



Unlocking the full potential of Microsoft 365

Exclusive customer benefits and expertise
from a Microsoft certified partner.



HOSTED TELEPHONY



IT SERVICES



DATA CONNECTIVITY



BUSINESS MOBILES



BUSINESS ENERGY

Leading providers of technology to business for over two decades

Global 4 is one of the UK's most effective independent technology providers supporting businesses of all shapes and sizes all over the UK.

For over two decades we have specialised in working with clients in a wide variety of sectors to deliver tailored technology solutions supplying market-leading hosted telephony, IT services, data connectivity, mobile phones and energy savings.

Our approach is to work closely with you to define the best possible solutions for your business. This involves a four- step process ensuring you see benefits from day one.

Our services



Hosted Telephony

Transform how you work with our hosted telephony and omnichannel platforms.



IT Services

A fully managed service, increasing IT security, uptime and boost productivity.



Data Connectivity

Dependable internet and faster connectivity with our business broadband solutions.



Business Mobiles

Empower your business with our reliable and efficient mobile solutions.



Business Energy

Cut the cost of energy bills by benefiting from economies of scale across locations.



See why organisations are choosing us as their Microsoft cloud partner

We believe that a truly modern service should keep our customers secure by default and promote your users productivity.

If you select Global 4 as your Microsoft 365 subscription partner, you will automatically receive the following features at no extra cost. These have been specifically designed to boost the security and productivity of your Microsoft cloud environment, while also helping you manage application costs and user adoption.



Microsoft eLearning

Utilise a purpose-built platform your users can learn more about Microsoft 365 applications from the basics to more advanced features.



Microsoft Secure Score

Partnering with us can help improve your Microsoft Secure Score by leveraging our expertise and best practices in cybersecurity.



Cost and Adoption Management

Optimise your Microsoft investments, enabling you to reduce costs, increase adoption, and achieve maximum value from your subscription.

Want to know more? Keep reading..

Did you know?

All non-profit and educational organisations will receive their Microsoft 365 licenses at a discounted rate?





eLearning for Microsoft 365 and security awareness

Microsoft 365 includes some great apps which are often underutilised, or worse still, not used at all.

Product training is an obvious way to improve uptake, but traditional methods do not suit the modern workplace. We want your users get the most out of what Microsoft 365 has to offer, so, we provide a purpose-built e-learning platform to our customers. Users have access to a portal with video content covering apps such as Outlook & Teams. Cyber security content is also available and includes advice on phishing awareness, safe internet browsing and password management tips. Self-service training allows users to choose content as needed to perform specific tasks and is proven to be the most efficient, least obtrusive way to impart knowledge, while increasing productivity.



Boost Productivity

Improve your workers skills with the software they use every day. Imagine providing them with an expert to work by their side.



Drive Teams Adoption

All training videos are available from inside a native Teams application to maintain user focus without having to open new windows.



Reduce Helpdesk Calls

With full-text index searching the users can quickly find the training video they need to accomplish their task at hand.



Improve Skills Retention

Simple “how-to” instructions help learners retain more from each short lesson by applying their new skills immediately.



Enable Remote Learning

With a cloud-based Learning Platform and mobile friendly design, users can improve their skills from anywhere using any device.



Learn from Microsoft MVPs

Watch with confidence knowing all lessons have been created by industry experts and Microsoft s.



CLIPTRAINING

Course Library

Microsoft Windows

Office 365

Office 2019

Office 2013

Office (Legacy)

Additional Training

Recent Courses

Windows 10 New Features
10 lessons - Running Time: 1hr
Cybersecurity: Protecting Individuals Protects Your Organization
10 lessons - Running Time: 1hr
Excel 2019
10 lessons - Running Time: 1hr
Microsoft Edge
10 lessons - Running Time: 1hr
PowerApps
10 lessons - Running Time: 1hr



Securing your Microsoft cloud environment

Microsoft 365 hosts some of your most valuable data across email, files and increasingly includes collaboration content within Teams.

Security can be an afterthought following 365 migrations and is easily overlooked in such a busy world. For this reason, we ensure that all customers receive an initial and ongoing check of their Microsoft 365 Secure Score.

What is a Microsoft 365 Secure Score?

Microsoft Secure Score is a measurement of an organisations security posture, with a higher number indicating more recommended actions taken.

This is available to all 365 customers and directly evaluates live service configurations to identify weaknesses. Findings are listed in order of priority and an overall score provided to help determine security performance.

What do we do?

We will review your Secure Score as part of our onboarding process and any recommendations will be discussed prior to us making changes. In most cases, we find a number of vulnerabilities which are the result of improper/incomplete setup, and often due to a lack of best practice understanding, but resolved simply.

Microsoft Secure Score

Overview Recommended actions History Metrics & trends

Microsoft Secure Score is a representation of your organization's security posture, and your opportunity to improve it.

Applied filters:

Your secure score

Include

Secure Score: 21.43%

48/224 points achieved



Breakdown points by: Category

Identity 10.71%

Data 0%

Apps 26.42%

Points achieved Opportunity

Actions to review

Regressed 0 To address 37 Planned 0 Risk accepted 0 Recently added 0 Recently updated 0

Top recommended actions

Recommended action	Score impact	Status
Require multifactor authentication for administrative roles	+4.45%	To address
Ensure all users can complete multifactor authentication	+4.02%	To address
Create Safe Links policies for email messages	+4.02%	To address
Enable policy to block legacy authentication	+3.57%	To address
Do not expire passwords	+3.57%	To address
Turn on Safe Attachments in block mode	+3.57%	To address
Ensure that intelligence for impersonation protection is enabled	+3.57%	To address
Move messages that are detected as impersonated users by mailbox in...	+3.57%	To address



Subscription cost and adoption management

Microsoft cloud services account for a significant percentage of IT expenditure, and it also comes with a complex range of subscription options and platform features.

Global 4 combine human expertise with system generated insights to ensure that our customers are utilising the most appropriate service plans. Our team will recommended the most cost effective plans based on requirements, track allocation and share useful feedback on which applications are being utilised.

Cost Management

Wastage through incorrectly allocated, under-utilised and oversubscribed subscriptions can be commonplace within Microsoft cloud environments. Our team are fully certified to ensure that we hold the most up to date knowledge of available plans, upcoming service changes and incentives.

We recommended assignment of services based on individual requirements and deploy a combination of plans to ensure that configurations are cost optimised.

We also monitor subscription allocation to ensure that our customers are not supplied with a new subscription where spares are already available.

Application Adoption

Our inclusive e-learning tool is a great way to boost application usage within Microsoft 365, but we delve deeper into usage by uncovering Microsoft adoption statistics. Using available reports, we can provide visibility of service utilisation including Sharepoint/Teams and can jointly review your Microsoft 365 Adoption Score.

What is an Adoption Score?

This is automatically generated by scoring against pre-defined metrics spanning People and Technology experiences. For example, use of collaboration tools, meeting platform and SharePoint usage is evaluated alongside network performance and app version metrics to drive recommended improvements and improve the experience for end users.

Your organization's score: 50%

Total score: 353/700 points

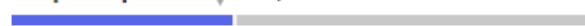


■ Your Org ▲ Peer Benchmark

Your organization's Adoption Score is the total of its people experiences and technology experiences scores, which are each comprised of several categories of data. Scores are not provided at the individual user level.

Score components 353/700 points

People experiences: 192/500



Technology experiences: 161/200





Microsoft expertise and capabilities to meet your needs

Whether you need help moving Microsoft 365 or getting the most out of it, we are on hand to help.

We can develop your understanding of what Microsoft 365 has to offer beyond the initial benefits of hosted emails and files. Our team will recommend additional services which are of benefit and keep you up to date with the ever-evolving platform features.

Email and File Migration

We provide migration services to move your email and file data to Microsoft 365. Take advantage of services including hosted exchange, OneDrive and SharePoint to transform the way you access, secure and share your most valuable data.

Azure Virtual Deployments

Explore the latest hosted desktop solutions to provide cost effective and controlled access to company resources for your employees and contract base workers. Remove the reliance on expensive hardware, asset management and the headaches associated with granting access to data on non-company owned devices.

Automation and Control

Revolutionise your device management process and improve your end user experience using Microsoft Intune.

Introduce a zero-touch solution for deploying new devices to end users and secure data on mobiles using Mobile Device and Mobile application controls.

Application and Service Hosting

We can recommend, deploy, and optimise suitable resources for the hosting of your applications in Microsoft Azure, pay monthly for the services consumed with assurance that Global 4 are monitoring your environment for cost and security optimisation.





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