capability
statement

www.sharingminds.com.au

contents

capability statement

We're proud of our 12-year history of partnering with our customers within Australia and the APAC region to deliver the solutions that support their success. It's our vision to empower our partner organisations, and their people, using cutting edge intelligent technology, providing you with a strategic advantage.

At Sharing Minds, we take a customer first approach to our solutions and services, **since nobody understands your business better than you**. We partner closely with you to understand what you really need – and most importantly – **why you need it**, tailoring all solutions for individual business needs and end user experiences

connecting people to **their** information

Sharing Minds are modern workplace specialists, helping companies realise their capabilities by utilising Office 365, SharePoint, Dynamics 365 and the full Microsoft suite of technologies available, along with our Managed Support Services. Change Management Services and Customer Solutions to achieve their business and technology strategies.

our job is to help our clients **explore** the **investment** they've made in **technology**

our experience and partnerships

Sharing Minds has industry leading knowledge and experience as a result of our extensive engagements through our national technology partner network; including world leading product vendors. As your trusted partner, our team of Microsoft certified experts, and up to NV2 Security Level Clearance, will provide strategic, architectural, consultative, support and training services to transform your clients' businesses to give them the edge to succeed.
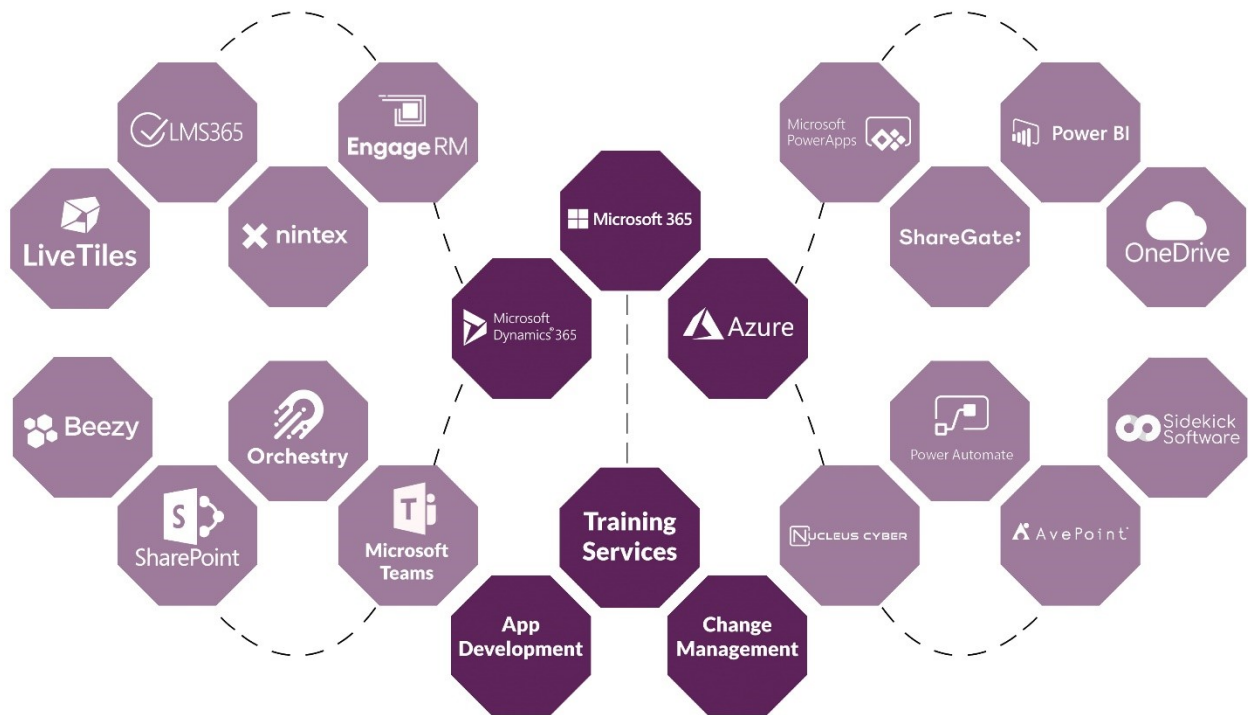
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empowering collaboration, integration and productivity

We pride ourselves on our strong understanding of Microsoft products, by taking the time to read, explore and test our capabilities within each product, so we can confidently recommend the right product fit for your needs. We work closely with the Australian Microsoft team, and regularly complete examinations to maintain our Gold Microsoft Partnership

At the foundation of our solutions catalogue is M365, Dynamics and Azure. Our teams have worked with SharePoint for over fifteen years and have delivered countless information management solutions to enterprise and corporate organizations across Australia

Find out why hundreds of organisations and tens of thousands of end users rely on Sharing Minds for their MS365, SharePoint and Dynamics journey.

our technologies and products

our core practices

modernworkplace

dynamics&project

changemanagement

supportservices

customdevelopment

modern workplace practice

We have spent over a decade dedicated to delivering the efficiencies and benefits that Microsoft Technology offers the modern business.

With a focus on connecting people to their information by empowering collaboration, integration and productivity we leverage our knowledge to understand where you currently are and where you would like to go, focusing on the "why"; by providing thought leadership and value-added outcomes. Our team of certified M365, Sharepoint and Teams experts will help pave the best path to get there.

Whether it be enterprise, information, solution or system architecture as a service, complex discovery and roadmap requirements, SharePoint and information management solutions or the specialist knowledge and professional services required within the Microsoft 365 & Azure Eco System, our team will consult, tailor and deliver to your clients needs.

modern workplace services overview

- Microsoft 365
- Teams Expertise
- Architecture aaS
- Design Thinking
- SharePoint Online & On Premise
- Migration Services
- Tactical & Deep Dive Reviews & Reporting
- D365 Reviews
- Roadmap Development
- Office 365 Security Review & Reporting
- Governance & Compliance
- Professional Services
- Third party product partners

Our discovery services provide a comprehensive review of your projects, objectives and technology. From the basics and simplifying your current IT environment, to our purpose built, detailed review of your MS365 environment.

recommendations & reporting

Following each of the Sharing Minds Discovery and Review Engagements, a report will be generated detailing the findings and a series of priority changes and expert recommendations within a roadmap to align with the client's business and technology strategy to ensure they see the big picture and a clear path on how to get there.

migration review

Services consist of an initial fixed price engagement built around a tailored approach. To provide full discovery of the technical environment and migration strategy, along with providing a scope and sizing for actual migration effort. The discovery phase is followed by a time and materials engagement to perform the actual migration tasks. The Migration Discovery Review is designed to take a detailed look at each component of the environment and define its use within the business objectives defined by you, and to confirm the appropriate migration strategy and approach. Once the review is complete, the actual migration effort will then be undertaken in a time and materials engagement to move your data from its current location to its new, modern destination.

dynamics 365 practice

At Sharing Minds We understand the complexities of organisations, and we know the value of a successful ERP or CRM implementation. Get it wrong and the impact on a business can be substantial.

We leverage our 40 plus years of executive and C level management experience to consult at a high level, producing solutions to exact business needs.

Our consultations are driven by executive leaders with Harvard training, focusing on business-driven outcomes, we leverage the entire Microsoft platform to build a while of business solution. Providing a whole of business understanding approach to see this powerful tool implemented to its full potential.

We focus on the clients "Why" and their needs, before we map their solution to position them for success. Engage your client's and their end users with a globally leading ERP & CRM platform.

dynamics core capabilities

Strategy and Advice – Utilise our years of technology experience

Discovery and Project Planning – Tailored discovery and needs analysis services

Implementation – Expert Delivery for on time and within budget.

Configuration of – ERP, Sales, Customer Service, Marketing, Field Service, Opps

Customisation – We identify customisations required and deliver

Upgrades and Migrations – Platform upgrades and migration services

Integrations – Build interfaces to work seamlessly within your environment

Business Apps – Produce apps that are customised to your organisation

Power Platform – Automate your processes with customised apps & dashboards

Training – Utilise our specialist Change & Training capabilities

Portals – Configure portals to ensure clients are well informed

Support & Maintenance – Protect your investment with our Managed Services

9 sharingminds

organisational change management & training practice

We understand the discovery and design work that goes into transforming digital workplaces. Therefore, we have designed a project aligned organisational change approach that ticks all the boxes.

We deliver the change outcomes that your technology project requires.

Ensure cost avoidance, risk mitigation, project benefits realisation, significantly increased ROI and probability of meeting project objectives

organisational change management deliverables

- OCMaaS
- Stakeholder Analysis
- Change Impact Assessment
- Change Needs Analysis

- Change Artefacts
- OCM Plan
- Communications Plan
- Communiques

- SharePoint Support Site
- Training and Support Material
- Feedback Mechanisms
- Tailored OCM Services

AWARENESS
- Of the need for change
- Of the nature of the chnge

DESIRE
- To support the change
- To participate & engage

KNOWLEDGE
- On how to change
- On how to implement new skills & behaviours

ABILITY
- To implement the change
- To demonstrate performance

REINFORCEMENT
- To sustain the change
- To build a culture & competence around change

our PROSCI certified approach to change management

(People) Matter when an organisation proactively engages its people in a time of change, they always see stronger adoption and increased ROI.

Empowerment (Process) Our approach is to combine standard change management techniques with training and adoption services.

Our change management offerings are designed to compliment any technology project: Whether it be Office 365 in its entirety, a new SharePoint site or an upgrade to the Windows 10 operating system, our team of certified experts will guide your users throughout the implementation process

t r a i n i n g
s e r v i c e s

Our Specialist Training Services are designed to help users understand how to make the most of their new technologies.

Our expert consultants and trainers will provide your staff with the knowledge they need to get the job done and each of our training sessions are comprised of presentation, demonstration and hands-on practical exercises to ensure each participant has a chance to succeed.

Key Training Deliverables Include:

» Training Needs Analysis
» Training Plans/Communications
» Customise Training Material (to your environment)
» Champion (train-the-trainer)
» Develop Guides
» Operations and administration
» Delivery of training:
  » Classroom – Facilitated by Trainer
  » On the job – Coaching by Champions
  » Online – Self-paced
  » Webinar – 1: Many (online)

Training drives technology adaption, improves employee skillset, which then improves productivity and is proven to increase client ROI

managed support services

Getting the right support and making the most of your Microsoft 365, and Dynamics 365 and Azure Environment from a specialist provider who delivers meaningful value is critical.

To make it easy, we've streamlined our support packages to fit different usage levels - Premium 365 & Advantage 365, with tailored features and inclusions to suit the clients support needs
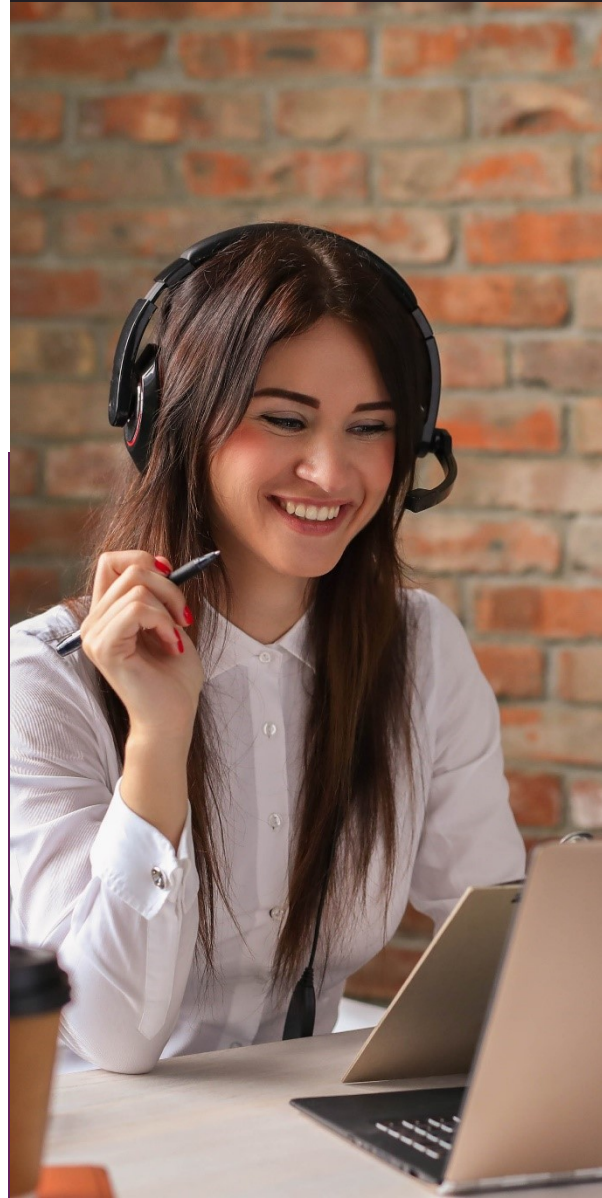
We understand that different organisations require different levels of support, so that's why each of our packages include tailored support hours for your needs.

how we help

managed support benefits:

- Australia-based Support Desk
- Specialist experience and knowledge across major platforms and products
- Azure, Power Platform, Microsoft 365, Dynamics 365 & SharePoint
- Predictable and controlled monthly costs
- Guaranteed response turnaround SLA times
- Monthly Activity Report
- Quarterly Business Reviews
- Access to the extensive Sharing Minds' knowledge hive
- Included consulting time & Flexible use of hours
- Keep up with industry standards of expertise and certifications
- Service scalability for peak periods and sudden growth
- Microsoft Gold Partner with a proven track record

#wehaveyourback

custom development and projects practice

Using the Azure platform Sharing Minds has the expertise and capability to build portals and intranets through to custom solutions on this platform. We have successfully built custom .NET development for clients to leverage the power of Microsoft's global cloud offering and we will offer high-level efficiencies and solutions to your clients within this space. Microsoft's Cloud computing service has seen exponential growth as businesses leverage Cloud services.

» **NV2 Level Clearance**
» **Power Automate, Flows and Logic Apps**
» **SharePoint and Teams Webpart Development**
» **Full Swaggered API Microservices**
» **Custom Connectors with Azure AD Security Integration**
» **On-premise to cloud data and systems migration**
» **Azure Platform Architecture**

» **Azure Solution Design & Delivery**
» **Microsoft Cognitive Services**
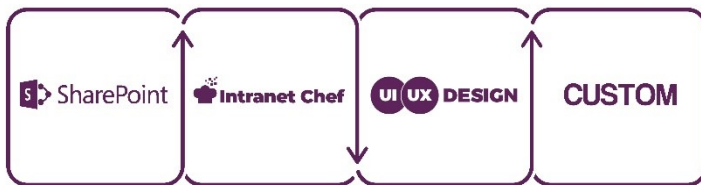» **Enterprise Search Design & Delivery**
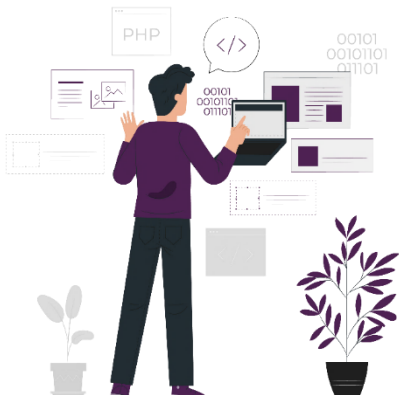» **API Design**

design thinking

We specialise in producing exceptional solutions that have innovative functionality and responsive UI design that will drive collaboration, improve processes, increase compliance and help everyone feel like part of the team.

To drive adoption and engagement, your intranets, dynamics 365 portals, custom developments and sites need to not only meet the functional needs of your users but also appeal to their visual aesthetics through a consistent and inviting design.

The design software we use is simple, very powerful and easily extendable, enabling you to create your ideal workplace. All designed to integrate with SharePoint, each of our design service offerings will give your users the aesthetics they desire. We will create beautiful sites and pages for you with these three tools, plus custom options also.

| SharePoint | Intranet Chef | UI UX DESIGN | CUSTOM |

brilliant design elements are crucial to the end user experience adoption, and overall success of any project

software and applications

While Microsoft 365 has revolutionised the power of the modern workplace, this capability can be enhanced with the addition of external software and applications. Through our partnerships with product partners such as Nintex, LiveTiles, Nucleus Cyber AvePoint, EngageRM and LMS365 your Microsoft 365 environment can be amplified to meet the needs of any modern and evolving business.

In partnership with Swoosh.cloud our team of talented developers can build custom solutions, designed to integrate with Microsoft 365 and SharePoint and Azure. They exist to enhance the usability for your staff, with capabilities more closely aligned with your organisation's way of working. Whether compiling organisational policies and procedures together in one location, enterprise search functions, or the ability to see a year at a glance within a custom calendar on your intranet homepage, our unique custom developed solutions heighten the end user's experience and productivity.

product partners

nintex

Nintex is an online provider of workflow automation solutions, process mapping and digital signature services for various businesses globally. Touted as the world's leading workflow company, it automates processes on and between today's most used enterprise content management systems and collaboration platforms, connecting on-premises, cloud workflows, and mobile users. Nintex is an easy to use, point and click software suite that can tackle everything from basic business functions to companywide processes with a few clicks. The suite contains a powerful workflow engine, Forms, Mobile application suite, advanced document generation and a powerful insights platform. Sharing Minds are an authorised dealer and provisioning partner of this product, with the highest-level certification in the southern hemisphere

Sharing Minds were awarded Nintex APAC Customer Success Partner of the Year in 2019

ShareGate:

Sharegate is an industry leading cloud management product that has a range of features to assist in managing your cloud / O365 investment. Its migration platform allows you to migrate from over a dozen platforms to the cloud. Administrators love the O365 Management and Reporting features within as they provide full visibility of your cloud environment.

NUCLEUS CYBER

Nucleus Cyber is the intelligent data-centric security solution for the modern workplace providing dynamic, granular information protection that leverages existing infrastructure investments. The platform dynamically adjusts file access and protections based on real-time comparison of user context and file content to enforce data governance and security policies for secure collaboration. It minimizes data loss and misuse risk for SharePoint, Office 365, Teams, Yammer, Dropbox and file shares.

AvePoint

AvePoint produce a software platform that enables organisations to Migrate, Manage, Protect your SharePoint and O365 and cloud management data. The suite of products includes Governance Automation, On-Prem and Cloud Backup, DocAve, Records Management, Archiver, Insights and Cloud Management. Sharing Minds has partnered with AvePoint since 2014 and delivered a significant range of solutions to assist our customers in managing their cloud investment. Sharing Minds are an authorised dealer of this product

product partners

LMS365

LMS365 powered by E-LEARNING FORCE is a global leading learning platform that integrates seamlessly to deliver training in context, anytime, anywhere, and on any device within an Office 365, MS Teams and the SharePoint environment. this SaaS is a complete learning platform that is fully customizable, easy to use., seamlessly integrated, highly engaging for SMB through to multinational enterprise, and extremely Fast to deploy.

This powerful tool helps learners find the training they need, identifies training they might need, and ensures participation in the training they're required to complete.

Sharing Minds are currently one of the very few LMS365 Direct Partners within the APAC region.

swoosh

Together Swoosh and Sharing Minds are 'Connecting People to their Information' Sharing Minds has created Swoosh to make everyone's lives easier. Swoosh exists solely to enhance your user experience by making 'the apps between the gaps' to get the best out of your investment in SharePoint. The Swoosh product suite provides a powerful set of capabilities for your intranet which connects users to their information:

Swoosh Admin
DocConnect
Dynamic Fly Out
Calendar
Org Chart
Notification

LiveTiles

A modern intranet experiences tailored to your unique needs and enhanced by AI. Intelligent Workplace. Optimize With Analytics. Personalize & Tweak. Maximize Engagement. All-in-one Solution. Drag & Drop. Freedom To Customize. Work Smarter & Faster. Centralized Interface. LiveTiles for SharePoint is an all-in-one solution for content, collaboration and integrations. It allows you to create beautifully engaging sites on SharePoint and Office 365 and give teams a winning user experience. It's drag and drop interface allows fully responsive solutions be built with no code by any member of a business. LiveTiles also provides other modules around Intelligence, Analytics and even a bot framework to automate some of your business processes. Sharing Minds are an authorised dealer and services provisioning partner of this product.

Sharing Minds were awarded APAC Partner of the Year in 2017

product partners

Beezy
Your intelligent workplace

Beezy is the all-in-one Intelligent Workplace solution for Office 365. Helping large, global enterprises like Monster, Bank of England and ZF to bring together Collaboration, Communication, Knowledge, and Processes.

Their solution is the one and only central digital workplace platform for employees, whether they are working from the office or remote, are part of a local or a global team, on-premises or in the cloud. This leads to a better employee experience which means more happiness and productivity.

Sidekick Software

Located in Sydney Australia, Sidekick Software is a tech startup committed to creating the best automated tools and soft-bots for the business documentation sector. Industry agnostic our products are clever, fast and fit for purpose tools which free people from rote and repetitive tasks so they can be more productive and focus on higher order critical challenges.
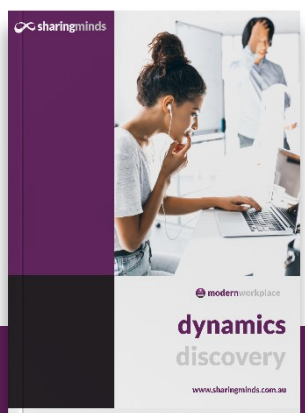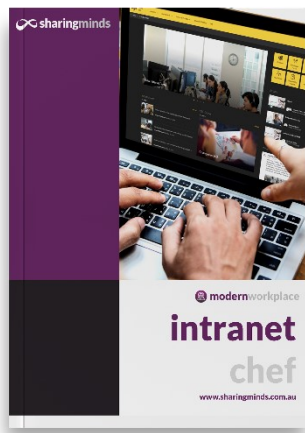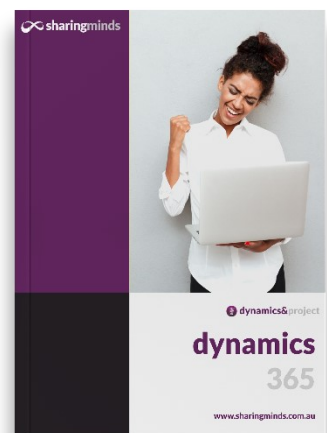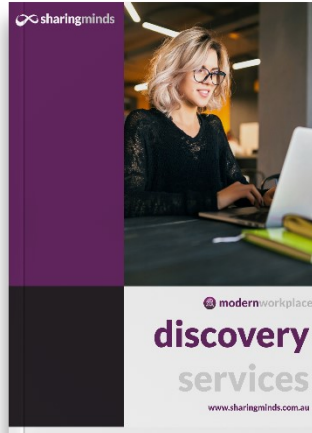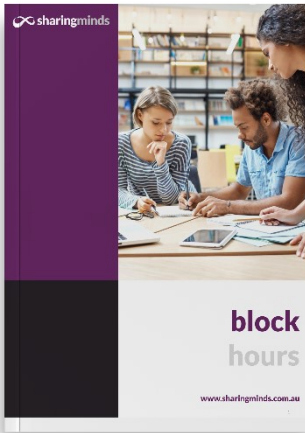
Orchestry

Orchestry was created to make work simple for organizations by delivering expert insights, best practices and practical information, from Microsoft MVPs and Office 365 experts. Orchestry takes the guesswork out of which Office 365 tool is best to use when and for what to gain maximum efficiency. Delivering the answers you need, when you need them to make your entire business more organized and productive.

detailed brochures

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contact your sharing minds partner manager to continue the conversation

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