

# Supporting Resilient Operations

Responding to COVID-19 together



# Contents

## 10 ways we're helping business respond

- 01 [Remote Working](#)
- 02 [Remote Solutions for Healthcare](#)
- 03 [Remote Learning](#)
- 04 [Customer and Resident Services](#)
- 05 [Digital Inclusion](#)
- 06 [Remote HR Management](#)
- 07 [Digital Marketing and eCommerce](#)
- 08 [Digital Supply Chain](#)
- 09 [Intelligent Security](#)
- 10 [Microsoft Technical Support](#)

“ *These are deeply concerning times for all of us. Coming on the back of the recent bushfires, droughts and floods, the COVID-19 crisis is a particularly hard blow for Australia. At Microsoft Australia we are focused on supporting our customers and partners, our community and each other during these unprecedented times. Our platform, tools and services are enabling organisations of all sizes to build the digital capability required to address new challenges.*

*Australia's economy is powered by small and medium businesses, many that have been hit hard by this crisis and experiencing escalating hardship. We are working with SMBs and Microsoft Partners to make our technologies easily accessible with flexible options.*

*We are taking proactive measures to maintain continuity of service. This is a priority for us as our services are allowing organisations to switch to remote work, support online learning and to preserve business continuity.*

*We also recognise just how important it is to be connected to each other during these tumultuous times and the critical role technology can play in keeping us united with our teammates. We are dedicated in our mission to empower every person and every organisation on the planet to achieve more. Stay safe and stay well.*

Steven Worrall, Managing Director, Microsoft Australia ”

## Respond quickly and effectively to your changing needs

Each of us is dealing with a new way of working, living and interacting with each other. Every aspect of Government, society, business and family is being impacted daily by the need to keep each other safe and reduce the burden on our health services and critical infrastructure.

At Microsoft we want to help everyone adapt to this new normal as quickly and effectively as possible.

Listening to our customers, we've heard how all sizes of organisations are facing a very different set of challenges to the ones they imagined at the turn of the year. The focus is initially around business continuity. How do I ensure that the critical needs of my employees and my customers can be met? What services can I continue to offer and how?

As we adapt, we move to consider the broader needs of our organisations. How do we continue to build trusted relationships with customers when everything has to be done digitally? How do organisations continue to work and collaborate internally without physical interaction? How do we ensure secure access to data and systems? How do healthcare workers get access to the tools they need to protect themselves and how do educators continue to provide effective teaching? These are just a few of the questions that many organisations need to address.

To help you and your organisation tackle these challenges we've put together the following information. It draws on our global and local experience to offer a guide to solutions that may help you navigate the current challenges. We'll be updating the content on an ongoing basis, sharing best practice and letting you know what's working well for others like you - and what's not. We are also keen to hear your feedback on what you need so that we can provide the materials that best suit your requirements. Speak to our account or partner teams about your specific circumstances and know that we are here to help.

Now is the time for us to use technology to help our people, our customers, our partners and our supply chain to collaborate effectively, securely and safely.

# 01 Remote Working

## Maintaining a connected experience

In the current climate, millions of people across the globe have moved to remote working. We recognise the role technology plays in helping organisations of all sizes to enable remote working without sacrificing collaboration, productivity and security.

However, it's not only about organisational efficiency and productivity, it is also the human challenge of ensuring that your employees don't feel isolated. It is vital to support them so when they work remotely, they don't feel remote.

While Microsoft itself has a long history of supporting remote working, in the current circumstances we are also taking it to its extremes. Over time we have learned a few things about how best to help your organisation and people get set up for success and we wanted to share that with you.



### Getting started

Setting up an effective workspace at home, whether that's a home office or just a designated corner to focus, is key. Using a cloud productivity application or suite will help teams to access files and tools from any location. [Microsoft 365](#) enables users to access resources, share and collaborate on files with Office apps across the web, mobile, and desktop, storing the content in the cloud by default. It also helps you to stay connected with colleagues through chats, calls and meetings. Office apps, Outlook Mobile, Microsoft Teams, and OneDrive can be deployed on any devices or browser, so people can access their emails, calendars, and files wherever they are. We've made it easy for users to save their files to OneDrive or SharePoint the same way they traditionally saved files to their C: drive; this has been key to getting files to the cloud.

Not every organisation can provide corporate devices for remote work, but you can enable access to company data on personally owned devices using [Microsoft Intune](#) app protection policies combined with [Azure AD Conditional Access](#). This way your organisation still has the right level of control over information accessed. If you need more control around the environment your users are accessing corporate resources from, then [Windows Virtual Desktop](#) hosted in Microsoft Azure can help. If you need to provide devices for your employees to work remotely, Windows 10 and Surface devices have security features built in.



### Staying Connected with Meetings and Messages

Without the benefit of spontaneous chats in hallways, be mindful of the need to communicate more often, either by virtual meetings or via chats. Finding ways to bring people together is important, whether that's for a status meeting, a more informal catch-up or a birthday celebration. The key is to balance the need to keep driving projects and work, with the need for human connection and morale.

Without the convenience of face-to-face meetings in conference rooms, some people may be attending online meetings for the first time in their careers. [Microsoft Teams](#) is designed to be the hub for teamwork so you can prepare for meetings ahead of the time, share your screen or presentation, record the meeting and then follow-up with actions so everyone is on the same page. You can securely store files where the right people can access them, collaborate on Whiteboards and quickly jump into 1:1 calls and group meetings as needed. Encouraging the use of the camera in meetings, for those that feel comfortable, helps attendees feel connected and drives engagement. Be sure to invite questions, by voice or chat and remember to pause and wait for contributions. You can record meetings for reference so you can distribute content afterwards, especially if people were unable to attend.



### Managing your time and well-being

Working remotely can be difficult even on the most experienced corporate individuals. Make sure your colleagues feel they can set boundaries and let people know when they are "on" and "off" work. You can signal your availability through the presence indicator and status message in Teams and set notification preferences to allow for focus time or to be out of reach in "quiet hours".

Taking breaks is important, as is regularly checking-in with yourself and others. Striking the right balance is crucial for everyone, between delivering work and caring for loved ones - working from home in this situation has its own flexibilities.

## Solutions

Microsoft 365 and Teams, Windows Virtual Desktop, Azure Active Directory, Microsoft Surface

# 02 Remote Solutions for Healthcare

## Empowering care teams with new tools

Healthcare professionals play a critical role in supporting the health, safety, and wellness of people of all Australians. Working in a complex care environment - made even more complex by current challenges - doctors, nurses, and other healthcare workers need access to tools that enable collaborative workflows to deliver high quality patient care. Both patients and clinicians need greater flexibility and convenience to connect with each other across different locations.

Microsoft solutions can support your clinical staff with quick online remote diagnosis and treatment. Ensuring speed of communication and reliability of systems is critical, especially when scaled over hospitals, regions or nationwide.



### Scheduling virtual visits

With people staying at home, in-person consultations are being minimised, so video conferencing provides a way for clinicians to provide people with the advice and diagnosis they need. Using the meetings platform in Teams, combined with the new [Bookings app](#), providers will be able to schedule, manage, and conduct virtual visits with patients.

In one week we assisted the [Australian Red Cross](#) to implement a system that allows specially trained volunteers – from their homes - to call people in home isolation and check on their wellbeing each day. This has been critically important for many people in the community who may otherwise have very little outside contact.



### Communication, Collaboration and Coordination

[Microsoft Teams](#) provides your medical staff with an integrated hub for teamwork including staff coordination, communications and data access to provide the care the patients need, in an efficient way. This enables clinical and non-clinical teams to receive direction in a timely manner, ensure patient documentation is up to date and access appropriate information from any device in real time.

For care staff, knowing who is on shift and being able to reach them at the right time is key to delivering timely patient care. Often, valuable time is spent trying to identify the correct contact information for healthcare staff members. With targeted communications in Teams, you can manually create tags to organise users based on attributes such as a role, skill, or location. Once applied you can message everyone assigned to a tag at the same time in a chat or channel conversation: for example, you can message all @nurses on a particular ward.



### Emergency response apps

[The Emergency Response sample solution for Power Platform](#) provides a set of capabilities for healthcare organisations to collect data for situational awareness of available beds and supplies, COVID-19 related patients, staffing, and pending discharges. The solution also provides dashboards that summarise key data and insights for you to make informed decisions resulting in efficient deployment and usage of resources. With [Microsoft Power Automate](#), you can create multi-step flows across a number of services. For example, you can create a flow between emails, calendars and spreadsheets, ensuring that the right business apps can be connected for maximum efficiency and efficacy.

It's not only important to deliver medical care but to also provide information to help people make decisions and prevent health systems from being overwhelmed. By offering its [Healthcare Bot](#) service powered by Microsoft Azure to organisations on the frontlines of the COVID-19 response, we're helping screen patients for potential infection and care.



### Secure and scalable access to applications

We're currently working with government and medical agencies to enable colleagues to work from home so they can continue to support front-line staff. With [Windows Virtual Desktop](#), your healthcare organisation can provide care workers with access to key data in a secure and controlled way. As the data isn't stored on the device itself, patient data is kept secure even in the event of loss or damage to the device.



### Providing Remote assistance

[Remote Assist](#) gives remote health experts a real-time view of what is being seen, so they can collaborate with local healthcare workers to solve issues faster and to enable quicker transfer of knowledge. It combines video, screenshots and holographic annotations to help support your front line employees get access to expert or specialist advice when needed.

## Solutions

Microsoft 365 and Teams, Windows Virtual Desktop, Microsoft Power Automate, Microsoft Power BI, Microsoft PowerApps, Microsoft Dynamics Remote Assist, Windows 10 Devices

# 03 Remote Learning

## Ready-to-use intelligent teaching and learning platforms and resources

With schools and universities closing, there is a requirement for educators, parents and students to be able to access educational resources and continue their learning remotely. This can be particularly challenging if you're providing or consuming remote learning for the first time. We're helping many education institutions make the move to online with [free tools and resources to support](#), including our secure online classroom app, Microsoft Teams.



### Enabling schools to continue teaching remotely in a secure online classroom

To help you and your organisations with remote learning, [Microsoft Office 365](#) with [Microsoft Teams for Education](#) provide an online classroom environment so students and teachers can continue to focus on learning. Free for schools and universities, Teams brings together virtual face-to-face connections, assignments, files and conversations into a single place accessible on mobile, tablet, PC or browser. To support anytime learning, [Microsoft Stream](#) - an online video storage and playback platform - can help you and your staff to upload recorded lessons to students for on-demand viewing. We have training materials, courses and documents to help your educators and IT Team, as well as other content to help students and parents quickly get up to speed.

In just two weeks the [University of Western Australia](#) have deployed a remote learning solution based on Microsoft technologies to support students and staff. Originally conceived to support international students unable to resume their studies due to travel restrictions, the solution has been extended to 3,144 teaching units, supporting more than 18,000 students and 3,000 staff who are working remotely.

And while many of your staff are working remotely, Windows Virtual Desktop enables access to critical business applications to keep school operations, teaching, and collaboration running smoothly.



### Keeping students engaged

Driving student engagement and focused learning while outside of the classroom is always a challenge. Tools like [Flipgrid](#), [Skype in the Classroom](#) and [Minecraft: Education Edition](#) (available through June 2020 for all educators and learners who have a valid Office 365 Education licence) can help provide variety and enable students to learn in different ways. Teachers can also set up a variety of questionnaires and quizzes using [Microsoft Forms](#). Students can answer online and their responses can be collected/aggregated by their teachers.

Microsoft Teams encourages collaboration and communication through the video and chat functionality. Students can interact with teachers or lecturers, as well as each other, helping them feel less isolated and re-creating the classroom environment as closely as possible.

The [Microsoft Educator Centre](#) also has resources, lesson plans and activities to help engage students remotely.



### Continuous personal development - training for educators and staff

Microsoft has an active [community of educators](#) that regularly share best practices and learn from each other. Using our Teams platform, we have enabled a global remote learning community to connect Microsoft product experts with your staff to support, answer questions, share resources and help implement remote learning.

Our [Microsoft Educator Centre](#) has developed online learning content with teachers, for teachers. This free, personalised professional development hub supports independent skill building via courses, lesson plans and learning paths. LinkedIn, with feedback from University of North Carolina, has identified a [range of courses](#) to help support. It strikes the right balance between providing the essentials to those new to online teaching without overwhelming, whilst also providing enough detail to help them ramp up quickly and efficiently. These are now free to all LinkedIn members.



### Remote collaboration for staff members

It's more important than ever that your teaching staff are able to come together to share best practices and discuss challenges in navigating this new way of teaching. Teams supports group video calls, chat and conversation, digital notebook integration, file storage for easy sharing lesson plans and information as well as recording meetings and posting for later.

## Solutions

Microsoft 365 for Education, Microsoft Teams, Microsoft Stream, Microsoft Forms, Flipgrid, Skype in the Classroom, Minecraft: Education Edition, Windows Virtual Desktop, Windows 10 devices

# 04 Customer and Resident Services

## Helping you respond to customer and resident queries

Both public and private sector organisations are currently being inundated with enquiries across an unprecedented range of topics with a reduced and remote workforce. Now more than ever you'll be looking at options to help you better connect with your customers to analyse queries and requests quickly, to prioritise those most in need and manage routine requests via FAQ's or chatbots.

While organisations are working in a higher-pressure environment, getting access to real-time data and insights is vital. With the scale of Azure, it's possible to quickly ingest, transform and query vast amounts of data efficiently.

### Communicate quickly and effectively



In times of crisis low code application platforms, such as the Microsoft Power Platform, enable everyone to quickly and securely innovate providing solutions for rapidly emerging challenges. Organisations can accelerate their app development with pre-built templates, such as the [Crisis Communications Power Platform Template](#), quickly enabling information sharing and communications related to evolving conditions during a crisis. Using the template employees can report their work status and make requests, gain up-to-date information from both their organisation, and reputable external sources such as World Health Organisation (WHO) or a local authority.

In the face of a crisis employees and customers will understandably have lots of questions that require quick response. Using Power Virtual Agents you can quickly create and maintain an intelligent [Crisis Management Chatbot](#) to help address some of these common questions. We helped [The University of Sydney](#) create a chatbot in just one week to answer up to 400 student enquiries per day about the latest health advice and continuing their studies in the current environment.

### Managing increased workload



Airlines are dealing with multiple inquiries about cancelled flights and supermarkets need to provide solutions to cater for the elderly or vulnerable. [Microsoft Dynamics 365 Customer Service](#) is helping commercial businesses across industries to deliver the best customer outcomes across all engagement channels, providing a single view of all customer information and the latest knowledge across their organisation. It can also seamlessly unify data and technology to manage even the most complex of cases. You can deploy this solution in a matter of days to tackle even the most complex of cases. With an increase in enquiries and a now remote workforce, [Moorabool Shire](#) quickly provided new digital channels to engage with ratepayers and businesses, and modern tools to help council workers do their jobs more efficiently across the 2,100 km<sup>2</sup> Shire.

### Gather, analyse and visualise data



With organisations working in this high-pressure environment, the speed in which you turn extraordinary volumes of data into actionable insights can make all the difference. Microsoft's customer and resident engagement solutions apply AI-driven insights that can identify and automate emerging and time-consuming issues and monitor the impact of the strategies you deploy on your operations in real time. These solutions, such as [Customer Service Insights](#), [Power Virtual Agents](#) and [Portals](#) can be deployed within hours with little or no coding required.

[Flinders University](#) is using its data-rich information platforms including Azure and Power BI to closely monitor impact, share information with key executives who use the insights to optimise decision making, and inform staff and students working remotely.

### Streamline and automate responses



From simple tasks to complex enterprise-wide processes, [Power Automate](#) enables everyone to build secure, intelligent, automated workflows through low code tools to effectively manage highly repetitive, manual tasks supporting employees to focus on critical challenges and opportunities during times of crisis.

### Rely on Azure for availability and scale



Now, more than ever, it's vital to bring all of your organisation's data sources together to drive actionable insights. It's also important to try and predict demand and identify any support that's needed. Through AI, Machine Learning and Cognitive Services, Microsoft Azure has capabilities to support organisations as required. With [Azure Resiliency for Crisis Management](#), you can rely on high availability, disaster recovery, and backup to protect mission critical applications and data. Azure has ISO-22301 Certification meaning it's certified under the first international standard to demonstrate the ability to prevent, mitigate, respond to and recover from disruptive incidents.

## Solutions

Microsoft Power Platform, PowerApps, Power BI, Power Automate, Power Virtual Agents, Microsoft Dynamics Customer Service, Microsoft Planner, Microsoft Azure



# 05 Digital Inclusion

## Tools to keep connected and ensure no one is left out

We should always strive to be inclusive, and it's even more vital to ensure everyone's needs are met when working remotely. Communicating inclusively and accessibly with staff and colleagues is as important when there is no direct face-to-face daily contact.



### Keep in Touch

When team members are remote it's important to communicate broadly and in an authentically human way. With Microsoft Teams you can turn on audio and video in a meeting to deliver much more than just written messages. You can also use animated GIFs and stickers to add emotion to the conversation and let everyone express their individual personality.



### Accessible technology

One in every five people classify themselves as having a disability, 70% of which are invisible. There are also situational challenges when people need support or assistance in using technology. Building accessibility and inclusion into everything we do is at the heart of our approach to our products.

Ensuring documents, presentations and communications are suited for all is important at any time, but with people working remotely, it's even more important to ensure that all employees have the right access to content they can use. Captioning content, providing recordings or transcripts of meetings allows your people to review information and follow at their own pace. All of this capability is built into Microsoft 365, [visit our website](#) to learn how we can help.



### Focus your time and attention

It's important for your employees to feel comfortable when working from home and appropriately manage their work/life balance. Blocking time in the diary for deep work, or quiet time will help. Product features in [Windows 10](#) are built with this in mind.



### Cognitive skills for integration

For developers, building voice, vision and other cognitive capabilities into applications will increase accessibility and usage. [Azure Cognitive Services](#) can help with this.



### Firstline access

Inclusion is also about adding users to your digital processes who have not been included in the digital information flow previously. Your key workers might be on site and will need communication and collaboration tools to connect back into the organisation. Collaboration features within Teams and Stream can help connect organisations with the front-line.

## Solutions

Microsoft 365, Windows 10, Azure Cognitive Services, Microsoft 365 Firstline



# 06 Remote HR Management

## Help employees work through challenging times

A key task of HR departments now, more than ever, is to protect the physical and mental wellbeing of employees. It's important that they feel connected to both their organisational leadership, as well as each other. Remote working best practice must be driven from the top and constant and consistent communication is key.



### Employee Engagement

When people are feeling isolated, it's vital to communicate as often as possible, so people feel as though they are connected. With [Yammer](#), your organisation can engage in multiple topics of conversation, both at a team level, or an organisational level, providing flexibility for team members to be connected with whoever they need to be. It also provides your HR teams with the ability to distribute timely updates to all, or specific groups of staff at once and answer questions that arise.

You can also build an [internal crisis management site](#) to connect people and information, and share updates, latest news, related resources and topical Q&A with your colleagues and staff. The Australian National University in Canberra has a 170 strong crisis management team working to preserve business continuity, as well as put in place strategies to ensure staff and student safety and wellbeing. Over just three days, Teams was configured to support their crisis management activities by a wide cross-university team and external collaborators.



### Driving Organisational Culture

It's important that your employees feel connected to you and each other. Remote working best practice is driven from the top in both direction given and by example set. It is of course important to set employees up for success with tools, training and resources that are available. But just as important, is to provide employees with practical advice on looking after their physical and mental wellbeing, and that of their loved ones.

Demonstrating that you care, and that you are available to help, will help foster a sense of trust within your organisation when it is most needed. Here are some useful tips on [how to keep your remote team engaged and motivated](#). On a practical level, with Teams, video conferencing enables face-to-face contact for meetings, and SharePoint and Whiteboard allow people to access documents or collaborate as if they were together in person. If you need tools to support your culture, Teams can help.



### HR Apps and Programs

Intelligent recruitment: Talent acquisition is particularly difficult to manage remotely. [Microsoft Dynamics 365 HR](#) with LinkedIn is a high-end workplace platform, covering recruitment release, intelligent talent matching, interview management, induction management, training and other processes.

Intelligent HR Portal: When the pressure on your HR team is increasing, it's possible to field some inquiries through AI and chatbots, especially in larger organisations.

Talent Development System: to keep business-as-usual talent processes moving, Dynamics 365 enables HR teams to establish talent inventory systems featuring succession planning, performance management tools and feedback processes.



### Workforce Insights

Using [Power BI](#), your HR team can access self-service reports and views across their talent pool.

HR teams need to be able to predict employee churn and identify employees likely to be impacted by illness due to their health history. Azure Rapid Process Automation, Machine Learning and Cognitive Services could help.



### Devices

Through Surface or Windows 10 devices, you can be sure that your staff have the right technology to complete tasks and connect with colleagues or customers remotely and securely.

## Solutions

Microsoft 365, SharePoint Online, Yammer, Microsoft Dynamics Human Resources, Microsoft Power Platform, Windows 10 devices

# 07 Digital Marketing and eCommerce

## Evolving to the rapidly changing digital marketing and eCommerce landscape

The world has changed overnight, impacting the way we drive customer engagement and operations. Most organisations will need to evolve and scale their marketing strategy to being fully digital. This shift includes looking at everything from data and customer insights, compliance, email and digital events, and also access to appropriate martech. And as we talk to many of our customers and partners, they're looking for our support to help them securely transform physical events to digital and keep their online retail operations running smoothly while maintaining a positive customer experience.



### Digital marketing strategy and martech

Right now, marketing needs to find the right balance between managing customer expectations, communicating product availability and revising channel distribution, rather than driving promotional activity and lead-generation. [Dynamics 365 Marketing](#) provides a way to keep communication consistent, personalise customer journeys at scale and deliver information where and when people need it – in a compliant and secure way. It also allows you to make informed decisions and data-driven prioritisation decisions.



### Digital transformation of face to face events

With the cancellation or postponement of in-person gatherings and events, businesses are having to think differently about communicating with customers and need new approaches to everything from customer meetings and employee training calls to large events like CEO town halls and global sales conferences. We have been through this digital transformation ourselves and have collated [some of the lessons](#) of what we've learned with event-production and moving fully to digital events.



### Protect your online revenue

As demand quickly moves to online and there is a ramp up in your online sales, a real-time AI powered solution to help protect your business from increasing fraud costs can help. [Dynamics 365 Fraud Protection](#) is a solution to protect online payments and customer account creations. The Fraud Protection network gives a broad awareness of fraudulent activity across the globe, so as the crisis unfolds and consumer patterns change, fraud rules and protection remain up-to-date.



### Scalable infrastructure to help meet new demand

We have agile methodologies and technology in place that scale fast and can help meet increased demand. You can rapidly scale your infrastructure – up or down – almost instantly on [Azure](#) to handle spikes in traffic to your eCommerce platform. This scalability supports you in continuing to deliver a great customer experience while also providing cost-control as you typically only pay for the services you use.



### Modern eCommerce

For those retailers who have had to close brick and mortar stores and aren't yet trading online, [Dynamics 365 Commerce](#) can help you get up and running fast. It delivers a scalable online and mobile shopping experience whilst enabling tools like machine learning and AI to drive intelligent supply chain and better business insights. And with fast changing consumer behaviour and demands, it's important to keep up to date on what your customers need and continue to provide a great experience for them.

## Solutions

Microsoft Dynamics Fraud Protection, Microsoft Teams, Azure, Microsoft Dynamics 365 Marketing, Microsoft 365, Yammer

# 08 Digital Supply Chain

## Supporting supply chain continuity and predictability

The current need to provide supply to consumers and the healthcare sector has never been greater. Access to critical healthcare products such as Personal Protective Equipment has never been more acute, and therefore complete transparency across your supply chain is vital.

You also need to know you can rely on the resilience of your critical business applications. It's crucial to ensure that everything continues to function effectively during periods of high-intensity and increased traffic.



### Supply Chain Management

[Dynamics 365 Supply Chain Management](#) provides comprehensive end-to-end solutions covering planning, procurement, storage and transportation, production, and distribution for manufacturers across industries. These solutions can be implemented quickly to support your organisation, whatever the size, to help with fast, scalable performance of apps and services.

Azure Data Services enables organisations to build dashboards and to provide a clear view of the full supply chain across planning, orders, inventory, logistics, personnel, equipment, quality and cost. The power and scale of Azure enables vast amounts of data to be processed, analysed and to create 'what-if' scenarios. And the fact that it is built on Azure enables you to collaborate digitally with your partners, suppliers and customers.



### Azure IoT Central for Tracking and Analytics

The need to ensure that your supply chain is functioning effectively, to ensure that products and services are delivered and fulfilled, is vital. With [predictive analytics](#) it's possible to optimise planning and improve the fulfilment, material sourcing, and logistics of your supply chain.

For many organisations, it's now more important than ever to monitor and manage data across many different devices. [IoT Central's](#) customisable web UI lets administrators monitor device conditions, create rules, and manage millions of devices. The API surface within IoT Central gives you programmatic access to configure and interact with your IoT solution at any given time.



### AI and Machine Learning for Optimisation

It may be necessary to reshape your supply chain processes to be more flexible and adaptable. That's possible with Microsoft Azure capabilities such as AI, IoT, RPA and with Machine Learning, these processes can adapt over time.

# 09 Intelligent Security

## Protecting against increasing cybersecurity risks

Cybercriminals are currently exploiting people's fear or need for information with phishing attacks to steal sensitive information or spread malware for profit. It's therefore vital that you maintain vigilance over networks to keep data and devices safe from attacks, especially when staff are away from their usual place of work. We have a range of solutions that delivers industry-leading protection, streamlines integration for comprehensive coverage and can help your security teams to do more with intelligent capabilities.



### Stay safe from phishing attacks and working remotely

You have been asking us what Microsoft is doing to help protect you from these types of attacks, and what you can do to better protect your organisation. We thought it would be helpful to share how our automated detection and signal-sharing works. We also have some best practices you can use to stay safe from phishing attempts and to [stay secure working remotely](#).



### Visibility across your digital estate

Being able to see security risks across your whole organisation is hugely important. [Azure Sentinel](#) acts as a bird's-eye view across your network. With AI built-in, it means that threat detection, hunting, prevention and response can be smarter, faster and automated.

Microsoft security solutions are underpinned by the [Microsoft Security Graph](#), which receives billions of signals every day. It enables rapid threat detection and response based on insights from security intelligence, machine learning, and behavioural analytics.



### Identity and Access Management

When criminals phish, they're trying to compromise identities. Attacks have doubled in volume year-on-year. Enabling [multi-factor authentication](#) stops 99.9% of these attacks and is one of the most effective things you can do to protect your organisation. [Single sign-on](#) helps to connect identities to all of your apps from anywhere, enforcing strong authentication to prevent compromise, and using Conditional Access and Identity Governance ensures that only the right people have access to the right resources.



### Threat Protection

As part of a recent spear-phishing campaign, attackers created emails to look like legitimate supply-chain reports related to COVID-19. [Office 365 Advanced Threat Protection](#) identified and blocked the attack in transit and shared signals with the Microsoft Defender service to protect all our customers.



### Device management capabilities

While many of your employees may have work laptops they use at home, it's likely your organisation will see an increase in the use of personal devices accessing company data. Combining [Azure AD Conditional Access](#) and Microsoft Intune app protection policies helps to manage and secure corporate data in approved apps on personal devices.



### Secure access to your on-premises apps

Most organisations are running lots of business-critical apps that may not be accessible from outside the corporate network. [Azure AD Application Proxy](#) is a lightweight agent that enables access to your on-premises apps, without opening up broad access to your network. You can combine this with existing Azure AD authentication and Conditional Access policies to help keep users and data secured.

## Solutions

Microsoft Security Graph, Azure Active Directory, Microsoft Intune, Advanced Threat Protection, Azure Sentinel

# 10 Microsoft Technical Support

## Helping businesses use technology to solve new challenges

With many people, from office workers to students, now working remotely - in some cases for the first time – we're seeing increased usage of new technologies. Together with our technology partners we are supporting you by reducing the friction of adopting new tools and helping to get the most out of them.



### Remote working FAQ

We have compiled answers to the [most frequently asked questions](#) about how IT admins can manage the increased number of users working remotely. Use this information to support your remote workforce to be productive when they're working from home.



### Microsoft Fasttrack

Microsoft FastTrack can help you accelerate deployment, migration, and adoption of your Microsoft 365 subscriptions at no additional cost. It is now available to assist organisations setting up remote work and learning. You can sign in and fill out a [request for assistance](#) form to have one of our team contact you.



### Microsoft Consulting Services

Microsoft provides a variety of plans to help you get the assisted business support you need, from premium support available day and night, to pay-per-incident options.

[Microsoft Consulting Services](#) continues to support our customers during this crisis to deliver and accelerate critical projects, or help to rapidly introduce new capability in response to the crisis. We have reviewed and redefined our approach, where possible, to ensure that we can continue to deliver our capabilities remotely and enable our customers desired outcomes. [Find out more](#) on the Support for business website.



### Premier and Unified Support

Premier Support for Enterprise is an end-to-end support platform that can help you maximise the value of your on-premises and cloud-based software investments, with an assigned Technical Account Manager. Our problem resolution services connect you with the right subject matter engineers who can solve issues rapidly and effectively to keep systems highly available. The result is reduced risk, improved system reliability, and more productive people.



### Azure Event Management

Azure Event Management is a support service to assess and remediate issues to improve customer application resiliency and provide awareness and support during a critical event. Using best practices and expertise, Azure Event Management will help identify gaps which could negatively affect performance or availability and provide steps on how to remediate them prior to the event. During the event, various teams at Microsoft will be on standby to respond to any unforeseen problems affecting success.



### Enhanced Solutions

Technology-specific, in-depth support services that solve the most advanced customer requirements and drive business outcomes. Options includes support for mission critical, designated engineering, speciality cloud, developer and enhanced applications.

## Solutions

Microsoft Unified Support, Azure Event Management, Enhanced Solutions

# We're here to help

Although the current fight is still ongoing, we recognise the vital role that technology plays in supporting people and organisations each day. During this time, we believe that you and your organisation will hone resilience and build digital capability, in order to best cope with this uncertainty.

Speak to our account or partner teams and know that we are here to help.

Find out more at [microsoft.com/en-au/coronavirus](https://microsoft.com/en-au/coronavirus)