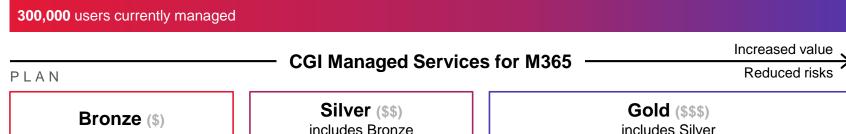


Client benefits

- Minimum 20% cost reduction in user assistance and administration tasks
- Cost certainty through a fixed fee per user per month
- Cybersecurity hygiene
- Reassignment of client resources to value-added projects and tasks
- Strategic consulting not normally offered in a managed service
 - > Virtual CIO
 - User change management
- Level 1 Service Desk stays with client (log & dispatch to CGI)

Cost Certainty = Management of all Microsoft 365 services remotely for a fixed fee/user/month



User Assistance

- Unlimited incident resolution (break & fix)
 - Levels 2 and 3

User Assistance

- Unlimited service request execution
- · Liaison with Microsoft ticketing

Microsoft 365 Administration

Microsoft 365

Administration

- User identity management
- M365 services administration, monitoring, reporting
- Tenant administration and evolution
- Security management (standard)



Virtual CIO

- · Technical watch
- · Microsoft 365 roadmap digest
- Microsoft 365 billing optimization
- Priority access to high-end consulting services
- Security policy reviews

User Change Management

- User communications / training hub M365@client in SharePoint Online with content
- Chatbot in Teams for 24/7 automated responses to user questions
- Animation of Teams channel for live responses to super-user questions
- · Security attack simulations