



Blueblood Solutions

At Blueblood Solutions we believe that you shouldn't have to worry about IT.

Our mission is to provide you with the highest quality IT support and services to ensure that your systems remain reliable and secure.

Blueblood Solutions provides a range of service offerings that are affordable and proactive, designed to optimise your investment in technology and maximise the productivity of your people and business.

We utilise state-of-the-art systems management software and processes to ensure the availability and reliability of your systems.

Blueblood Solutions have been providing IT management and support services to Canberra and the surrounding region for over 20 years. Our many years of experience gives you the confidence that your IT needs will be expertly addressed and fully supported.

We guarantee that you will love our commitment to your business, your staff and your success.

How We Do It

When you become a Blueblood client we install software on each of the workstations, servers and thin clients to be managed. This allows us to provide you with remote support, keeping your systems running smoothly and securely.

If a problem arises all you have to do is email or call us. Using the software we have installed, we are able to access your machine remotely and fix your problems.

Our 30 Day Guarantee

At Blueblood we believe that customer satisfaction is the key to not only our business success but also yours.

We do not lock clients into annual fixed term contracts. If for any reason your circumstances change, you can exit the agreement at any time with 30 days notice. On the rare occasion that we find our services not suitable for a particular client, we will finalise documentation and assist with a handover. Even if we are a poor fit, we aim to ensure the transition is as smooth as possible.

Service Offerings

Each organisation is different, so Blueblood offers a number of different service options to meet the needs and budgets of individuals and businesses. You are free to choose the options which will suit your business most effectively.

Our offerings include:

- Managed Services
- User Management and Help Desk Support
- Business Systems Support
- Account Management
- Managed Backup Services
- Other Managed Services

A Range of Other Services

Blueblood Solutions also provides a range of services designed to complement our main monthly service options. Some of these services include:

- Hardware and software sales and installations
- Domains, DNS hosting, email and web hosting services
- Cloud services including email and data migrations
- Consulting and project services

Small Business Cloud Solutions



Office365 Email Migration

Moving to the Microsoft Office365 (O365) cloud environment can provide a cost-effective long-term solution for organisations who no longer wish to maintain on-premises or other third-party email solutions. Migrating from an on-premises email solution to a Microsoft Office365 cloud-based email solution has the additional benefit of providing staff with email access from any type of device, regardless of where they are so long as they have an internet connection.

Blueblood Solutions provides migration services for organisations to migrate from on-premises server-based solutions to the cloud and can also provide administration and management services for Office365 as part of their managed service offering.

Service Inclusions

- ✓ Project scheduling and planning activities
- ✓ Setup of infrastructure and license acquisition
- ✓ Provisioning user mailboxes on O365 Exchange Online with appropriate quota
- ✓ Migration of all active individual and shared calendars to O365 along with the mailboxes, contacts and delegated access permissions
- ✓ Migration planning and cutover
- ✓ Network configuration changes
- ✓ Resolution of technical issues encountered during migration
- ✓ Application integration checks
- ✓ Verification of migration success
- ✓ Decommissioning of on-premises solution



OneDrive and Microsoft Teams Implementation

Microsoft provide several tools which allow organisations to store documents in the cloud and collaborate with other users. These include OneDrive for Business, Microsoft Teams and Microsoft SharePoint Online. It can be confusing for organisations to determine which tool to use and when to use it.

Blueblood can help you determine the best way forward with our implementation and migration services. After implementation Blueblood can provide administration and management services for the solution as part of their managed service offering.

Service Inclusions

- ✓ Consultation with clients to determine organisation policy, usage and administration settings for OneDrive and Microsoft Teams
- ✓ Assistance with setup of Microsoft Teams sites
- ✓ Migration of data to Microsoft Team sites
- ✓ Provision of End User Guide for OneDrive for Business with comprehensive step-by-step instructions for performing tasks
- ✓ Provision of End User Guide for Microsoft Teams with comprehensive step-by-step instructions for performing tasks
- ✓ Provision of Quick Reference Guides for OneDrive for Business and Microsoft Teams, customised to the client's environment and usage of the tools
- ✓ A set of standard audit reports are provided monthly for those clients who have engaged an on-going managed service for OneDrive, Microsoft Teams and SharePoint Online



SharePoint Online Migration

There are many benefits to moving the company's data to Microsoft SharePoint Online (SPO) including a reduction in capital costs for running Microsoft Servers, increasing the accessibility to files and improving business operations. SPO functions as a productivity boosting tool, encouraging employee collaboration, knowledge sharing, and workflow creation. As the organisation grows, so can the solution. Its scalable technology adjusts as your business needs change.

Blueblood Solutions migrate organisations from their on-premises server-based solutions to the cloud and provide administration and management services for Office365 as part of their managed service offering.

Service Inclusions

- ✓ Project scheduling and planning activities
- ✓ Resolution of technical issues encountered during migration
- ✓ Checks of the company folder structure and fixes to file paths and length
- ✓ Upload of data to the cloud
- ✓ Setup of branding and application of logo to the site
- ✓ Setup of shares and permissions in SharePoint Online
- ✓ Verification of migration success
- ✓ Setup and testing of printing
- ✓ Enabling DHCP on the router
- ✓ Local user profile setup
- ✓ Basic End User Guide
- ✓ Decommissioning of Windows Servers
- ✓ A set of standard audit reports are provided monthly for those clients who have engaged an on-going managed service for OneDrive, Microsoft Teams and SharePoint Online