anti-spam
- Shared calendars, contacts, and tasks
- Mobile email for most mobile devices (via ActiveSync or Blackberry Cloud services)
- Email archiving and compliance capabilities (Legal Hold, e-Discovery, and Data Leakage Prevention)
- Voicemail integration available (*additional hardware required)
- Office 365 Messaging Encryption
- Office 365 G3 Users: Rights Management

SharePoint Online

- 10 GB per tenant + 500 MB per user (up to max of 25TB/tenant)
- 1TB per user in OneDrive for Businesses
- Share important documents, insights, and status with colleagues
- Keep teams in sync and manage important projects
- Find important documents and people easily
- Stay up to date with company information and news

Skype for Business

- Presence and instant messaging
- Online meetings with audio, video, and web conferencing
- Multi-party HD video
- Exchange calendar integration
- Click to communicate from Outlook, SharePoint, and more

Office Pro Plus (Office 365 G3 Users)

- 15 copies of Office Pro Plus
 - 5 copies for desktops
 - 5 copies for tablets
 - 5 copies for cellphones
- Automatically tracked download counts through the compliance center for ease of administration

Office Online (All Office 365 Users)

- All users have access to Office Online to edit, view, and collaborate in a real time

Microsoft is providing for Broken Arrow's investment in Office 365:

- No-cost Onboarding Center services to help Broken Arrow in their migration to the cloud.
- \$15/user in funding for any Gold-certified partner to migration certain workloads into the cloud.

Office 365 for Government

Microsoft Office 365 integrates familiar tools with the power of the cloud to deliver a new kind of productivity and efficiency—without the burden of costly infrastructure.

Why Office 365 for Government

With Office 365, Government can easily work together within and across departments, agencies, and organizations with anywhere, multi-device access to email, web conferencing, patient records, and calendars.

Delivering power and savings with the new Office

With Office 365, we have taken the powerful and proven existing Office platform your employees already know and made it more productive, intuitive, and flexible to meet the changing demands of your world.

- **Skype for Business:** Connect colleagues, organizations, and constituents in new ways via presence, instant messaging, audio/video conferencing, and media-rich online meetings with virtual white boards.
- **Exchange Online:** Access email, contacts, and calendar information from multiple devices.
- **SharePoint Online:** Create websites to share documents and insights with colleagues, organizations, and constituents/
- **Office Pro Plus:** Boost productivity across your team from almost any device, using online companions to Microsoft Word, Excel, PowerPoint, and OneNote.



Regulatory compliance

We understand that it's critical for government organizations to ensure that only authorized individuals can access protected information. That's why we built Office 365 with capabilities such as Data Loss Protection, Legal Hold, Email Retention, Mail Policy Tips, and Active Directory Rights Management Services.

In addition, Office 365 is the first major public cloud service provider willing to sign requirements for the Health Insurance Portability and Accountability Act (HIPAA)-Business Associate Agreement with all customers.

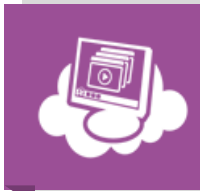
Furthermore, Microsoft is the first – and so far the only – company that has been acknowledged by European Union's data protection authorities as compliant with the high standards of EU privacy law.*

*The EU's 28 data protection authorities acted through their "Article 29 Working Party" to provide this approval via a joint letter: http://ec.europa.eu/justice/data-protection/article-29/documentation/other-document/files/2014/20140402_microsoft.pdf

Exchange Online Archiving

The Microsoft Exchange Online Archiving solution helps you solve archiving, compliance, regulatory and eDiscovery challenges, so you can remain confident that your information is protected with physical and digital security measures that are advanced and dependable.

Reduce costs and increase productivity



Remain In Control

Host your archives on trusted Microsoft servers while maintaining control over your environment.

- An integrated management interface
- Unlimited storage
- eDiscovery features to help you find, produce, and manage data across your organization in an easy-to-use web interface
- IT-level phone support available 24 hours a day, seven days a week



Easy To Use And Maintain

Business-class email archive to help your users stay productive.

- Access archived mail while ensuring your organization's compliance needs are met
- Automatic patching to eliminate the time and effort needed to service your email archive system
- Consistent and secure anywhere access
- Improve end user performance by helping your employees manage their archived email within their inbox
- Retention policies help organize information by enabling employees to archive or delete items at their discretion



Secure And Reliable

Remain confident that your information is protected with physical and digital security measures that are advanced and dependable.

- Keep all your important data in one place with In-Place Archive, a native, well-integrated user experience
- Immutably preserve and hold user information for discovery at later dates with In-Place Hold
- Safeguard your data by hosting it in globally-distributed data centers, with continuous data backup and premier disaster recovery capabilities
- Deliver reliability, availability, and performance with a guaranteed 99.9% uptime, financially-backed service level agreement

The New SharePoint

Welcome to the new way to work together. The next version of SharePoint introduces new ways to share your work and work with others, organize your projects and teams and discover people and information.

Key benefits of Microsoft SharePoint 2013

Share

Put social to work: Share ideas, discover answers and keep track of what your colleagues are working with new social features.

Share your stuff: Publish content to SharePoint from any Office application and share with people inside and outside your organization in a few simple clicks.

Take SharePoint on the go: Share documents, update your activity feed and keep in touch with your colleagues from your mobile phone or tablet.

Organize

Keep projects on track: Organize projects and tasks to get visibility into upcoming deliverables across SharePoint, Outlook and Microsoft Project.

Keep your team connected: Set up a new team site in minutes, track meeting notes, and bring together all your team's email and documents in one place.

Store and sync your docs: Sync your content in SharePoint to your desktop with OneDrive for Business.

Discover

Find experts: Connect with people across your organization and easily discover interests, past projects and documents they've worked on.

Discover insights and answers: Turn raw data into gorgeous interactive reports with Excel 2013 and publish to SharePoint to share insights.

Find what you're looking for: Customize and narrow your search to deliver more relevant results, and get recommendations on people and documents to follow.

Build

Build apps in the cloud: Build apps on common web technologies like JavaScript, HTML and OAuth with the new Cloud App Model for SharePoint.

Publish apps: Make your apps available to everyone to try and buy through the public Store or only available to your employees through the corporate catalog.

Build eye-catching sites: Use familiar design tools and flexible controls to create dynamic intranet and internet sites.

Manage

Manage costs: Reduce your infrastructure costs and extend the boundaries of sharing by running SharePoint in the cloud with Office 365.

Manage risk: New archiving, eDiscovery and case management capabilities extend across SharePoint, Exchange and Skype.

Manage your time: Spend more time delivering innovation and less time managing infrastructure with advanced scale, performance and management capabilities.

Read the SharePoint social computing white paper

A recent independent study looks at how three Fortune 500 companies deployed SharePoint Server to deliver social networking capabilities to their employees worldwide.

Read the **Leading Enterprises Turn to SharePoint to Build Productive Social Networks** White Paper at www.microsoft.com.

Skype Connects People Everywhere: Instant Messaging & Presence

Users can send messages to each other in real-time using the instant messaging (IM) features in Skype and can share status information with one another via presence. Presence is a collection of information about a contact in Skype that includes availability, willingness to communicate, additional notes (such as location and status) and contact options.

Instant Messaging (IM) Features

- **Conversation history.** Keep copies of instant messaging exchanges that include participants, date, and timestamp.
- **Tabbed chat.** Engage in and monitor a number of different IM conversations at the same time.
- **Persistent chat.** Groups of users can participate and maintain ongoing discussions on topics of shared interest (Persistent chat feature is not available with Skype for Business).
- **Posting messages.** Skype supports text, images, file posts, hyperlinks, and emoticons in persistent chats.
- **Filters and notifications.** Create automatic notifications when messages of interested are posted to a persistent chat.
- **Searching for information.** Search persistent chat history by field, including author, date, chat room, or keyword.
- **Instant messaging from persistent chat.** Initiate instant message conversations with individual participants in a persistent chat.

Presence Features

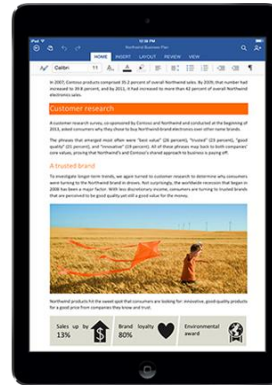
- **Device indication.** See when a user is signed in to Skype from a mobile device or from an IP phone that cannot accept instant messages.
- **Privacy settings.** Choose how much presence information can be viewed by others.
- **Presence in Microsoft Office.** Touch or hover over a user's presence icon to display a contact card and menu that can be used to initiate a conversation from the application.
- **Contact tagging.** Tag contacts to get automatic notification when a contact's availability status changes.
- **Contact grouping.** Group contacts in a variety of ways, including user-defined groups, organization-defined groups, contact presence, and tagged contacts.
- **Contact card.** View detailed information about a contact using contact cards including rich presence, contact notes, an organizational chart, and supported social networking feeds.
- **Quick Skype menu.** Perform common tasks using a menu that appears beside a contact in the Skype contact list.

Productive Anywhere, Any Device

Government organizations are under pressure to provide more effective, efficient and safer information in a more rapid pace than ever before.

Maintain
security of
your Office
documents

Access
Office
anywhere



Now download
**Word,
PowerPoint &
Excel for iPad**
free from the
App Store

Office goes wherever you go

The new Office securely connects government organizations to the tools they need to better collaborate and deliver care. It's personalized, cloud-connected, and more powerful than ever. The new Office for Government be wherever your users and constituents are.

Since your staff needs to get things done anywhere at any time, the Office for iPad app seamlessly integrates with Microsoft's cloud services.

OneDrive for Business

OneDrive for Business is a service made available through your organization's Office 365. It enables your people to synchronize their work documents from a multitude of devices and also take them offline when they are on the go.

Frictionless User Experience

- **Ease of use:** It is simple to store, synch, share documents, and collaborate with individuals both inside and outside organizational boundaries
- **Simple sharing:** Integrated into organizational content management (SharePoint) and the productivity infrastructure (Office) ensures seamless productivity within your organization

Industrial Strength Capabilities

- **Compliance and control:** With OneDrive for Business, your business is better protected against data loss, and you can have better control over your data in the sky
- **Security:** Access permissions ensure that your data is secure and can only be accessed by users who have adequate permissions

Office 365 – Security for Your Data

Data security and patient privacy, of course, are fundamental requirements for Government, and Microsoft takes its role in safeguarding your data very seriously.

Office 365 security

With the Office 365 service it's our responsibility to keep your data safe and secure. It's your data. You own it. You control it. And it is yours to take with you if you decide to leave the service.

Office 365 security consists of three parts:

- **Built-in security features.** Office 365 is a security-hardened service that has security features built into the service. Office 365 customers benefit from in-depth security features that Microsoft has built into the service as a result of experience gained from two decades of managing online data and significant investment in security infrastructure.
- **Security controls.** Office 365 offers security controls that enable customers to customize their security settings. Office 365 is trusted by customers of all sizes across virtually every industry, including highly regulated industries such as healthcare, finance, education and government. Because Office 365 manages productivity services for such a wide range of industries and geographies, it offers feature choices that customers can control to enhance the security of their data.
- **Scalable security.** Office 365 has scalable security processes that allow for independent verification and compliance with industry standards. This paper describes three aspects of security in Office 365.

Importantly, Office 365 applications include both built-in security features that simplify the process of protecting data and the flexibility for administrators to configure, manage, and integrate security in ways that make sense for their unique business needs.

When a government organization chooses Office 365, they get a partner that truly understands business security needs and is trusted by companies of all sizes across nearly every industry and geography.

Office 365 ROI

What You're Seeing

In the expense analysis below, we compared what Broken Arrow is currently doing today to 3 separate EA options. What the below shows is that Broken Arrow will save money moving into an Office 365 EA and gain significant functionalities.

Select Agreement (Current Renewal)		EA (on-premises) Option #1		EA (on-premises) Option #2		EA (Office 365)	
Windows Server CAL (750 User)	\$ 4,750.00	Office Pro Plus (L&SA) (38)	\$ 5,814.00	Office Pro Plus (L&SA) (38)	\$ 5,814.00	CC Bridge Platform (300)	\$ 5,760.00
Exchange Server CAL (750 User)	\$ 10,750.00	Office Pro Plus (SA) (514)	\$ 45,746.00	Office Pro Plus (SA) (514)	\$ 39,064.00	CC Bridge (450)	\$ 7,650.00
Exchange Server Ent (2)	\$ 1,322.00	Office Pro Plus SASU (3)	\$ 123.00	Office Pro Plus SASU (3)	\$ 123.00	Office 365 E3 (300)	\$ 55,080.00
Exchange Server Std	\$ 115.00	Office Std (3)	\$ 195.00	Office Std (3)	\$ 195.00	Office 365 E1 (450)	\$ 32,940.00
Office Pro Plus SA (471)	\$ 45,373.00	Core CAL (750)	\$ 48,750.00	Core CAL (750)	\$ 48,750.00	Exchange Online Plan 2 Add-On	\$ 22,140.00
Office Pro Plus (L&SA) (84)	\$ 10,036.00	Exchange Enterprise (2)	\$ 1,322.00	Enterprise CAL Step Up (750)	\$ 67,083.00		
		Exchange Std	\$ 116.00	Exchange Enterprise (2)	\$ 1,322.00		
				Exchange Std (2)	\$ 116.00		
				Sharepoint Server (3)	\$ 7,915.00		
				Skype for Business Server (2)	\$ 2,829.78		
Windows Enterprise (555)	\$ 27,750.00	Windows Enterprise (555)	\$ 27,750.00	Windows Enterprise (555)	\$ 27,750.00	Windows Enterprise (555)	\$ 27,750.00
Visio Pro (2)	\$ 184.00	Visio Pro (2)	\$ 184.00	Visio Pro (2)	\$ 184.00	Visio Pro (2)	\$ 184.00
Visio Std (2)	\$ 96.00	Visio Std (2)	\$ 96.00	Visio Std (2)	\$ 96.00	Visio Std (2)	\$ 96.00
SQL Server Std SA (8)	\$ 4,680.00	SQL Std Core SA (8)	\$ 4,680.00	SQL Std Core SA (8)	\$ 4,680.00	SQL Std Core SA (8)	\$ 4,680.00
System Center Datactr (1)	\$ 393.00	System Center Datactr (1)	\$ 393.00	System Center Datactr (1)	\$ 393.00	System Center Datactr (1)	\$ 393.00
System Center Std SA (31)	\$ 4,464.00	Systems Center Std (30)	\$ 4,320.00	Systems Center Std (30)	\$ 4,320.00	Systems Center Std (30)	\$ 4,320.00
Windows Server Datactr (7)	\$ 7,530.00	Windows Server Datactr (7)	\$ 7,035.00	Windows Server Datactr (7)	\$ 7,035.00	Windows Server Datactr (7)	\$ 7,035.00
Windows Server Std (23)	\$ 3,312.00	Windows Server Std (23)	\$ 3,312.00	Windows Server Std (23)	\$ 3,312.00	Windows Server Std (23)	\$ 3,312.00
Windows RDS (25)	\$ 425.00	Windows RDS (25)	\$ 425.00	Windows RDS (25)	\$ 425.00	Windows RDS (25)	\$ 425.00
Select Annual Cost	\$ 121,180.00	EA Option #1 Annual Cost	\$ 150,261.00	EA Option #2 Annual Cost	\$ 221,406.78	EA Office 365 Cost	\$ 171,765.00
McAfee	\$ 10,000.00	McAfee	\$ -	McAfee	\$ -	McAfee	\$ -
GFI Mail Archive	\$ 10,000.00	GFI Mail Archive	\$ 10,000.00	GFI Mail Archive	\$ -	GFI Mail Archive	\$ -
Ironport	\$ 7,500.00	Ironport	\$ 7,500.00	Ironport	\$ -	Ironport	\$ -
Cost of storage	\$ 25,000.00	Cost of storage	\$ 25,000.00	Cost of storage	\$ 25,000.00	Cost of storage	\$ -
On-Premises Cost Annual	\$ 173,680.00	EA Option #1 Spend	\$ 192,761.00	EA Option #2 Spend	\$ 246,406.78	Office 365 Cost Annual	\$ 171,765.00

Note: Office 365 represents more than just the email platform. The Office 365 E3 step up will include Exchange, SharePoint, Skype for Business, and Office Pro Plus and increased functionality supplanting redundant spend with other vendors over time.

Examples of increased functionality:

- Email - 50GB Mailbox, Unlimited Archive, Encryption, Rights Management, Data Loss Protection, Litigation Hold
- SharePoint - Unlimited file shares per user, 10GB+500MBxuser shared storage
- Skype - Secure instant messaging, presence, A/V conferencing
- Office Online – collaborate and edit in real-time in Office in your browser
- Office 365 G3 users: Office Pro Plus – 15 copies per users (5 desktops, 5 tablets, 5 cellphones)

Examples of redundant spend eliminated:

- Antivirus/Anti Spam
- Archiving & eDiscovery
- Hosted Voicemail
- Web Conferencing
- Cloud Storage
- SAN Storage
- Mobile Device Management
- 2 Factor Authentication

Conclusion and Next Steps

Our commitment is simple—to help Broken Arrow deliver better services internally and externally at a lower cost.

Thank you for your interest in learning more about the Microsoft Office 365 for Government.

Microsoft Office 365 gives professionals a familiar Microsoft Office desktop suite with online versions of next-generation communications and collaboration services, resulting in improved citizen services and reduced control costs—and all while complying with increasing privacy and security regulations.

Microsoft Office 365 is compliant with world-class industry standards, including HIPAA-BAA, IRS-1075, FISMA, ISO-27001, EU Model clauses, and is verified by 3rd party auditors.

This offer is designed to help you save time and money, and free up valued IT resources.

The Microsoft Difference

Personal Experience

We provide a **personal experience** to your employees by enhancing their unique passion and skill set with a choice of devices and services, and to your customers with apps that immerse them in and connect them to your brand.

Choice, Not Disruption

We provide **choice, not disruption**, by helping you encourage experimentation in your company in a less costly fashion by leveraging your existing technology resources, while providing a consistent experience across devices and services.

Global Excellence

We offer **global excellence** through our breadth and longevity of consumer and business experience, and a philosophy of continuously putting learning back into our products and services. This is supported by our unparalleled experience running global datacenters to support our global customers.

Next Steps

We propose to invest and to assist you in evaluating the benefits of **Office 365** for your organization for your business. We would be happy to work with you on each of the proposed actions below and look forward to hearing from you.

1

Microsoft will review organizational and financial value of Office 365.

October 19, 2015

2

Commitment to proceed with solution and receive updated documents.

November 6, 2015

3

Broken Arrow to submit purchase order and sign documents to SHI.

November 18, 2015



Supporting Information

The Office 365 Trust Center

Security in Office 365

What's Included in Office 365

The Office 365 Trust Center

Microsoft recognizes that privacy and security are major concerns for cloud customers. So we developed our latest cloud-based productivity service, Office 365, from the ground up with strong protection in mind.

YOUR PRIVACY MATTERS: WE RESPECT THE PRIVACY OF YOUR DATA

- **No Advertising:** Office 365 does not build advertising products out of Customer Data. We don't scan your email or documents for building analytics, data mining, advertising, or improving the service.
- **No Mingling:** Office 365 always allows you to keep your Customer Data separate from consumer services.
- **Data Portability:** Office 365 Customer Data belongs to the customer. Customers can remove their data whenever they choose to.

LEADERSHIP IN TRANSPARENCY: AS AN OFFICE 365 CUSTOMER, YOU KNOW 'WHERE' YOUR DATA RESIDES, 'WHO' CAN ACCESS IT AND 'WHAT' WE DO WITH IT

- **Where:** You know where Office 365's major data centers and personnel are located and the logic used to determine where your data is stored.
- **Who & What:** We offer clear information on who can access your Office 365 Customer Data and under what circumstances they access it.
- **How:** Microsoft notifies you, if requested about changes in Office 365 data center locations.

INDEPENDENTLY VERIFIED: COMPLIANCE WITH WORLD CLASS INDUSTRY STANDARDS VERIFIED BY 3RD PARTIES

- **Certified for ISO 27001:** ISO27001 is one of the best security benchmarks available across the world. 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 EU Safe Harbor, Office 365 is the **first** major business productivity public cloud service provider willing to sign the standard contractual clauses created by the European Union (called the "EU Model Clauses") with all customers. EU Model Clauses address international transfer of data.
- **HIPAA-Business Associate Agreement:** Office 365 is the first major business productivity public cloud service provider willing to sign requirements for the HIPAA-Business Associate Agreement with all customers. HIPAA is a U.S. law that applies to healthcare entities such as doctor's offices, which the law calls called "covered entities." HIPAA 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.
- **Data Processing Agreement:** Microsoft offers a comprehensive standard Data Processing Agreement to any Enterprise Agreement customers that address privacy, security and handling of Customer Data. Our standard Data Processing Agreement enables customers to comply with their local regulations.

RELENTLESS ON SECURITY: EXCELLENCE IN CUTTING EDGE SECURITY PRACTICES

- **Deep Experience:** We have developed our practices and policies as a result of over 15 years of experience in providing security for online data.
- **Secure Development Lifecycle:** Microsoft's Secure Development Lifecycle ensures security and privacy is incorporated by design from software development to service operations.
- **Five Layers of Security:** Data is secured in 5 different layers – Data, Application, Host, Network and Physical.
- **Proactive Monitoring:** We proactively monitor to identify potential unknown threats by predicting malicious behavior and monitoring for irregular events that may indicate threats.
- **Access Restriction:** Access to production servers is restricted to a small list of operations personnel.

Security in Office 365

Moving productivity services to the cloud requires a serious consideration of security and privacy issues and technologies.

Office 365 is designed to deliver the enterprise-grade security you require to move to the cloud with confidence. Our data centers are designed, built, and managed using a defense-in-depth strategy at both the physical and logical layers, and our services are engineered to be secure using the Security Development Lifecycle. Office 365 makes it easy for users and administrators to access and use data and services while following security best practices. We have built our cloud-based productivity services with you in mind, helping you embrace the advantages of the cloud on your terms and at your own pace.

MICROSOFT AND OFFICE 365: A SECURE FOUNDATION

Privacy and Data Ownership

Microsoft provides a coherent, robust, and transparent privacy policy emphasizing that you maintain ownership of your data. The Trust Center tells you exactly how we handle and use data gathered in your interactions with Microsoft Online Services.

- **Separation of customer data.** Microsoft goes to great lengths to ensure that the multi-tenant architecture of Office 365 supports enterprise privacy and security standards. Data storage and processing is logically segregated between customers through specialized Active Directory technology engineered specifically for the purpose. For organizations that want additional data isolation, a version of Office 365 is available that stores your data on dedicated hardware.

Built-In Security

Unlike an on-premises installation that lives behind a corporate firewall and may be accessed over a virtual private network (VPN), Office 365 is designed specifically for secure access over the Internet. With Office 365, you have complete access to your environment including user mailboxes, SharePoint Web sites and document stores. You maintain control over security policies and user accounts. This degree of control enables you to enforce your company's privacy and security policies effectively.

- **Forefront Online Protection for Exchange.** To protect incoming, outgoing, and internal email and shared files against viruses and spam, Office 365 includes Microsoft Forefront Online Protection for Exchange. This multi-layered antivirus/anti-spam solution uses multiple scanning engines for highly accurate identification and mitigation of threats while minimizing "false positives" that can lead to improperly blocked email. Forefront technologies included with Office 365 are constantly updated with the latest threat signatures, helping to protect you from new and emerging threats without any additional work on your part.

Flexibility

You may face industry, regulatory or internal security requirements that go beyond what is offered in a distributed multitenant environment. For example, you may have restrictions on which countries data can be stored in, or need to keep all data within a certain country. Microsoft has designed the Office 365 to provide maximum flexibility for organizations to choose how they deploy. You can deploy Microsoft Exchange Server, Microsoft SharePoint Server, and Skype for Business Server on-premises today and easily move to the cloud later. You can choose to keep some users on-premises and have others in the cloud using coexistence, giving both sets of users the ability to see each other's free/busy information, share calendars, and communicate almost as if they were all using the same infrastructure.



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