

Microsoft® Office 365™ Service Module

FEATURE SUMMARY

The AVG Managed Workplace® Service Module for Microsoft Office 365 provides monitoring and management for Office 365, right from the AVG Managed Workplace Service Center.

Features include the ability to:

- Manage Office 365 usage across all customer sites, per site, or per user including:
 - Viewing up-to-date information on subscriptions, license status and usage
 - Setting alerts for impending license expiry
 - Viewing mailbox quotas, policies and group memberships
 - Viewing mailbox usage including traffic and activity for top users
 - Resetting user passwords
- Act on alerts with direct integration to ticketing within Managed Workplace

Service Health	
Page size: 50 8 items in 1 pages	
Service Name	Service Health
Exchange Online	Normal service availability
Identity Service	Normal service availability
Lync Online	Normal service availability
Office 365 Portal	Service restored
Office Subscription	Normal service availability
Sharepoint Online	Normal service availability
Yammer Enterprise	Normal service availability
Rights Management Service	Normal service availability

Quickly view service health

Alerts						
Clear Clear All Suppress						
Page size: 50 5 alerts in 1 pages						
	Alert Category	Site	Device / Website	Time Of Alert	Alert Configuration	Ticket
>	(Uncategorized)	RMW7ULTX64 5/28/2014 4:16:56 PM	-	5/28/2014 4:19:04 PM	New Devices	ID 3
>	(Uncategorized)	RMW7ULTX64 5/28/2014 4:16:56 PM	RMW7ULTX64	5/28/2014 4:36:55 PM	Service Health Warning	Create Ticket
>	(Uncategorized)	RMW7ULTX64 5/28/2014 4:16:56 PM	RMW7ULTX64	5/28/2014 4:36:55 PM	Office 365 Subscription warning	Create Ticket
>	(Uncategorized)	RMW7ULTX64 5/28/2014 4:16:56 PM	-	5/28/2014 6:02:17 PM	New Devices	ID 6
>	OS - Performance Counters	RMW7ULTX64 5/28/2014 4:16:56 PM	RMW7ULTX64	5/29/2014 12:09:33 PM	High CPU Usage	Create Ticket

Direct integration with a ticketing system lets you act on alerts from the same screen.



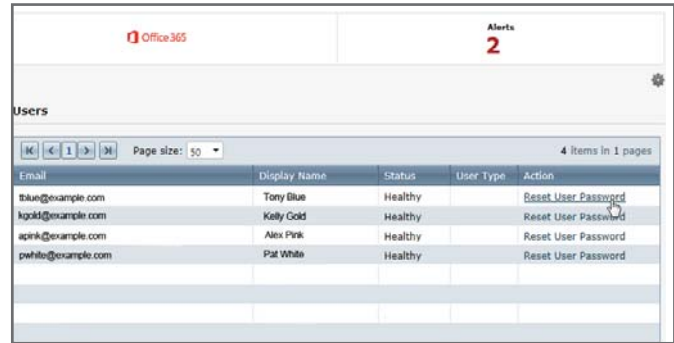
Benefits

We simplify Office 365 administration. We let you perform common tasks quickly and easily, tasks that would otherwise require Windows PowerShell® scripting experience.

Our User Interface reduces the complexity of the command-line interface of Windows PowerShell, to a rich HTML interface.

Easily manage and troubleshoot your environment to keep your users productive.

For those not-so-common tasks we provide access to the Office 365 administration console from within Managed Workplace.



Quickly reset user passwords

FAQs

What version of AVG Managed Workplace is required to use the service module for Office 365?	AVG Managed Workplace 2013 R1 FP3 or later is required.
Does this Service Module cover ALL required management of Office 365?	No. The Service Module covers the most popular management activities. For additional activities the Office 365 portal may be opened directly from within the Managed Workplace Service Center.
Do I need to buy this Service Module separately from my managed Workplace license?	No. The Office 365 Service Module is available as part of your AVG Managed Workplace subscription.
How do I upgrade the service module if there is a new version provided by AVG in the future?	New versions of this Service Module will be made available in the AVG Managed Workplace Update Center.
What credentials are needed?	You will need your Office 365 admin credentials.
How does the Office 365 Service Module collect data?	The Office 365 Service Module uses PowerShell cmdlets from Microsoft to collect data.
Where can I find more help on making the Service Module operational?	You can refer to the User Guide for Office 365 Service Module available in documentation section of the partner portal.



<p>What are the system requirements for this Service Module to Work?</p>	<ul style="list-style-type: none"> • Microsoft Online Services Sign-In Assistant for IT Professionals. • Windows Azure Active Directory Module for Windows PowerShell. • Sharepoint Online Management Shell. • Windows Management Framework 3.0. • Windows PowerShell 3.0.
<p>What are the Office 365 subscriptions supported by the Service Module?</p>	<p>Office 365 Service Module supports the following subscriptions:</p> <ul style="list-style-type: none"> • Office 365 Midsize Business • Office 365 Enterprise E1 • Office 365 Education A2 • Office 365 Government G1 • Office 365 Enterprise E3 • Office 365 Education A3 • Office 365 Government G3 • Office 365 Enterprise E4 • Office 365 Education A4 • Office 365 Government G4 • Office 365 Enterprise K1 • Office 365 Government K1
<p>Does this Service Module support Office 365 Small Business plan?</p>	<p>No. The PowerShell cmdlets used in this Service Module do not support Office 365 Small Business plan.</p> <p>Note: Microsoft has announced that the Small Business plan will be replaced October 1st 2014</p>

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About AVG Technologies (NYSE: AVG)

AVG is the online security company providing leading software and services to secure devices, data and people. AVG has over 187 million active users, as of March 31, 2014, using AVG's products and services including Internet security, performance optimization, and personal privacy and identity protection. By choosing AVG's products, users become part of a trusted global community that engages directly with AVG to provide feedback and offer mutual support to other customers.

Keep in touch with AVG



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