Multi-Maintenance Service

Microsoft 365 Consulting Services
― From Implementation Planning to Ongoing Support ―

Service Menu

Basic Implementation Support

Migration Consulting & System Design

· Propose optimal operation plans based on current workflows and challenges
· Estimate costs, resources, and implementation schedule

Microsoft 365 Setup Support

· Core app installation: Excel, Word, PowerPoint, etc.
· Email setup (Exchange configuration)
· Email migration (DNS updates, domain verification)
· Website transition support (DNS updates)

Teams Implementation Support

· Account registration
· Initial configuration
· User training sessions

Migration & Deployment Assistance

· Training sessions (for administrators and end users)
· Development of implementation manuals

Post-Implementation Support Options

Ongoing Support Services

· Management and billing of cloud service usage
· Handling inquiries related to Microsoft 365
· Adding or removing licenses
· User registration
· Support for other configurations

Content Support Options

SharePoint-Based Intranet Portal Development

· Requirement gathering
· Test site setup
· Feedback collection and revisions
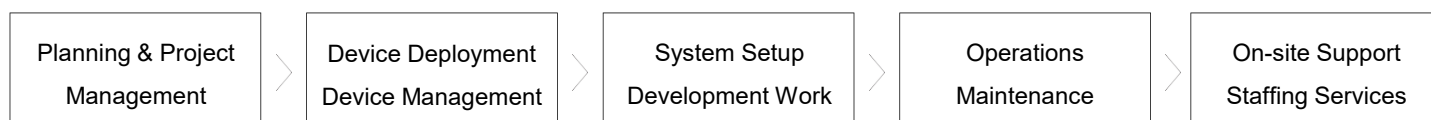· Production site deployment (including permission settings)

Video Creation Support

· Creation of internal training videos

Our 5 Key Strengths

1. We offer implementation plans tailored to the size and needs of your organization, making it easy to start small and scale up as needed.
2. For businesses unfamiliar with IT systems, we provide clear explanations and gradual onboarding support to ensure smooth adoption.
3. We deliver only the services you need, fully customized to match your business requirements and avoid unnecessary costs.
4. From cloud migration to setting up devices, Wi-Fi, and other essential infrastructure, we support the full IT environment build-out.
5. We provide stable CSP licensing and a reliable support system.

Service Flow

Planning & Project Management	>	Device Deployment Device Management	>	System Setup Development Work	>	Operations Maintenance	>	On-site Support Staffing Services

The Story of How THT Created an In-House Portal Site with Microsoft 365 / SharePoint

Background and history of the corporate portal implementation.

At THT, we support our clients' digital transformation by proposing and building cloud-based remote work environments, as well as dispatching engineers to meet their needs.

With the rapid rise of remote work due to the COVID-19 pandemic, we noticed a decline in the kind of spontaneous communication that naturally occurred in the office. While various communication tools, including social media, proved effective in replacing email, challenges remained in areas such as accessing general administrative information and facilitating casual, cross-department interactions.

For instance, when working onsite, employees could easily ask the general affairs team quick questions or engage in informal conversations. We began to consider how we might replicate these experiences in a secure online environment. This idea became the foundation for the project. Before offering such a solution to clients, we chose to build and operate a portal site internally as a pilot project within our in-house innovation lab.

Please tell us about how you decided to use Microsoft SharePoint.

In fact, it was a long journey before we arrived at SharePoint. Several companies had already released attractive and well-developed internal portal services, which initially caught our attention. We considered adopting one of these solutions, but concerns about the operational burden and day-to-day management before full adoption held us back.

For example, some platforms required a separate login, or involved switching between multiple services depending on the task, adding unnecessary friction. These hurdles alone were enough to risk leaving the project as nothing more than a theoretical exercise.

We knew the goal shouldn't be lost in the process. What we really needed was a space where employees could casually cross paths, share personal updates, or request documents from the general affairs team, just like they could in a physical office. To achieve that, we decided to build a communication space within Microsoft 365, a platform everyone was already using daily, almost unconsciously. SharePoint turned out to be the ideal solution. Since we were already subscribed to Microsoft 365, there were no additional costs, which was another major factor in moving the project forward. With that, we launched an internal communication hub where employees could connect beyond work tasks. We named it "THT-SALON," and that's how it all began.

How was it designed?

We initially designed the portal with new employees in mind, focusing on the perspective of "Here's where we want you to start." The portal was positioned as infrastructure to streamline general affairs operations by providing access to employment regulations, HR-related documents, and internal announcements. It also allows employees to view contact information and profiles of their colleagues. Business plans and other key company information are available at any time, helping employees understand how their own roles fit into the broader organization.

We also consolidated educational content, such as videos and training materials, so employees can use their spare time effectively for learning. Next, we focused on building infrastructure that supports various working environments, whether employees are at the head office, stationed at a client site, on a business trip, or working from home. The goal was to improve administrative efficiency, interdepartmental communication, and employee development. In terms of layout, frequently accessed and interactive content is displayed at the top, while static information appears further down the page. Mobile accessibility was made a top priority from the start.

Did you face any difficulties during the development?

It took us some time to fully understand SharePoint's user interface, particularly its unique behavior and limited flexibility. Surprisingly, we found very little practical information available online about these nuances. Because the design and layout options were quite restricted, we spent a lot of time thinking through alternative approaches. But we eventually realized this was part of Microsoft's strategy: limited customization doesn't mean it's hard to use, it actually enables faster, simpler adoption by narrowing choices. That was an interesting insight.

Even after implementing the core features, we had to consider how to make the user experience truly intuitive and accessible. This meant thinking beyond an engineer's perspective and incorporating design thinking as well. As we built the portal, we also documented our process, capturing key tips and step-by-step instructions. This allowed us to turn our experience into a shared internal knowledge base for future use.

How is it going after the implementation?

While it may seem like a small feature, the staff self-introduction page has received positive feedback. It has allowed us to share aspects of our employees' personalities that were previously hard to see.

These small discoveries have sparked casual conversations, making daily communication more relaxed and even humorous. We've also centralized previously scattered documents, started sharing work updates and informal posts that hadn't been communicated before, and created a contact list. As a result, communication between departments has become noticeably smoother.

Please tell us about your future prospects and challenges.

To further encourage employee engagement, we aim to operate the system in a way that fosters regular, habitual use. We're considering initiatives such as showcasing staff certifications and starting a diary relay project. As this is part of our in-house LABO PROJECT, it would be great to see users just as enthusiastic and invested as the administrators. Ultimately, we hope to embed this as part of our evolving company culture.

One challenge is maintaining a sense of casual openness, ensuring the content doesn't become overly focused on work-related topics. Striking that balance will be important.

Looking ahead, we plan to package this experience into an optional add-on for our cloud environment solutions, and eventually, even as part of a startup plan that envisions virtual offices in the metaverse.

To support this, we're committed to deepening our operational experience and pushing the boundaries of what's possible with SharePoint. For instance, while SharePoint is inherently a pull-based system, integrating it with tools like Power Automate and Power Apps can enable push-style functionality. This could become a cost-effective solution we can confidently offer to our clients.

Do you have any final words you'd like to share?

At THT, we design user interfaces (UI) with a strong focus on user experience (UX), and we apply the PDCA cycle using streamlined, minimal systems. We're also actively engaged in joint research and co-development. If your company is interested in exploring new projects together, we'd be happy to hear from you.