

IS OFFICE 365 RIGHT FOR YOUR BUSINESS?

Your guide to finding the perfect SharePoint Cloud for your needs

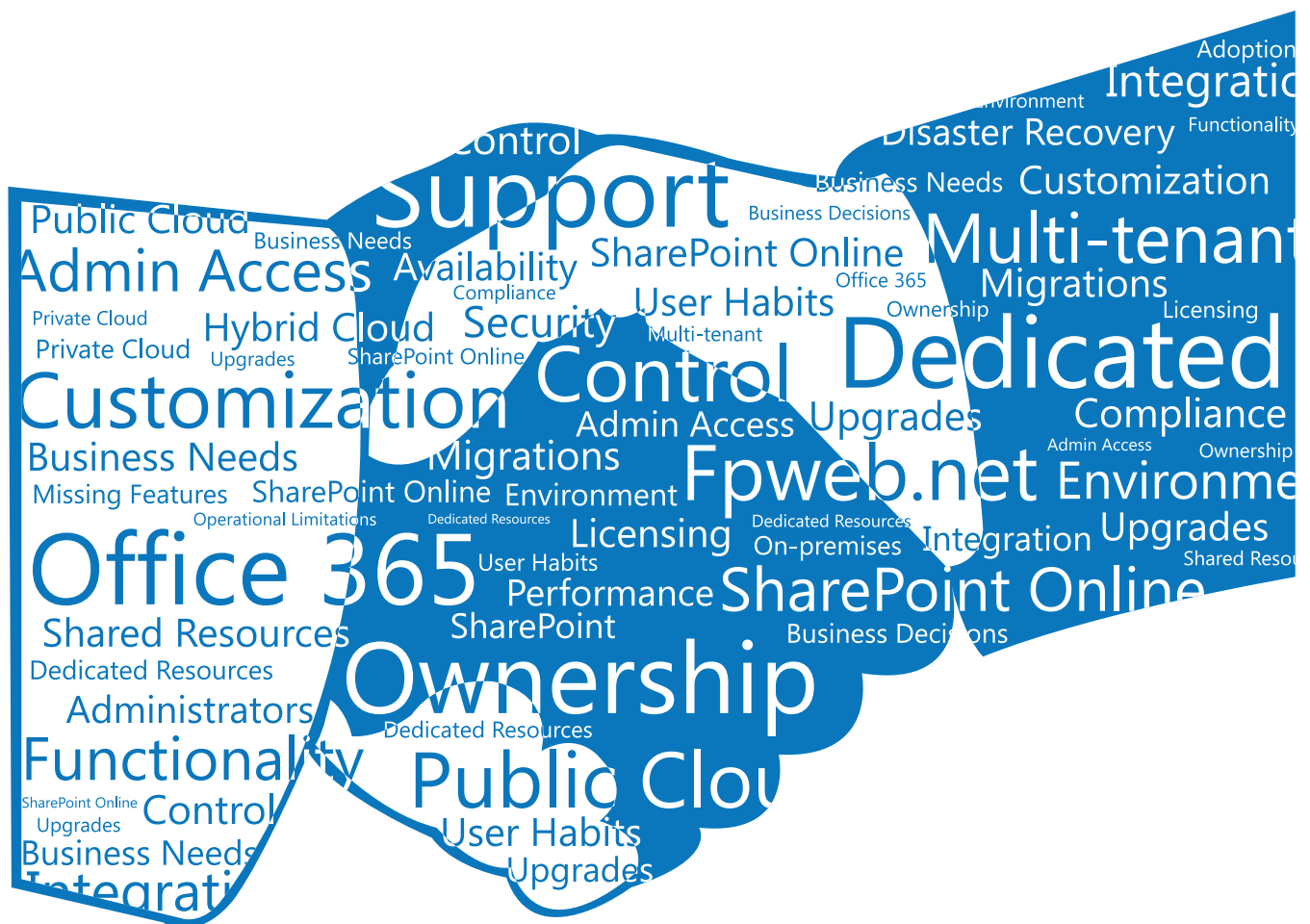


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why does
this eBook exist?

Why does this eBook exist?



READ THIS BEFORE GOING ANY FURTHER:

This eBook is the result of countless conversations we have around SharePoint in the cloud, whether at conferences or online.

With IT trends pointing organizations to the cloud everyday, many IT directors, CEOs and decision makers must find the best way to keep their SharePoint environment competitive in the cloud.

And while most find that getting the sign-off on the cloud is the difficult part, they often discover that, by failing to properly research the cloud, they may be handicapping their business.

Typically, the SharePoint functionality they've grown accustomed to on-premises is not available in their new public cloud environment.



**so, what does that
have to do with
this eBook?**

So, what does that have to do with this eBook?



WE WERE GETTING TO THAT...

When researching the cloud, you'll immediately be greeted with the different cloud types that are out there - specifically, private vs. public cloud (or a hybrid cloud that combines them both, or even supplements your on-prem environment).

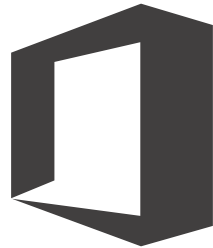
Microsoft's cloud path will point you directly to their popular shared cloud resource, Office 365, as the one-stop shop for all your cloud needs, but that isn't always the case.

So, rather than end up disgruntled upon discovering it limits a lot of the customization and control that SharePoint Administrators and their users have grown accustomed to, this eBook exists so that you're armed with the facts needed to make an informed decision for your business.



**what is
Office 365?**

What is Office 365?



Office 365

INTRODUCING THE MICROSOFT CLOUD

Office 365 is a cloud-based platform that bundles a majority of the features of the Microsoft Office Server products including SharePoint Server 2013, Exchange 2013, and Lync 2013 into a subscription-based, multi-tenant service that gives customers access to these products' services through a browser and through desktop client integration.

SharePoint Online is a branch of Office 365 - the other two are Lync Online and Exchange Online.

The service was officially launched in 2011 and is constantly evolving to provide solutions for smaller companies or projects which require the available features.



explaining shared resources in the SharePoint Cloud

Explaining shared resources in the SharePoint Cloud



Shared Resources or Multi-tenant environments are best described with the apartment analogy:

You are just one of many renters in the building. You take the risk of your neighbors affecting your environment, i.e. if someone next door burns down their kitchen from cooking too much bacon, your space will likely feel that damage as well. If you are looking for customization, such as painting walls or changing out the light fixtures, your landlord may not allow it.

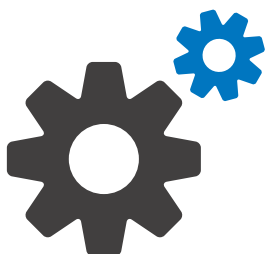
In the Office 365 world, **Multi-tenant** means that you share the SharePoint, Exchange, and Lync server farms with everyone else and your admins do not have direct server access. The service allows access to a subset of these server products at a lower cost of entry than purchasing and installing the software on your own servers.

Naturally, this will lead to some limitations...



the operational limits encountered with Office 365

The operational limits encountered with Office 365



Customization:

The Microsoft Office Server Suite was designed to be an extensible platform for customers and partners. However, with Office 365 you are limited on what you can install and customize. As a result, if you've already invested in a custom solution for your business, you may not even be able to deploy it in a multi-tenant environment.



Ownership:

You do not have full control for your admins to configure and maintain the environment. This limits the use cases and potential solutions that you can build for your business. Also, per the fine print in Office 365's SLA, you take the risk of not knowing when or where your data may be moved.



Change Control Process:

Change can confuse your users and light up your help desk. Often, patching or upgrades (known as rolling refreshes) by Microsoft come at unexpected times and can break your user experience.



Security Protocols:

With any shared resource, there is an inherent security risk. You may not be able to integrate your existing security protocols with Office 365. Also, any existing authentication and single-sign on systems may not be compatible. You will not have access to the security logs of the environment to review administrator activity.



Compliance Auditing:

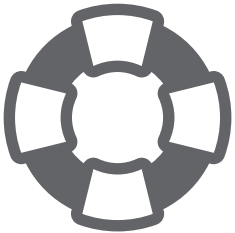
Office365 pre-certifies their datacenters, but if your audit requires a further analysis of the underlying systems, Office 365 won't assist in one-off audits, or per-customer audits, on the shared infrastructure.



Licensing:

In Office 365, a Subscriber Access License (SAL) is different than your normal SharePoint user Client Access License (CAL). A SAL covers a named user where a CAL covers a device. Typically MS offers discounted Office 365 SALs for the first year and then at renewal, customers are surprised when the price jumps significantly.

The operational limits encountered with Office 365



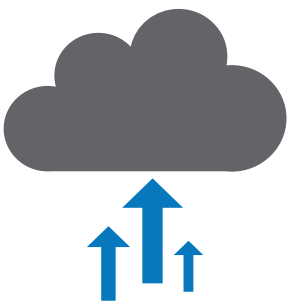
Disaster Recovery:

With Office 365, your Business Continuity Plan will not be a custom fit for your business. Essentially, you don't have control over backups or restores. Office 365 only replicates data but doesn't take backups.



Support:

Office 365 outsources their call centers making it very difficult to find the expertise you need, immediately. Often the line of communication can be frayed during the escalation process when one Office 365 support team leaves out critical details or neglects to collect the correct information before passing it off to another team in another country.



Migrations:

Migrations can be very scary, time consuming, and costly if you're using a consultant. Gartner reports that most people just start fresh with Office 365 and keep their on-prem environment to avoid this pain which ends up consuming more of your time and money managing two environments instead of one.



SharePoint 2013 features missing in Office 365



Developer Features:

SharePoint can be a great outlet for Developers who want to build apps and solutions that extend SharePoint's functionality. O365 is missing some important features like Full Trust Solutions, Rich Client Integration and more...

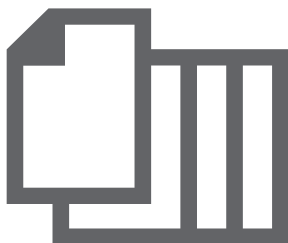
- See all [Developer feature capabilities in Office 365](#)



Administrative Features:

SharePoint Administrators understand the importance of being able to properly secure and manage your organization's SharePoint environment. O365 is missing most admin features including Claims-Based Authentication Support, Patch Management and more...

- See all [Administrator feature capabilities in O365](#)

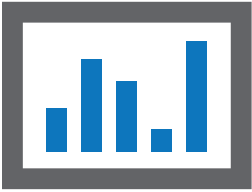


Content Management:

Thanks to different web-based tools and technologies, Enterprise Content Management (ECM) for SharePoint can be very easy to use. Some key ECM features missing from O365 include OWA Server integration, PowerPoint Automation Services and more...

- See all [ECM feature capabilities in Office 365](#)

SharePoint 2013 features missing in Office 365



Business Intelligence:

Often, your organization will use SharePoint's Insights features to address specific needs with information in databases, reports and business applications. O365 is missing key features like PerformancePoint Services, Scorecards & Dashboards and more...

- See all [BI Feature Capabilities in Office 365](#)



Search Features:

To keep your workplace and user productivity at its best, you need to find the information that is most relevant to your needs and helps you do your job. Some key search features missing in O365 include tunable relevancy, extensible content processing and more...

- See all [Search Feature Capabilities in Office 365](#)

Empower your business by getting full functionality
from your SharePoint environment



that one thing that
is often forgotten in
the buying process

That one thing that is often forgotten in the buying process



SUPPORT YOU CAN COUNT ON

Having the SharePoint Support you need *the moment you need it* is a crucial category that needs to be checked off when hunting down the perfect SharePoint Cloud for your business.

Often businesses don't learn until that critical moment when it's too late whether they are truly backed by support they can count on.

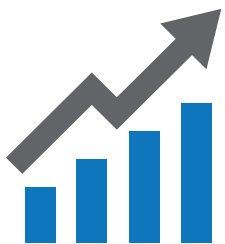


business decisions against adopting Office 365



Support Response Times:

Office 365 categorizes their incidents based on their own idea of severity (1 hour = critical, 8 hour = high severity). Often, customers are left helpless as they wait for extended periods of time for their issue to be addressed.



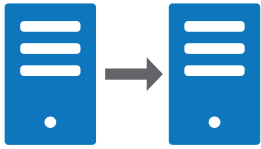
Lack of Visibility:

There is no transparency into the health and performance of your SharePoint environment as a whole. Left with only a service health graph, Office 365 customers are unable to access detailed or advanced monitoring and system alerts.



Frustrated SharePoint Admins:

Forced patching/upgrades will certainly affect the end user experience and may confuse your users which can lead to headaches for your SharePoint admins and help desk staff.



Migrating Data:

Migrating is always an extensive project that involves costly tools and services. Office 365 can be especially difficult since some of your customizations may or may not migrate properly.



Use-Case Limitations:

- Highly Customized Public Websites
(O365 can't add all the web parts and code needed)
- Tight Integration with LOB systems
(lack of customization affects your business needs)
- Enterprise Document Imaging systems
(when high volumes of docs are digitized and stored)
- Enterprise Business Intelligence
(O365 has limited integration options)
- Enterprise Workflow
(if you're using thousands of workflows, you need a private cloud that can be scaled quickly)
- No Personal Support Relationship
(no customer advocate that you deal with exclusively)



explaining dedicated resources in the SharePoint Cloud

Explaining dedicated resources in the SharePoint Cloud



Dedicated Resources or private environments are best described with the house analogy:

You own the place so you can do what you want with it. Changes and customizations are up to you to implement and you don't have to worry about pesky neighbors affecting your property.

The SharePoint private cloud allows customers full server console access where they can enjoy all the available features, customization abilities, and integration possibilities of SharePoint that you would have if the farms were hosted in your own datacenter.

Private, dedicated SharePoint farms are capable of being customized to fit the customers' exact requirements and budget.



**the inherent benefits
of the private,
dedicated cloud**

The inherent benefits of the private, dedicated cloud



Simply put, you keep the control and customization capabilities that you experienced on-premises, but now you're backed by the performance, availability and security of the private cloud.

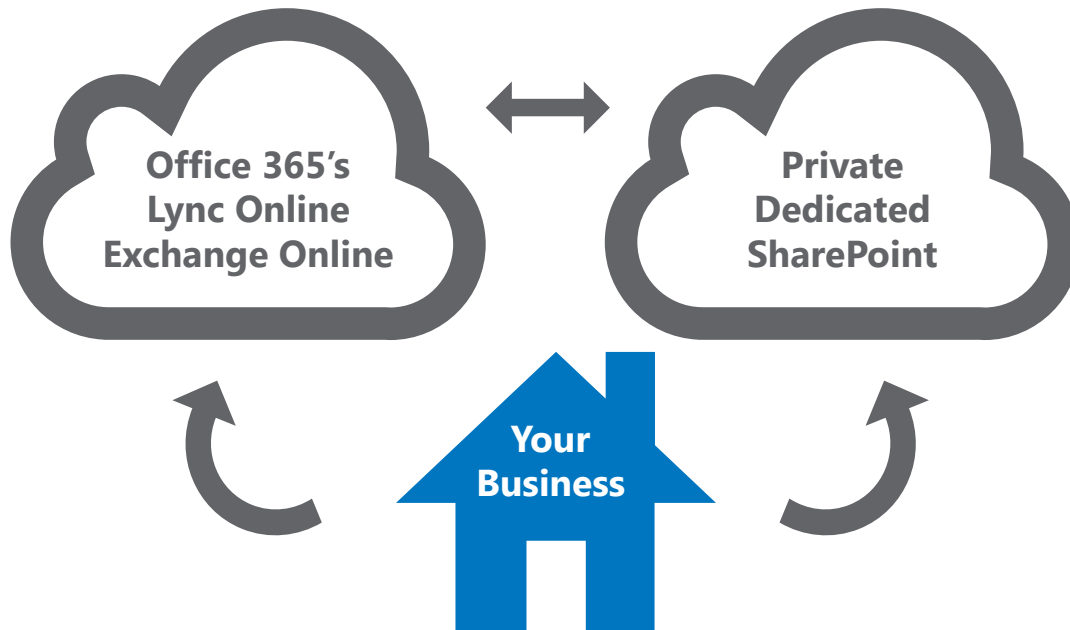
With a private SharePoint cloud, you can quickly scale the environment up and out as demand grows instead of pre-allocating resources to account for anticipated, future growth. Basically, you're only paying for what you're using.

As a dedicated SharePoint Hosting provider, [Fpweb.net](https://fpweb.net) eliminates your SharePoint burden and extends your functionality beyond Office 365.



**not all businesses
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Not all businesses and clouds are created equal...



UTILIZING THE HYBRID CLOUD

Find the perfect match for your business in the Hybrid Cloud.

You may want to keep sensitive information in-house but send a high-traffic intranet or public facing site to the private cloud.

Or maybe you want to use the Office 365 applications that your users are familiar with (like Lync or Exchange) but keep complex, customizable platforms like SharePoint in the private cloud.



**so, what's your
next step?**

So, what's your next step?

Now you have a better idea of what Office 365's public cloud is capable of versus what dedicated, private SharePoint environments can do.

That means you're ready to investigate which SharePoint cloud fits your unique business needs.

YOUR NEXT MOVE:



Do your homework

Do the research with your IT managers and SharePoint administrators and make sure you know exactly what they (and your users) need to be successful.



Look to the future

Can you go much longer in your current state without the control and customization to take your business wherever it needs to go? Map out your goals and give your organization the environment it needs to succeed.

Educate Yourself. Explore Your Options. Empower Your Business.

Thanks for reading!

Enjoy these other great resources in your search for the perfect SharePoint Cloud

WATCH OUR
**OFFICE 365
LIMITATIONS**
VIDEO

10
QUESTIONS
TO ASK EVERY
SHAREPOINT HOSTING
PROVIDER

LEARN MORE
ABOUT
**HYBRID
CLOUD**

HOW
**DISASTER
RECOVERY**
CAN SAVE YOUR
BUSINESS
