




Microsoft 365
Expert Support



Independently audited and certified expertise


Microsoft Partner Azure Expert MSP



 **Microsoft**
Solutions Partner


Infrastructure
Azure

Specialist
Microsoft Windows Virtual
Desktop
Infra and Database Migration

 **Microsoft**
Solutions Partner

Digital & App Innovation
Azure

Specialist
Modernization of Web
Applications

 **Microsoft**
Solutions Partner

Data & AI
Azure

Specialist
Modernization of Web
Applications

 **Microsoft**
Solutions Partner

Modern Work

Specialist
Adoption and Change
Management
Calling for Microsoft Teams

 **Microsoft**
Solutions Partner

Security

Specialist
Cloud Security
Identity and Access
Management
Information Protection and
Governance
Threat Protection



Referenceable customers – sector expertise

Technology Specialists



Professional & Financial Services



Retail & Hospitality



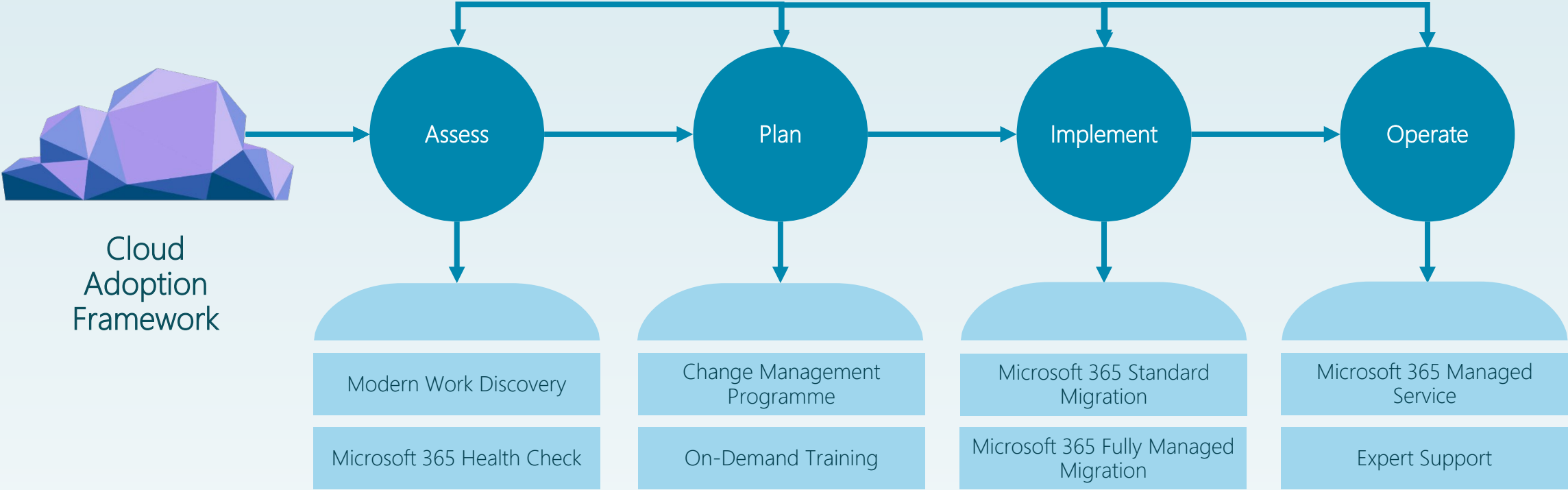
Local, Regional Government & NFP



Other



Serving ambitious organisations from start to finish



Operate

How

Expert Support

What

- 24/7 admin support
- Escalation to Microsoft in the event of downtime
- Access to cloud experts for strategic guidance and advice
- Access to Provide™ for licence management, security reporting, Knowledge Base and ticketing

Value

- ▣ Service engineers available 24/7
- ▣ Access to Modern Work experts
- ▣ Proactive security, performance and cost management of licences
- ▣ Increased Modern Work ROI

Assess



Plan



Implement



Operate



Expert Support

Here to support you 24x7

Incident Management for admin-level troubleshooting and support for your Microsoft 365 environment until its operational and working as expected

Rapid escalations to Microsoft in the case of downtime.



Access to experts

Book in consultative time with Modern Work experts for advice about your optimisation plans and ideas

Single-pane-of-glass

Access to Provide™ for Microsoft 365 spend management, billing, security monitoring and ticketing.

Customer advocacy

Rely on a service desk with a Net Promoter Score of +85 to ensure support requests are resolved swiftly

Assess



Plan



Implement



Operate



Expert Support

Item	Detail	Availability
Service Desk – Non-Business Critical Faults	Access to the Cloud Direct service desk for non-critical system /service down and/or affected scenarios (P2/P3/P4) <ul style="list-style-type: none">• Email• Phone• Provide™	Phone: 08:00 – 18:00 Mon – Fri Email / Provide™: 24/7 Access, NBD response for tickets logged out of hours
Service Desk - Business Critical Faults	Access to the Cloud Direct service desk for critical system/service down and/or affected scenarios (P1)	P1 Issues to be called in 24/7/365
Escalation to Microsoft	Escalation to Microsoft where issues can be resolved only by their technical team	P1 Issues to be called in 24/7/365
Expert Guidance	Access to cloud experts for strategic guidance and advice.	08:00 – 18:00 Mon - Fri
Access to Provide™	Access to the Provide™ portal for licencing, security reporting, Knowledge Base, and ticketing.	24/7/365

Assess



Plan



Implement



Operate

