

# Managed 360 Support

**Working as an extension of your business; our 360 Managed Support packages provide extended technical capability for companies that do not have these skills internally.**

Engage Squared provide Managed Services to more than 30 businesses and Government agencies globally within the Microsoft stack. These range from custom built apps to SharePoint Intranets to Power apps and automation.

Customers engage us to gain access to the specialist resources required to deliver a stable service. Understanding changes to the Microsoft platform and proactively managing maintenance activities are important.

Every business is different however, we want to engage with you regularly to understand the key drivers and dates for your business.

## Who would benefit from Prepaid Change Support?

- Businesses that require specialised skillsets for certain tasks, which does not make sense to hire.
- Businesses that have gone through a new implementation, migration or major works and require additional support for an extended period
- Businesses that have no internal capability and would like to outsource support to an external vendor

### Tier 3

**16 hours of support per month**

- Incident, Problem, Change and Service Management
- Service requests
- Monthly service delivery meeting\*
- Monthly consumption report\*

**\$60,000 ex GST per annum**

### Tier 2

**24 hours of support per month**

- Incident, Problem, Change and Service Management
- Service Requests
- Monthly service delivery meeting\*
- Hosted development environment
- Monthly consumption report \*

**\$83,200 ex GST per annum**

### Tier 1

**40 hours of support per month**

- Incident, Problem, Change and Service Management
- Service Requests
- Monthly service delivery meeting\*
- Hosted development environment
- Detailed monthly report\*

**\$126,000 ex GST per annum**

## Project pathway

### Timeframe

Minimum 12 months

### Investment

Starting from \$60,000 ex GST per annum

### Suitable for

Businesses that have no internal capability and would like to outsource support to an external vendor

Microsoft  
Partner



2022 Partner of the Year Winner  
Employee Experience Award

2021 Partner of the Year Winner  
Australia



## About Engage Squared

Engage Squared is an Australian-based Microsoft Solutions Partner. We're Modern Work Specialists that have been named as the 2021 Partner of the Year for Australia and won the global Employee Experience award in 2022. We specialise in creating **<people> friendly technology**.

We've implemented hundreds of intranets and integrated digital solutions, which means we have both the experience and the knowledge to design innovative solutions with real business value. We are passionate about the digital workplace and how that directly relates to employee experience. We start by understanding your business, your pain points, your goals, and your vision. We translate these pieces into strategies and solutions with your employees and organisational goal at top of mind.

### Contact us

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Viva Engage  
Adoption  
Specialist



Microsoft Teams  
Collaboration  
Specialist

