

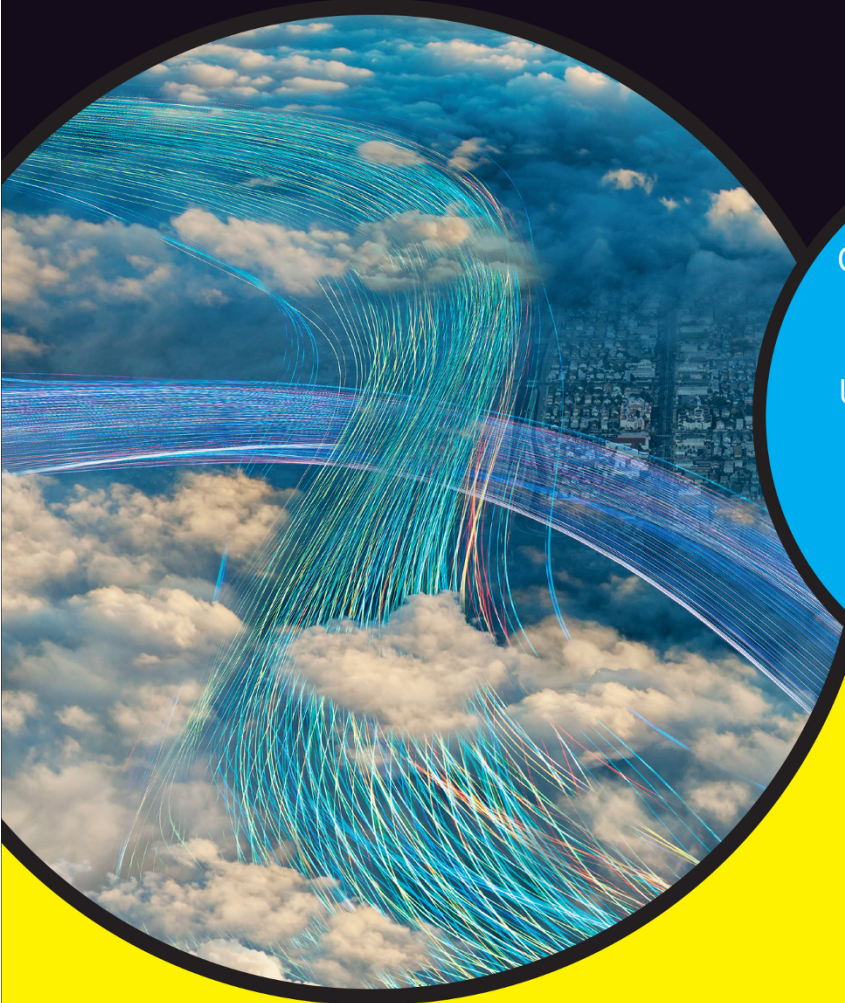
LEARNING MADE EASY



2nd Edition

Microsoft® Office 365™

for
dummies®
A Wiley Brand



Collaborate on documents
in real time

Utilize social networking in
your daily tasks

Increase productivity and
grow your business

Rosemarie Withee
Ken Withee
Jennifer Reed



Microsoft[®] Office 365[™]

for
dummies[®]
A Wiley Brand

2nd Edition

**by Rosemarie Withee, Ken Withee, and
Jennifer Reed**

for
dummies[®]
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Microsoft® Office 365™ For Dummies®, 2nd Edition

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Introduction

In the last decade, the cloud has taken the information technology community by storm. As companies have struggled with the learning curve and cost of adopting Enterprise class software on their own the cloud has created a simplified and streamlined alternative. The complexity of keeping software running has been taken out of the equation. The result is that organizations can focus on using software to drive business and competitive advantage instead of using critical resources to keep the lights blinking green.

Office 365 is the cloud offering by Microsoft and bundles popular server software such as SharePoint, Exchange, and Skype for Business, along with such consumer software as Office Word, Excel, PowerPoint, OneNote, and Outlook into a single product that is accessed over the Internet and paid for on a monthly basis per user. The consumer products are downloadable to many different devices, including iPhones, iPads, Macs, and Android-based phones and tablets, in addition to the familiar Windows-based devices. Microsoft runs the server products in their data centers with their engineers, you can be assured that they know what they are doing. After all, who better to manage these products than the same people who actually built them in the first place? To ease the mind of the risk averse, Microsoft puts their company name and piles of cash behind Office 365 in a very attractive service level agreement.

For those who are still not convinced the cloud is the place to be, Microsoft has taken the unique step of designing Office 365 in a way that lets you use the Office 365 for your enterprise in a hybrid environment. Should you want to keep some of your data and management in house you can still use Office 365. If you feel more comfortable moving to Office 365 in waves, then it is designed to accommodate you. You can start with a pilot group in order to prove the benefits that the cloud provides before turning your trust over to Microsoft engineers. Microsoft is convinced that after you try Office 365, it will change your perspective on Enterprise software forever, and you will never look back.

About This Book

This book is about understanding Microsoft Office 365. This book looks at the cloud in general to give you the fundamentals and then dives into the specifics of the Microsoft cloud. The Office 365 product consists of a number of sub-products

and applications and the book walks you through most of them. Microsoft is constantly adding new features and products to Office 365 so this book should be used as a base to get started and then you can explore further on your own.

If you are considering moving to Office 365 or have already moved, then this book is the first book you should read in order to get up to speed on the concepts and terms as quickly as possible.

How to Use This Book

This book is designed to be read as you want to find out about the specific components of Office 365. You do not need to read the parts of the book in any order. It is recommended that you read the first part first to gain foundational knowledge of the cloud and, in particular Office 365, but then feel free to jump around as you see fit.

The familiar *For Dummies* icons offer visual clues about the material contained within this book. Look for the following icons throughout the chapters:



TIP

Whenever you see a Tip icon take note. We use the tip icon whenever we want you to pay particular attention. Throughout the process of writing the book, we worked closely with Microsoft on any bugs or issues that have come up. When we found something worth a special note, we use this icon for emphasis.



REMEMBER

Whenever you see a Remember icon get out your notebook. The Remember icon is used to point out key concepts that you should remember as you walk through the Office 365 product. Of course, there is a cheat sheet at the front of the book, so you can always just use that, too.



WARNING

Throughout our careers we've come across many roadblocks. It often takes hours to figure something out the first time and then only minutes the next time you encounter it. Often the root cause of your problems is a bug or some quirky behavior. We have tried to call out whenever you should take note of something and beware of how it will affect your Office 365 environment.



TECHNICAL
STUFF

Office 365 is designed to be simple and intuitive; however, nothing is ever as easy as it appears. When we talk about something that is fairly technical in depth, we use the Technical Stuff icon. You definitely don't need to understand every technical detail, but it is there if you decide you want to dig further.

Beyond the Book

The Internet is huge! Search www.dummies.com for the Cheat Sheet for *Office 365 For Dummies*.

Let's Get Started!

Office 365 is one of the fastest growing products in Microsoft's history.

People are using Office 365 as they upgrade from traditional the traditional Microsoft Office that you would buy in a store and install. Now you sign up for an Office 365 subscription and download and install Office products to your devices. Oh, and you don't have to worry about upgrading because as a subscription-based product you are always guaranteed to have the latest apps and updates as Microsoft releases them.

Organizations large and small have been moving their infrastructure over to the Microsoft cloud in order to reap the cost savings, predictability, and peace of mind that comes with the cloud. Because Microsoft has included many of their most popular Enterprise products in the Office 365 offering, it becomes a game changer from the very beginning. As with any technology, however, there is a learning curve. Microsoft has done everything they could to make Office 365 as user-friendly and intuitive as possible but you will still require guidance. This book is the first step in your Office 365 journey and is designed to get you up to speed as quickly as possible. If you're ready to take your first step, then you can get started!

1

Recognizing the Cloud Momentum

IN THIS PART . . .

Start with an overview of this new buzzword known as the cloud.

Get a brief history on how we got this puffy new creature and what it means to move into it.

Get your feet wet with a broad understanding of the Microsoft cloud and how Office 365 fits into the mix.

Look into Office 365 and all of the products stuffed into the offering, including Exchange Online for email, SharePoint Online for your portal needs, Skype for Business for instant and ad-hoc meetings and communication, and Office Pro Plus for your desktop productivity needs.

Understanding cloud computing, big data, and machine learning

Getting to know the top Microsoft cloud productivity solutions

Determining the right Office 365 plan for your organization

Chapter 1

Getting to Know the Cloud

If you own an Android device, you most likely contributed to the estimated 15 *exabytes* of data stored in the Google “cloud.” And just what exactly is an exabyte? You can think of it in three ways:

- » An exabyte is equivalent to one quintillion bytes, or one billion gigabytes.
- » If the entire population of Thailand each owned a 16 GB smartphone, their data storage would be equivalent to one exabyte.
- » Supposedly, if you type 1,000,000,000,000,000 characters and print those characters on paper, you would have to cut down about 50,000 trees.

Simply put, there is a lot of data in the cloud, and it grows every day. This is why it isn’t unusual nowadays to hear the buzz phrase *big data* when talking about cloud computing.

Big data is simply a huge volume of data that cannot be stored or processed in the traditional way. Imagine processing the data from 400 million tweets a day from Twitter, or analyzing the patterns and behaviors of the 1 billion YouTube viewers who watch 4 billion videos per day. There are valuable insights from such data, but there’s no way you can gather those insights without cloud computing. For this specific reason, analysts are predicting that the growth of the IT industry will

be driven by big data and cloud computing. And why not? The combination of big data and cloud computing will give rise to very smart computers that can learn through artificial intelligence without being programmed. This is called *machine learning*. Don't be alarmed by yet another new term here. Machine learning already is so pervasive that you probably don't even know you've used it.

The way we introduced cloud computing in this book when it first came out four years ago is no longer coming from the same lens we are looking through now. According to www.cloudcomputing-news.net, the cloud computing industry grew from \$46 billion to more than \$150 billion from 2008–2014. In the very near future, the question will no longer be about what cloud computing is, but more about what cloud computing can do for you and/or your business.

If you're still confused about cloud computing, don't despair. Unless you've been living under a rock in the last five years, you most likely have used cloud computing in one shape or form, so it isn't as mystical as you might think.

This chapter is for those of you who have a keen interest in understanding the basic principles of cloud computing with the intent of leveraging that knowledge to help your business, your organization, or your professional career. You'll see the interconnections between cloud computing, big data, and machine learning, and how they all feed into the overall Office 365 services. You'll read about the various services within Office 365, what they cost, and gain insight into Microsoft's strategy for helping individuals and organizations become more productive in keeping with their mission. It's the information you need to chart your cloud journey.

Defining Cloud Computing

The cloud is a metaphor for the Internet. In very simplistic terms, *cloud computing* means that your applications or software, data, and computing needs are accessed, stored, and occur over the Internet “in the cloud.”

If you've had a Facebook account, played online games, shared files with Dropbox, or sync'd your photos from your mobile devices, then you've been computing in the cloud. You're using the services of an entity to store your data, which you can then access and transform over the Internet. Imagine what life would be like if you wanted to share photos of your lunch to all of your 500 friends if cloud computing didn't exist.

For businesses and other organizations, cloud computing is about outsourcing typical IT department tasks to a cloud service provider who has the experience, capability, and scalability to meet business demands at a cost that makes sense.

Let's take for example a small business owned by a friend of mine. It's a boutique accounting firm that services over 200 businesses locally. Email is a critical communication platform for them. To be productive, the firm decided to hire an independent IT consultant to install an email server in their office. The deal was that the IT consultant would train a couple of people from the firm to do basic server administration. Beyond the basics, the consultant would be available to remotely access the server to troubleshoot or show up in person if something breaks.

Like most horror stories I've heard from people who try to manage their own servers without a highly trained IT staff, the situation turned out to be a nightmare for this firm. Their email server went down during tax season at a time when the IT consultant wasn't immediately available. In an industry where highly sensitive data is exchanged and customer trust is paramount, you can imagine the stress the company owner experienced dealing with emails containing sensitive attachments ending up in a black hole, irate customers who didn't get a response to their time-sensitive requests, and lost opportunities impossible to even quantify.

Cloud computing for this firm meant migrating their emails to Office 365. So instead of running their own email server, fixing it, patching it, hounding their IT consultant, and dreading another doomsday, they simply paid a monthly subscription to Microsoft. If anything breaks, Microsoft's highly trained engineers will fix it. They also know that emails will not be lost, because they don't rely on one piece of equipment getting dusty in one corner of their office break room. Instead, they're taking advantage of Microsoft's huge and sophisticated data centers, which replicate and back up data on a regular basis.

Understanding the cloud deployment models

The type of deployment model the firm used in this story is referred to as the *public cloud* where the cloud computing service is owned by a provider (Microsoft) offering the highest level of efficiency in a shared but secure environment. My friend did not own or maintain any hardware. The company accessed and used the email and other services from the public cloud on a subscription model. In cloud computing-speak, this firm is referred to as a *tenant* in a public cloud.

For organizations where a one-size-fits-all approach doesn't work, two other deployment models for cloud computing are available: private clouds and hybrid clouds (see Figure 1-1).

Cloud Computing Deployment Models

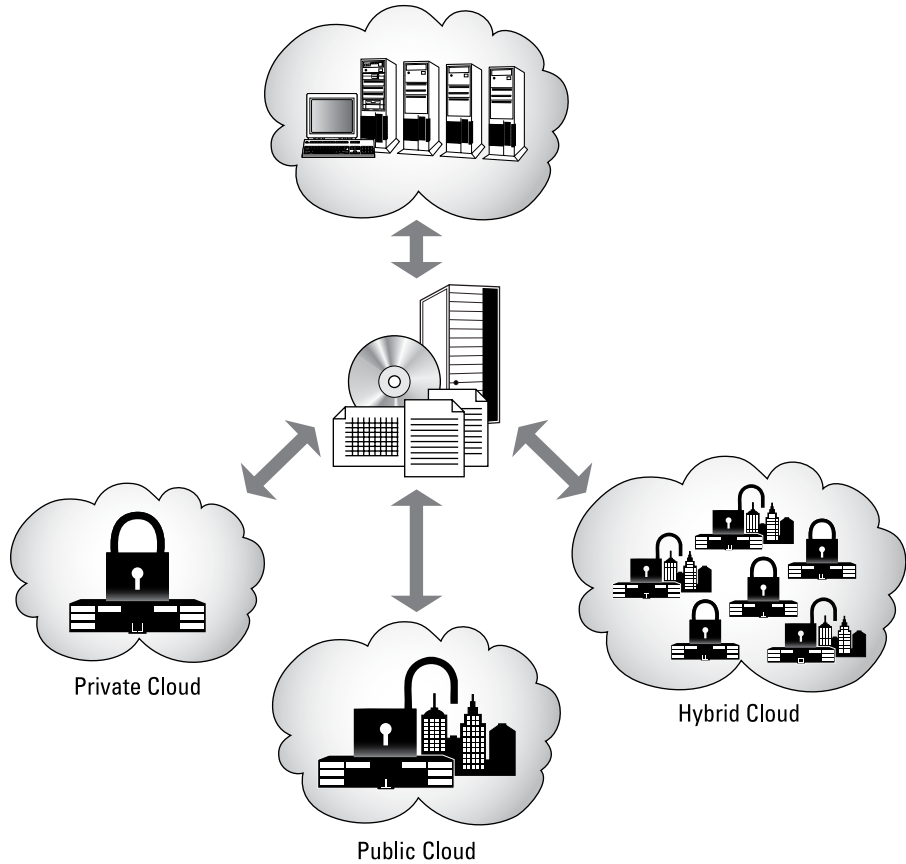


FIGURE 1-1:
Cloud computing
deployment
models.

A *private cloud* typically is dedicated to one organization on its own highly secure, private network over a company intranet or hosted datacenter. Unlike the public cloud, a private cloud doesn't share resources with other tenants. Industries with privacy concerns such as financial institutions and healthcare organizations typically opt for a private cloud.

A *hybrid cloud* is simply a combination of the public and private clouds. As an example, an organization may run their email applications in a public cloud but store customer information in a database in a private cloud.

Regardless of the deployment model used, cloud computing means that your business applications are outsourced somewhere on the Internet where you don't have to worry about paying for capacity you don't need or needing—in a hurry—capacity you don't have. It also means that the version of the software you're using is always the latest version; it's accessible anytime, anywhere, on most devices.

The advantages of cloud computing aren't limited to just big companies. Cloud computing is also beneficial for small- and medium-size organizations, and even solo-preneurs like consultants. We've all heard people say that in American society, education is the greatest equalizer. In my opinion, cloud computing is the greatest equalizer for businesses not just in America, but throughout the world. It breaks down the barriers for small and even one-man-show businesses from competing in the global market. For a small monthly fee, any business can have the appearance of a large enterprise with a full staff of highly trained IT personnel.

Knowing the cloud service models

Contrary to general belief, cloud computing isn't a new concept. The idea of an "intergalactic computer network" was first introduced in the 1960s by J. C. R. Licklider, one of the most influential men in the history of computer science. Other people attribute the emergence of cloud computing to John McCarthy, another computer scientist who in the 1960s proposed that computing be delivered as a public utility similar to service bureaus that provided services to businesses for a fee.

Back then, massive computing was conducted with supercomputers, and mainframes occupying whole buildings. Thousands of central processing units (CPUs) were connected to divide the computing tasks of supercomputers in order to get results faster. The very high cost for creating and maintaining these supercomputers precipitated the discovery of more economical computing means, which brings us to where we are today.

With cloud computing today, not only can businesses use the services of specialized providers for massive computing, they also benefit from the lower cost of these services stemming from the efficiencies of shared infrastructure. Generally, there are three types of cloud computing service models (see Figure 1-2):

- » Software-as-a-Service (SaaS)
- » Platform-as-a-Service (PaaS)
- » Infrastructure-as-a-Service (IaaS)

Software-as-a-service (SaaS)

A SaaS service model is where software application is paid for on a subscription basis and installed from the cloud provider's datacenter. Office 365 is an example of a SaaS model where all your collaboration and productivity applications are bundled together as part of your subscription. You don't have to run your own email servers, for example, nor do you need to maintain and update the servers.

For desktop applications like Office Pro Plus, you can install the software from a web-based portal instead of buying the packaged software from a store. After you've installed the software, updates and bug fixes automatically are installed in the background.

Platform-as-a-service (PaaS)

In a platform-as-a-service (PaaS) service model, developers can create online applications (apps in short) in platforms provided by the PaaS provider. The developers develop their own code for the apps, store it in the PaaS provider's datacenter, then publish the apps. They don't have to worry about planning for capacity, security, or managing the hardware—the PaaS provider does that. For example, if you've played Angry Birds on your Android phone, it may interest you to know that the publishers used Google App Engine as a PaaS solution to make their addicting games available to millions of fans without worrying about scaling the app automatically to match the amount of traffic at any given time.

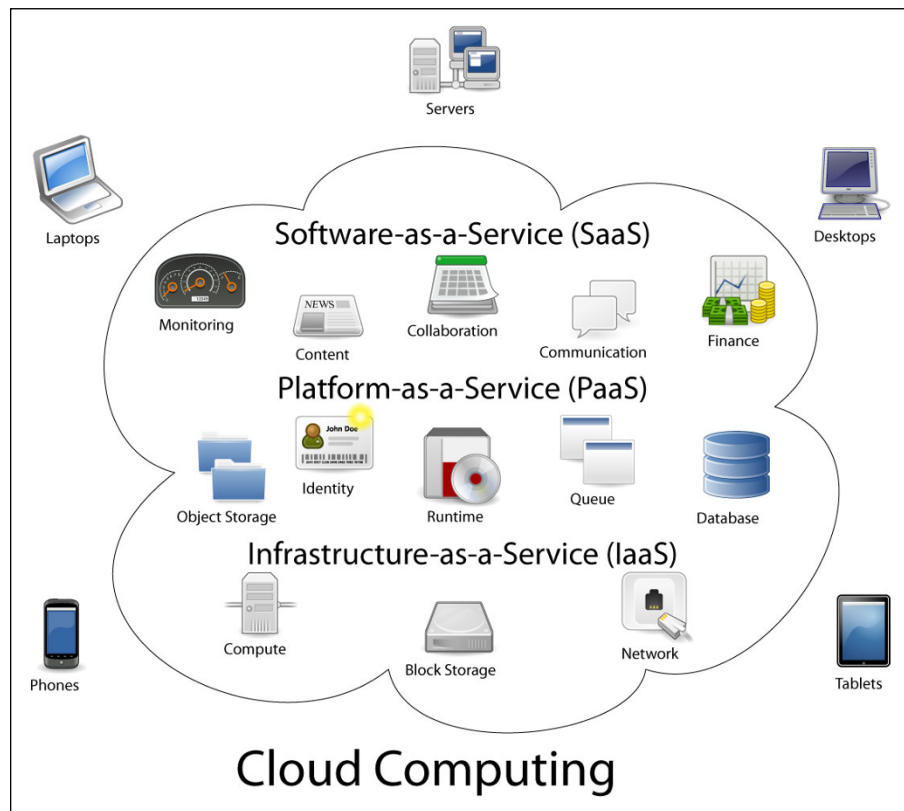


FIGURE 1-2:
Cloud Computing
Service Models.

Created by Sam Johnston using OmniGroup's OmniGraffle and Inkscape (includes Computer.svg by Sasa Stefanovic)

Infrastructure-as-a-service (IaaS)

In an infrastructure-as-a-service (IaaS) service model, organizations have access to computing power and storage capacity, using a cloud provider's hardware. This enables them to have control over the infrastructure and run applications in the cloud at a reduced cost. The organization, however, is responsible for managing and updating the operating system running the applications. While capacity planning, security, and hardware management is the responsibility of the IaaS provider (similar to PaaS), it is the organization's job to monitor the performance of their apps and/or add more resources to meet the demand. Amazon Web Services offer several IaaS cloud hosting products that can be purchased by the hour. Rack-space is another player in the IaaS market offering managed and cloud hosting services. Microsoft Azure (formerly known as Windows Azure) started out as a PaaS solution, but extended its services to include IaaS capabilities.

Getting a grasp on Big Data and Machine Learning

According to a report from Gartner in September 2014, strong investments and planned investments in big data adoption continue across all industries—communications and media lead the pack. This isn't surprising, because big data offers opportunities for businesses to increase sales, target marketing, and enhance customer care.

If you have ever given a Yelp review, liked a Facebook post, tweeted, posted images on Instagram, or bought anything online, then you have contributed to big data. Even if you do nothing but sit in an airplane, you are still contributing big data because aircrafts continually send data to air traffic control during the flight for real-time tracking and monitoring.

The benefits of big data aren't limited to companies. Big data can help build smart cities to benefit its citizens and environment. The city of Oslo in Norway, for example, reduced their street lighting energy consumption by 62 percent by analyzing big data and acting on the insights from the analysis. Portland, OR eliminated more than 157,000 metric tons of CO₂ emissions in just six years by optimizing the timing of its traffic signals by intelligence gathered from big data. That's about 30,000 cars off the streets for a whole year!

Machine learning, on the other hand, has taken a giant leap from when the idea started floating around 50 years ago with the advent of big data. A computer with artificial intelligence consumes big data to pick up on patterns, predict the future, and train itself to respond to a user under certain conditions. If you've used speech recognition on your mobile device, that's machine learning in action. The

other day, I was using my smartphone to look for a restaurant; to my delight, the top listings had vegetarian options. I can only guess that machine learning has picked up from my Facebook likes and posts that I'm vegetarian.

The combination of big data and machine learning can help not just to prevent malware, it can also proactively address the changing security landscape where threats and attacks are getting more sophisticated every day. 2015 was a banner year for data breaches, from the U.S. Government's Office of Personnel Management, to health insurers Anthem and Premera, to the IRS, to extramarital affairs site www.ashleymadison.com. This issue is top of mind for many organizations. Consequently, cloud providers are taking steps to alleviate concerns around privacy and security.

Microsoft's latest addition to the Office 365 plans (E5) includes the Advanced Threat Protection capability. Among other capabilities, it scans email attachments and links in basically a "detonation" chamber to do behavior analysis and look for signals by using machine learning and big data to protect users from both known and unknown threats.

Recognizing why you should care

In the early 20th century, people were skeptical about cars and viewed the new invention as horseless carriages, based on a centuries-old dominant paradigm: the horse and carriage.

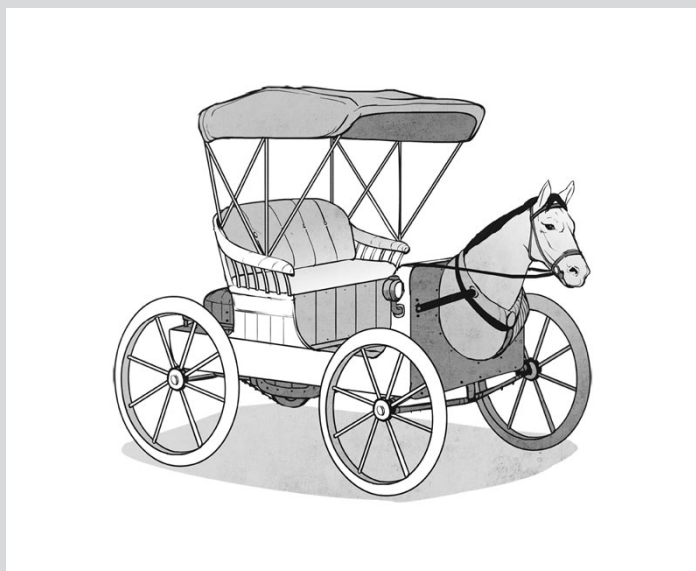
Gottlieb Daimler, the inventor of the automobile, estimated long-term auto popularity to be no more than a million cars. A Michigan Savings Bank president once advised Henry Ford's lawyer not to invest in Ford Motor Company in 1903 because "the horse is here to stay but the automobile is only a novelty, a fad."

Today, over 600 million cars are on the road . . . and not many horses. The important role cars play in our daily lives has proven both Daimler and the Michigan Savings Bank president wrong. Prior constraints to the production of cars have been overcome to bring the cars to the masses.

Today, our society faces a similar change. Just as in the early days of the automobile industry, it's still unknown where this paradigm shift will take us. What we do know is that cloud computing, big data, and machine learning promise not just cheaper but also faster, easier, more flexible, and more effective solutions to problems for our business or our society.

THE “HORSELESS CARRIAGE” SYNDROME

When the first cars came out, they looked very similar to the horse and carriage but without the horse (see the figure below). The problem with the design was that the engineers back then didn't understand the opportunities of the new paradigm (faster and safer cars). The engineers insisted on putting a whip holder into the early car models before realizing that without a horse, there was no need for a whip holder! We may not fully grasp the true potential of cloud computing, but it's a good idea not to fall prey to the horseless carriage syndrome.



Introducing the Microsoft Cloud Solutions

As of this writing, Microsoft has invested \$15 billion to build its massive cloud infrastructure. It comprised of more than 100 datacenters around the globe hosting over 1 million servers managed by a team of experts working 24/7/365 to support more than 1 billion customers. Their fiber optic network is so huge, it could stretch to the moon and back—three times over. This staggering set up provides the backbone for the company's 200-plus online services, including Office 365, Bing, Xbox Live, Skype, OneDrive, and Microsoft Azure.

While a lot of focus has been in the “cloud,” Microsoft newest frontier is way down on the ocean floor. Their recent investment in a research (codename: Project

Natick) to submerge servers below the surface of the ocean as a way to speed up cloud computing proved to be a success. So who knows: soon, slow and expensive internet connection during a Disney or Royal Caribbean cruise may be a thing of the past.

These investments are surely paying off for Microsoft. Every day of the week, 3 billion minutes of calls are made by Skype users. As of January 2015, Microsoft claims that 80 percent of Fortune 500 companies are in the Microsoft cloud. The Texas state government alone has 100,000 employees using Office 365 to collaborate in full compliance of privacy and security requirements.

In this section, we cover the top three Microsoft cloud products that empower businesses: Microsoft Azure, Microsoft Dynamics CRM, and Office 365.



TIP

Microsoft's Skype Translator can translate your voice conversations in real time in seven languages: English, Spanish, French, German, Italian, Mandarin, and Portuguese. It can also translate your instant messages in over 50 languages, from Arabic to Yucatec Maya.

What can you do with Microsoft Azure?

Microsoft Azure (formerly known as Windows Azure) is an open platform comprised of a growing collection of integrated cloud services: computing, database, mobile, networking, storage, analytics, web, and more. The flexibility of this platform makes it easy to scale up or down to meet business needs under a pay-for-use, per-minute billing business model.

If you're a developer, you can take advantage of the integrated tools and built-in templates in Microsoft Azure to build your web and mobile apps. It supports the same technologies millions of developers and IT professionals already use and trust. After your apps are published, you can run them from any of the worldwide network of Microsoft datacenters. Having a global footprint means that you have a lot of options for running your applications and ensuring great customer experience.

The big data and machine learning scenarios covered earlier in this chapter are run in Azure. This new era of business intelligence enables organizations to make smarter decisions, improve customer service, and uncover more opportunities for growth.

To address data security and privacy concerns, Microsoft has made an industry-leading commitment to the protection and privacy of data. They've been recognized by leading data protection authorities and were the first major cloud provider to adopt the new international cloud privacy standards. They have also launched

Azure Government, a stand-alone version of Azure designed for U.S. public agencies with rigorous compliance requirements.

Better customer engagements with Dynamics CRM Online

If your organization is looking for a better way to store and manage customer information, increase sales, and provide great customer experience, then you need a customer relationship management (CRM) solution.

Microsoft Dynamics CRM is a customer relationship management (CRM) solution that easily integrates with Microsoft tools and technologies such as Outlook and SharePoint. The user-friendly interface allows sales professionals to manage prospects and clients from their desktop computers or on most popular mobile devices. Marketing professionals can create and monitor marketing campaigns and measure their effectiveness using built-in analytics tools.

Understanding that customer service is key to business success, Dynamics CRM's core functionality includes a ticketing system to log, respond to, and manage requests, complaints, and other types of feedback. It can create cases automatically from email as well as posts on social networks like Twitter and Facebook.

Beyond just making the sale and providing great support, you can also proactively manage your brand by using the Microsoft Social Engagement tool with Dynamics CRM. The tool has powerful social intelligence functionalities that enable you to gain insights about your brand based on what people are saying about you on social media. Those insights can then help you engage with your existing and potential customers more effectively. You can even drill down from the topics you're monitoring to quickly analyze the conversations, locations, and even sources of the feedback or sentiment!

The explosion of Office 365 and why

More than 1.2 billion people use Microsoft Office. Outlook.com has more than 400 million active users. Office 365 is now available in 140 markets in 40 languages. These are the latest official stats from Microsoft as of this writing.

A much more interesting statistic, however, comes from Okta, a cloud service provider established in 2012, which offers passwords and employee accounts management for other cloud services. According to Okta, Office 365 has skyrocketed in a short span of 6 to 9 months, surpassing Salesforce as the most popular app used by their clients.

As a consultant and a Microsoft Partner focused on helping small businesses with their cloud journey, it's easy for me to see why Office 365 is so popular. The latest iteration of Office 365 is the most secure cloud productivity and communications solution I've seen so far. It now includes such capabilities as

- » Broadcasting web conferences to up to 10,000 people
- » Using Skype for Business like a traditional phone to make and receive phone calls to people outside your organization
- » Understanding work time and interactions
- » Ensuring that email attachments and links first pass through a “detonation” chamber for extra protection

When this book first came out, much of the productivity focus in Office 365 was on these services:

- » Email and calendar (Exchange Online)
- » Document collaboration (SharePoint Online)
- » Web conferencing (Lync Online—now called Skype for Business)
- » Office applications

Today, the Office 365 productivity story includes

- » Social networking (Yammer)
- » Professional digital storytelling (Sway)
- » Corporate YouTube portal (Office 365 Videos)
- » Personally relevant content for you (Office Delve)

Microsoft continues to add more services in Office 365 as evidenced in their road-map. Clearly, they aren't letting up on their strategy to build the best-in-class platforms and productivity services for a mobile-first, cloud-first world.

Knowing the Different Microsoft Office 365 Plans

Office 365 is the answer to a modern workplace where people no longer have to work in the same location to get things done. As a cloud productivity and

communication solution in one place, Microsoft Office 365 offers service plans for practically all types of businesses and organizations.

Analyzing the Office 365 Small Business Plans

For the price of one venti Caramel Macchiato (plus tax) from Starbucks, a small business can use

- » 50 gigabyte mailbox
- » 1 terabyte of online file storage (which is about \$80 if you buy the same storage in a hard drive)
- » High-definition video conferencing
- » Online version of Microsoft Office
- » Social communication with colleagues

In other words, if you're a small business just starting out or a professional services provider working from home, there is no excuse for not impressing your customers or clients by exuding the perception of a large organization. All you have to do is give up one cup of coffee a month to be able to afford to subscribe to the *Office 365 Business Essentials* at \$5 per user per month with an annual commitment.

If you already have a cloud-based email, subscribing to the *Office 365 for Business* plan gives you the newest version of Office for Mac and PC, Office apps you can run on your tablets and phones, online versions of Office including Word, Excel, and PowerPoint, 1 terabyte of online storage, and professional digital storytelling tools. This will cost you \$8.25 per user per month with an annual commitment.

The *Office 365 Business Premium* plan, on the other hand, combines all the features of the two plans above into one integrated subscription for \$12.50 per user month with an annual commitment.

All of the preceding plans have a 300-user limit, but they include

- » Guaranteed 99.9 percent uptime, financially backed service level agreement
- » IT-level web support and 24/7 phone support for critical issues
- » Active Directory integration to easily manage user credentials and permissions
- » World-class data security

Breaking down the Office 365 enterprise plans

There are four enterprise Office 365 plans ranging from \$8 per user per month to \$35 per user per month. You can have a variety of enterprise subscriptions plans based on the needs of your users. There is no limit to the number of users on the enterprise plans.

Table 1-1 lists the cost (per user, per month) for the subscription and the key features associated with each of these plans.

TABLE 1-1 Enterprise Plans Pricing Model

Office 365 Enterprise (per user, per month)	E1 (\$8)	Pro Plus (\$12)	E3 (\$20)	E5 (\$35)
Fully installed Office applications on up to 5 PCs or Macs per user (Office Pro Plus)		✓	✓	✓
Office on tablets and phones for the fully installed Office experience on up to 5 tablets and 5 phones per user		✓	✓	✓
Online versions of Office, including Word, Excel, and PowerPoint	✓	✓	✓	✓
File storage and sharing with 1 TB storage per user (OneDrive for Business)	✓	✓	✓	✓
Business class email, calendar, and contacts (Exchange Online)	✓ <i>50 GB inbox per user</i>		✓ <i>unlimited inbox</i>	✓ <i>unlimited inbox</i>
Unlimited online meetings, IM, and audio, HD video, and web conferencing (Skype for Business)	✓		✓	✓
Intranet site with customizable security settings (SharePoint Online)	✓		✓	✓
Corporate social network (Yammer)	✓		✓	✓
Professional digital, interactive storytelling tool (Sway)	✓	✓	✓	✓