Engage Squared 360 Managed Support

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"How can we help?"

You're in safe hands with 360 Managed Support.

We're SharePoint and Microsoft 365 specialists. We have an in-depth knowledge of Microsoft 365 and will take the time to get to know your business; helping us to understand how your organisation can benefit from its features.

At Engage Squared, we know that understanding your needs and what you want to achieve from your technology is essential to delivering effective solutions that provide real results.

Our team includes expert consultants with a businessfocused mindset, architects and developers with unrivalled technical knowledge, and change and adoption specialists providing change management, training and engagement to get the most out of your investment.

We always keep you and your employees in mind, and we can help you work better, together, faster.

<people> friendly technology

360 Managed Support



What is 360 Managed Support?

360 Managed Support is a reliable, results-driven offering that will provide you with affordable, on-going support, helping you get the most out of your Office 365 environment.

We provide a web-based help desk to allow you to easily create requests, as well as track and monitor your open requests and how we are performing.

We keep you updated on progress when tickets are open, and we are proactive in raising any potential problems or any suggestions we have to enhance your service.



What does our Support Team do?

360 Managed Support provides our customers with a highly skilled, dedicated support team that:

- Keeps your service running smoothly
- Responds quickly to resolve any issues that might disrupt your service
- Can help you with a range of other activities, such as content creation, configuration changes, small development tasks and training

For all Engage Squared custom solutions, as part of our Tier 2 and Tier 1 plans, we continue to host and manage your development environment for you, allowing for staged testing of changes, defect fixes and future releases, prior to deployment to your production environment.

Our Track Record











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Benefits

Performance Optimisation: Ensuring optimal performance by actioning break-fix and service requests quickly. Utilising data to inform insight on how your solution is performing and recognizing trends allowing our experts to recommend improvements.

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Information Management: Our experts can provide guidance around security, labelling and encryption of sensitive data, both in transit and at rest.

Access to experts: Our managed service offering gives you access to our breadth of expertise allowing us to offer consulting and implementation services where requested.

Visibility of Microsoft 365 updates: Our team is across all the latest M365 updates and can help you to understand what is next for your business and take advantage of your investment in M365.

Continuous Improvement: Keeping up with the latest technology will maximise benefits for your users and prevent the need for a major overhaul to "catch up" later. Our team can help you develop a roadmap for your solution.

Increased Uptime: Proactive and reactive management and monitoring minimises downtime, pre-empts and quickly resolves any issues.

Boost End User Adoption: Access to our dedicated Adoption & Change Management practice gives you an ever ready team to support adoption and comms campaigns, and utilise our library of adoption materials.

Service Level Agreement

All our incident management and problem management services are supported by our Service Level Agreement.

Severity	Description	Response Time	Resolution Time
P1 Critical / Service Affecting	Rapid response if there is a complete breakdown or outage, or a critical performance degradation causing service unavailability. Business Impact for the Company: Critical	30 business minutes	8 business hours
P2 Major Service Affecting	Break-fix support for issues or problems that significantly limit the smooth operation of the system. Business Impact for the Company: Major	90 business minutes	2 business days
P3 Minor Service Affecting	Break-fix support for all other issues or problems that limit the smooth operation of the system. Business Impact for the Company: Significant	4 business hours	4 business days
P4 Service Requests	All other requests, including configuration, content, minor updates, etc. Business Impact for the Company: Minor	4 business hours	10 business days

In the SLAs "business hours" and "business minutes" means between 9am to 5pm Australian Eastern Standard Time, Monday to Friday, excluding public holidays in Melbourne.

24/7 – Priority Incidents

Severity	Description	Response Time	Resolution Time
P1 Critical / Service Affecting	Rapid response if there is a complete breakdown or outage, or a critical performance degradation causing service unavailability. Business Impact for the Company: Critical	30 business minutes	8 business hours
P2 Major Service Affecting	Break-fix support for issues or problems that significantly limit the smooth operation of the system. Business Impact for the Company: Major	90 business minutes	2 business days

In the case that a Priority 1 or 2 Incident has been raised outside of business hours (9am to 5pm Australian Eastern Standard Time, Monday to Friday) the following 24/7 – Priority Incidents will apply.

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360 Managed Support

Pick Your Plan

	Tier 1	Tier 2	Tier 3
	Tier I	Tier Z	Tier 5
Business hours support ¹ (per month)	40 hours	24 hours	16 hours
Incident management	~	~	✓
Problem management	~	~	~
Service management ²	~	~	~
Monthly consumption report	~	~	~
Monthly service delivery meeting	~	~	~
Hosted development environment ³	~	~	
Detailed support report including analysis of your system usage (e.g. Intranet usage & insights)	✓		
Standard monthly price ⁴	^{\$} 10,500	^{\$} 6,950	\$ 5,000
Annual cost standard ⁴	^{\$} 126,000	^{\$} 83,400	^{\$} 60,000
Discount for 24-month contract (paid annually in advance)	10%	10%	10%
Annual cost, incl 10% discount ⁴	^{\$} 113,400	^{\$} 75,060	^{\$} 54,000
On-boarding fee (once-off) ⁴	^{\$} 9,000	^{\$} 7,500	^{\$} 5,000

^{1.} Should you fully consume your allotted monthly hours and a Priority 1&2 incident be raised, Engage Squared will investigate and manage the incident within SLA's as normal.

^{2.} Service Management tasks requiring more than 8 hours effort will be quoted as a project, utilising both support hours and additional funds.

^{3.} Hosted development environment includes the hosting of a Microsoft 365 tenancy for up to three users with Microsoft 365 – E3 licenses. This does not cover the costs of other cloud based services such as Azure run costs, which are payable in addition if applicable.

^{4.} All prices are exclusive of GST.

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Pick Your Base Plan

-:

Tier 1	Rate
 40 hours support per month, inclusive of: Incident, problem, and service management Service Requests Monthly service delivery meeting Hosted development environment Detailed report including analysis of your system usage (e.g. Intranet usage and insights) 	10,500 Per month (ex-GST)
Standard annual price	126,000
Annual price incl 10% discount for 24-month commitment	^{\$} 113,400
Once-off transition fee to appropriately transition your supported systems to the Engage Squared, Managed Services team	9,000
Tier 2	Rate
 24 hours support per month, inclusive of: Incident, problem, and service management Service Requests Monthly consumption report Monthly service delivery meeting Hosted development environment 	6,950 Per month (ex-GST)
Standard annual price	83,400
Annual price incl 10% discount for 24-month commitment	^{\$} 75,060
Once-off transition fee to appropriately transition your supported systems to the Engage Squared, Managed Services team	7,500
Tier 3	Rate
 16 hours support per month, inclusive of: Incident, problem, and service management Service Requests Monthly consumption report Monthly service delivery meeting 	5,000 Per month (ex-GST)
Standard annual price	60,000
Annual price incl 10% discount for 24-month commitment	^{\$} 54,000

Once-off transition fee to appropriately transition your supported 5,000 systems to the Engage Squared, Managed Services team

Optional: Additional Services

24/7 Support	Rate
24/7 break-fix support for Priority 1&2 IncidentsDedicated 24/7 on-call phone line	\$ 1,440 Per month (ex-GST)
Standard annual price	^{\$} 17,280
Annual price incl 10% discount for 24-month commitment	^{\$} 15,550
 The following on call charges will be billed monthly as incurred at the following rates: Call out fee (ex GST) Hourly fee (ex GST) 	^{\$} 220 ^{\$} 465

Value-add Managed Services

Intranet as a Service

Intranet as a Service gives you a true partner to support the build and maintenance of your modern SharePoint Online / Viva Connections Intranet.

Supported by digital workplace consultants and adoption specialists you'll feel like the experts are part of your IT and comms team: always just a call, chat or email away.

Evergreen Management

Every year Microsoft make upwards of 500 changes to the M365 platform. Our evergreen service helps you to understand, manage and maximise your benefit from the ongoing changes Microsoft make to the M365 Platform.

Each month, our team triage and review upcoming changes on the M365 roadmap, assess the impact on your existing services, and identify opportunities that new enhancements create, across three areas - technology, people and business opportunity.

Our team help bridge the gap between technology, business and change; focusing the conversation on the platform changes that matter to you and helping you to plan to mitigate negative impacts and successfully launch new features.

Power Generator

A managed service designed to provide you with the insights, controls, skills and assets needed to drive value of Microsoft's low-code Business Applications Power Platform.

We work with your organisation to develop a governance framework, undertake training and provide assets to enable solution makers to fast track their ideas to solutions and take ownership.

Create a new digital business model, achieve faster time to market and increase business agility, by designing innovative applications at speed, liberating your talent and securely unlocking the value of the Microsoft cloud.

On top of that, we offer on-going support to build an app practice with you, develop reusable components, and monitor and manage your apps. Give everyone the ability to create solutions that accelerate business.

360 Continuous Improvement Service



What is 360 Continuous Improvement Service?

Keeping up with the latest technology will maximise benefits for your users and prevent the need for a major overhaul to "catch up" later.

Our 360 Continuous Improvement Service helps organisations to continue to evolve the solutions we deliver and further realise the return on investment. We do this by providing an ongoing effort allocation at a series of intervals over a 12-month period, with which to deliver new features and functionality, providing you with increasing business benefit over an extended period.

Tier 1	Total
 4 x system releases (every three months) Engage Squared Senior Consultant will work with your business to solicit new requirements, add them to the backlog, prioritise the requirements and see the enhancements through to production Engage Squared Senior Developer will prepare development tasks, manage development sprints and assist your internal IT team to deploy the solution 	^{\$} 148,640
Tier 2	Total
 3 x system releases (every four months) Engage Squared Senior Developer will prepare development tasks, manage development sprints and assist your internal IT team to deploy the solution 	^{\$} 83,520
Tier 3	Total

•	2 x system releases (half yearly)	^{\$} 46,080
•	Engage Squared Senior Developer will prepare development tasks, manage development sprints and prepare package for deployment	

Conditions



You are entitled to a monthly commitment of contracted hours based off your selected tier for the duration of the Term. If you do not use your Contracted Hours for a particular month the unused hours will carry over to the subsequent month, up to a maximum of 50% of the Contracted Hours surplus hours (Surplus Hours) per month.

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Monthly reporting and governance forum are not charge from the monthly hours and form part of the base fee.

Any Surplus Hours will only be consumed after the consumption of your Contracted Hours and will expire at the end of the month in which they are carried over to.

Additional time may be purchased in 7.6-hour blocks by the Client on request, per our rate card.

Transition Period:

The Engage Squared standard transition period is one calendar month prior to go-live or formal handover and acceptance to the Engage Squared, Managed Services team.

Transition-in fees are quoted per system and can be included in project costs if transitioning a system developed in-house.

During the transition period, we will work with you to determine:

- Appropriate access
- Operational processes incl. raising requests, SLA management and escalation procedures.
- Knowledge Transfer; handover of documentation, training guides and 1:1 handover sessions with the Engage Squared project team if we built the solution.



For questions, please contact: info@engagesq.com +61 03 9111 0082