

Whitepaper: Integration Microsoft Office 365, Microsoft Dynamics CRM 2011 Online, Windows Intune V2 and SharePoint 2010

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1 Introduction

Target of the solution is a combination of different online and offline products as a “Hybrid Cloud Solution”.

The customer has got a company with worldwide offices and headquarters in Germany.

Today, the customer doesn't use SharePoint or CRM and is thinking about a new centralized solution to share his internal knowledge, business data and product content with all employees, partners and resellers. The international sales team needs customer and partner data to include content from headquarter. The company would also like that customers and resellers have got all product and business information's with secure and controlled access delivered just-in time. Additionally, the customer needs control over the Notebooks of the sales staff.

Following technologies and products are suggested to be implemented in a time frame of four month including one of our partners.

2 The Hybrid Cloud Solution

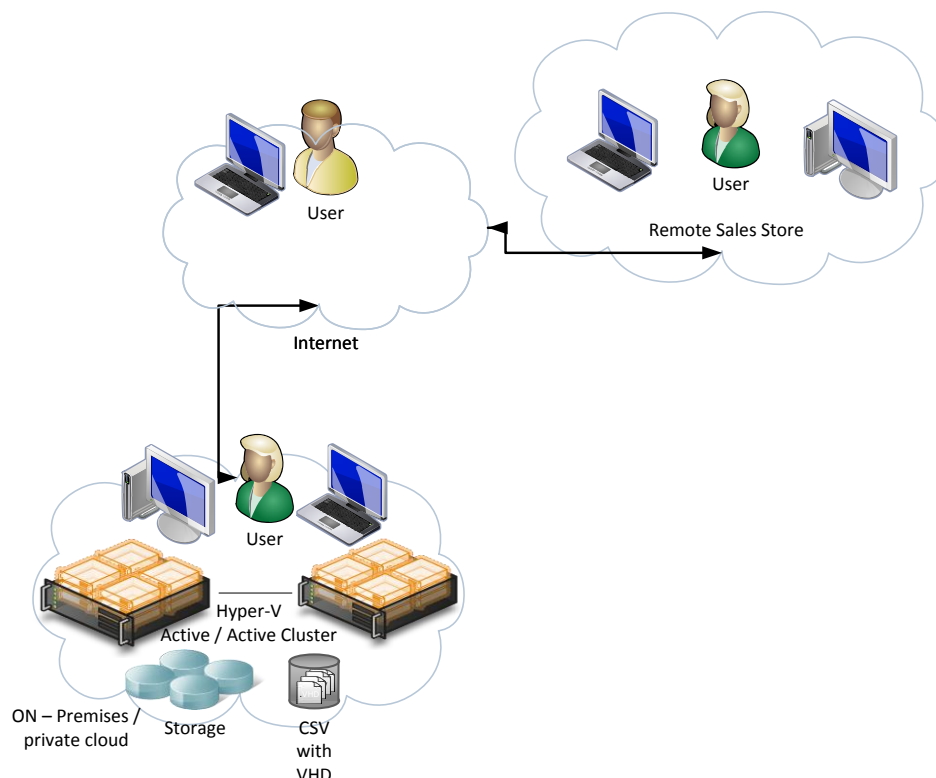
2.1 Core Implementation – Corporate Headquarter

To be get control over accounts in a feature cloud solution, we are implementing a Microsoft Windows 2008 R2 based Active Directory including AD FS2 (Active Directory Federation Service). The new AD helps the corporate to get control over all user accounts and support centralized registration requests of partners and resellers with a SharePoint 2010 form based solution.

All local servers are building on Microsoft Hyper-V based on Windows 2008 R2 with the new System Center Virtual Machine Manager 2012. The roll-out is defined as a pilot, so when the product SCVMM 2012 is RTM, the project can go into a production release with the RTM version of SCVMM 2012. The physical hardware is built on two servers as a Hyper-V cluster and supporting the new technologies and features from beginning of the project.

They are implementing two SharePoint 2010 Web Front End servers with Windows Network Load Balancing (WNLB) and two SharePoint 2010 application servers, one server on every Hyper-V Cluster Node. The database is built on Microsoft SQL 2008 R2 and additional storage is implemented with the DocAve Extender as a NAS based Remote Blob Storage (RBS) solution.

The SharePoint farm is built as a Backend for the planned Office 365 connection as a local archive solution. With DocAve Administrator and DocAve Content Manager the customer gains control over all data, on-premises on the local SharePoint farm also in the SharePoint Online solution based on Office 365. The archiving feature is integrated with DocAve Archiver, a certified archiving solution for SharePoint 2010.



Picture 1: local Hyper-V Integration with Storage and SharePoint 2010

2.2 Sales Business Data with Microsoft Dynamics CRM 2011 Online

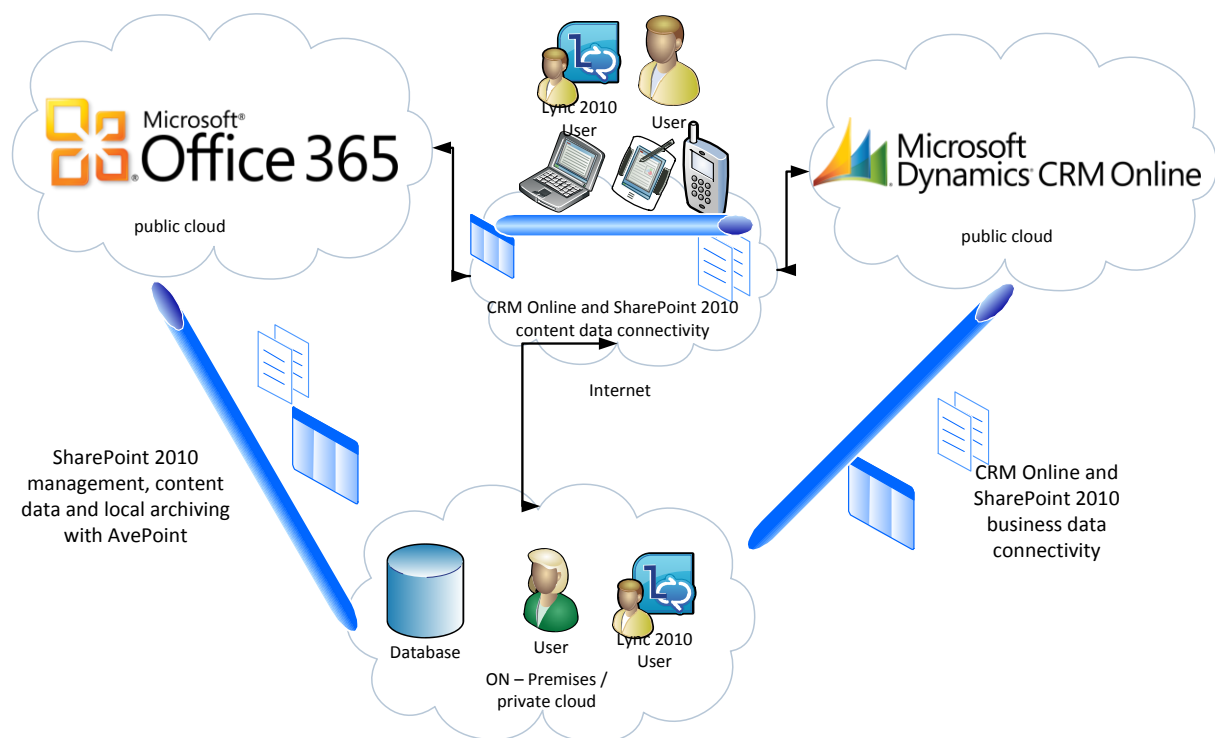
For the sales staff, the customer deploys the online Microsoft CRM solution as external off-premises – public cloud integration.

The customer doesn't have a technical employee who can support a local based CRM solution with AD, Microsoft LiveID or AD FS2 integration. To support all partners and resellers, the technical employee must support the local installation in different languages at the same time.

With the online solution, the customer doesn't have to know anything about the technical background of Microsoft CRM 2011 and can use all important features like it is a local installation. The deployment of the new Microsoft Windows Phone 7 App "Mobile CRM" is ready and rolled out the weeks.

After Microsoft implementing the new features in CRM Online and SharePoint Online, we stripped some business data from CRM Online in SharePoint Online and the local SharePoint. The document folders with all product information are stored in SharePoint Online document bibliotheca and the personal and business data of customers, resellers and partners are stored in local SharePoint libraries.

The local information is a part of the local backup and archiving strategy with AvePoint solutions and adhere to legal regulation and data privacy requirements.



Picture 2: CRM Online, SharePoint Online, SharePoint on-premises Hybrid Cloud Connectivity

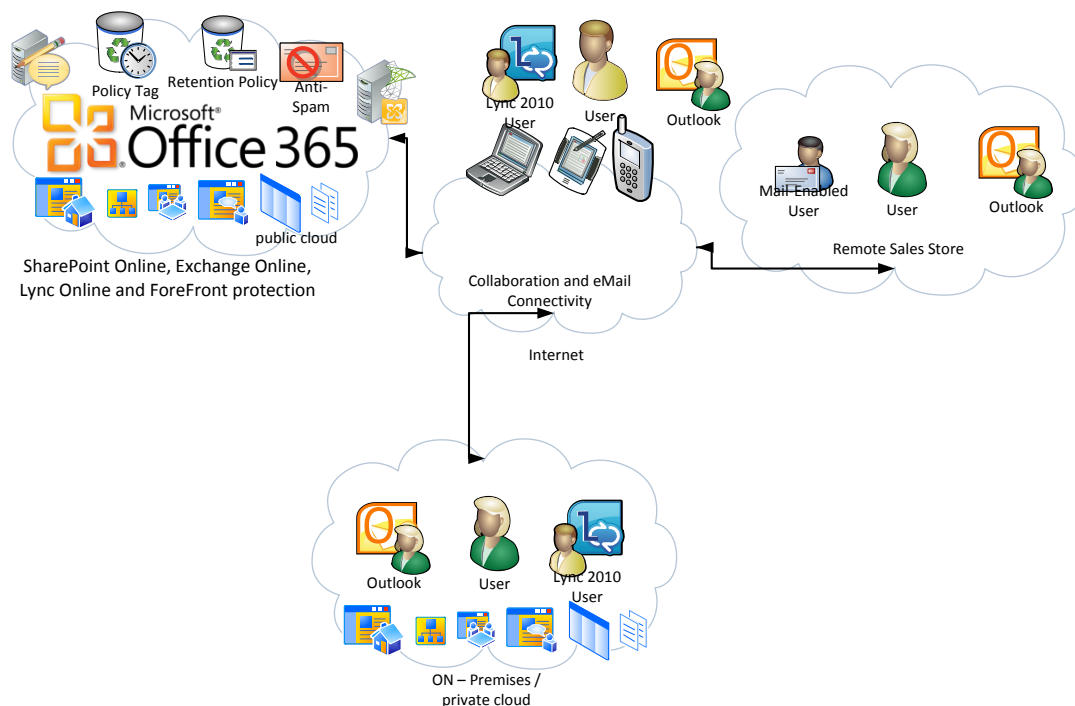
2.3 Collaboration, Connectivity and eMail with Microsoft Office 365

The solution integrated the Microsoft public cloud solution Office 365 with collaboration (SharePoint Online), centralized eMail (Exchange Online including archive option), employee and sales staff connectivity (Lync Online) and a centralized eMail Anti-Virus and Anti-Spam Solution (ForeFront for SharePoint Online and Forefront for Exchange Online)

We defined four different groups with four different license options:

- Partner access with a “SharePoint Extranet Team Site” with dedicated information and content of products.
- Reseller access with a different “SharePoint Extranet Team Site” and additional content plus the partner content.
- Sales staff access with access to an internal “SharePoint Team Site” in SharePoint online and the business data stored in the local SharePoint. Additional access and licensing for Exchange online (OWA and Outlook) and Lync.
- Employee access to all content from on-premises and off-premises content and business data based on his working role.

One of the biggest SharePoint online benefits is for internal users, that they don’t need additional licenses for local SharePoint.

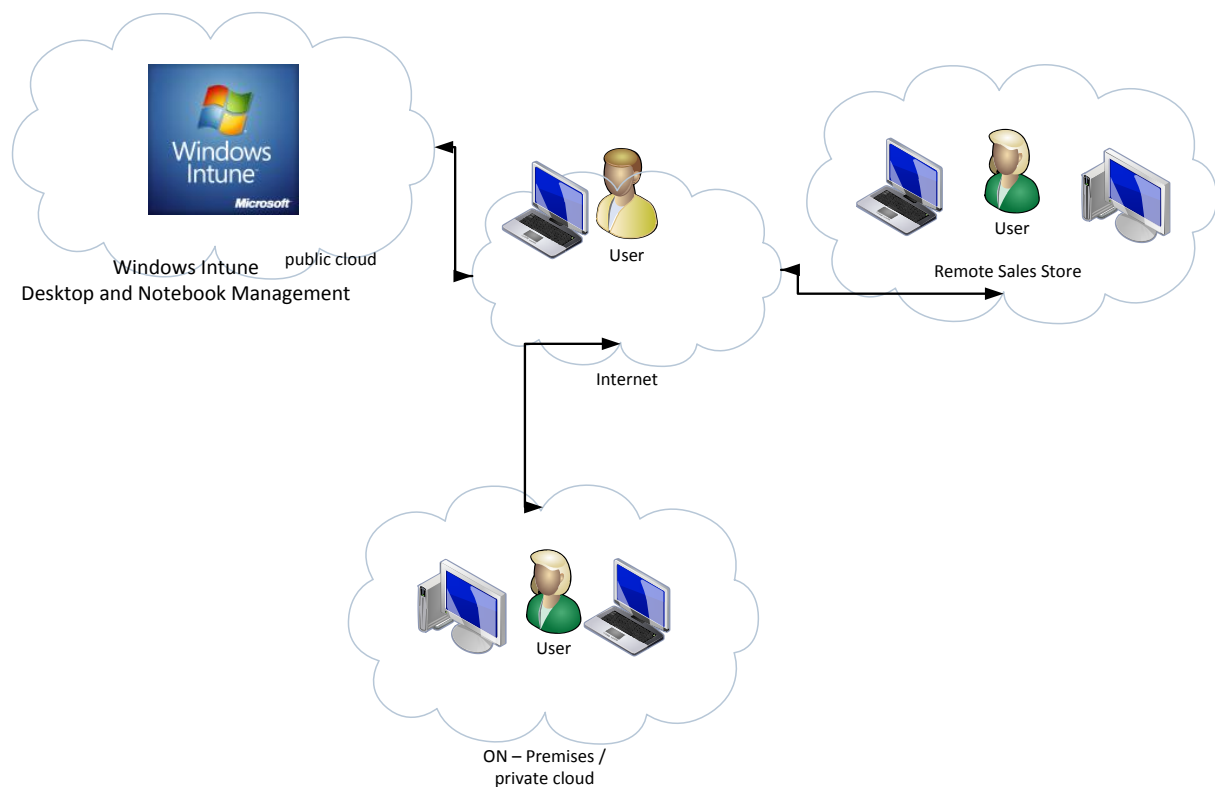


Picture 3: Collaboration, eMail and Communication Connectivity

2.4 Centralized Management of Sales Stuff Notebooks

To manage and control the security settings on 48 notebooks from the sales stuff, we are implementing additionally the cloud based management tool Windows Intune V2. The customer will get full control over the notebooks and can guarantee that the notebooks and stored data are secure. One of the policies is activating the Bitlocker function on a separate partition where the business data is stored and other security settings like ForeFront Endpoint Protection and different firewall rules. Another policy is to deploy the Office 365 software and configuration tools, including the Office Professional 2010 Plus software.

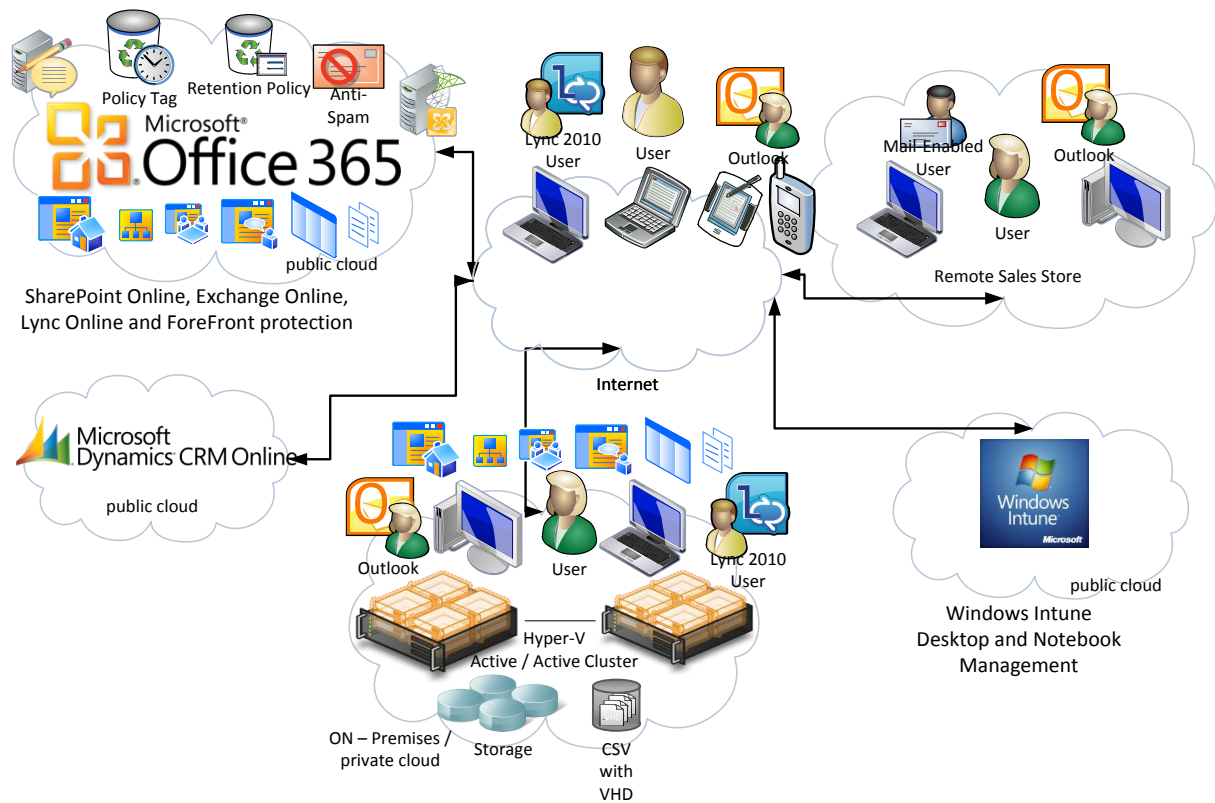
An additional customer Intune account is generated to control some worldwide factory stores and his sales machines and POS systems with different software and security settings. Some of the POS systems are working as kiosk systems for product presentations.



Picture 4: Windows Intune V2 Desktop and Notebook Management

3 Summary

With a view to all single steps as a big picture viewing, the mid-size company has got a real great enterprise integration of worldwide connectivity of IT and people.



Picture 5: Hybrid Cloud Connectivity Solution

A global connectivity for people and business content. Real hybrid cloud solution adhering to legal restrictions.

4 Product and Solution Listing

4.1 Public Cloud Products

- Microsoft Office 365
 - o Exchange Online
 - o Exchange Hosted Archiving
 - o SharePoint Online
 - o Lync Online
 - o ForeFront for SharePoint
 - o ForeFront for Exchange
- Microsoft Dynamics CRM 2011 Online
- Microsoft Windows Intune V2

4.2 Private Cloud Products

- Microsoft SharePoint 2010
- Microsoft SQL 2008 R2
- Microsoft Windows 2008 R2
 - o Microsoft Hyper-V
- Microsoft System Center Virtual Machine Manager 2012
- AvePoint products:
 - o DocAve Extender (free)
 - o DocAve Administrator
 - o DocAve Archiver
 - o DocAve Vault
 - o DocAve Backup and Restore
 - o DocAve Content Manager

5 Personal Data

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