# HSO Global Managed Services

## Our value proposition

### Accelerated Innovation

Deliver business outcomes faster with a proactive, agile approach to service and solution delivery.

### Enhanced Reliability

Minimize downtime and risk with proven processes, 24/7 monitoring, and continuous optimization.

### Specialized Expertise

Gain access to deep technical skills and industry knowledge you won't find in generic managed services providers.

### Cost Predictability

Benefit from a scalable support model with clear, consistent pricing—no surprises.

### 100% Microsoft Focus

Microsoft is not a sideline—it's our core business. From Dynamics 365 to Azure and the Power Platform, it's all we do.

**HSO** | the results company

# Accelerate AI-Driven Operations with HSO's End-to-End Managed Services

## AI & Business Applications Complete Care

### Leading Services for AI & Business Apps + Power Platform

1. Implement cost-saving strategies from day one.
2. Reduce license waste with smart usage insights (e.g., unused D365 users, overprovisioned Power Apps). Monitor your business end-to-end with AI-powered dashboards.
3. Deploy & optimize AI Agents & automation inside D365. Improve D365 application performance for faster, smoother operations.
4. Cut D365 storage costs with proactive management.
5. Improve quality & speed with automated end-to-end testing.

### Foundational Services Included

1. Advisory support to guide your business and technology decisions.
2. Ongoing environment monitoring & incident resolution for D365 & Power Apps.
3. Dynamics 365 lifecycle support, including updates, version management, & integrations.
4. HSO solution support for your full application stack.
5. Performance tuning & optimization for your D365 environment.
6. Release & deployment services to keep your apps running smoothly.
7. Continuous application performance monitoring.
8. Access to Microsoft Premier Support.

## Cloud & AI Platform Complete Care
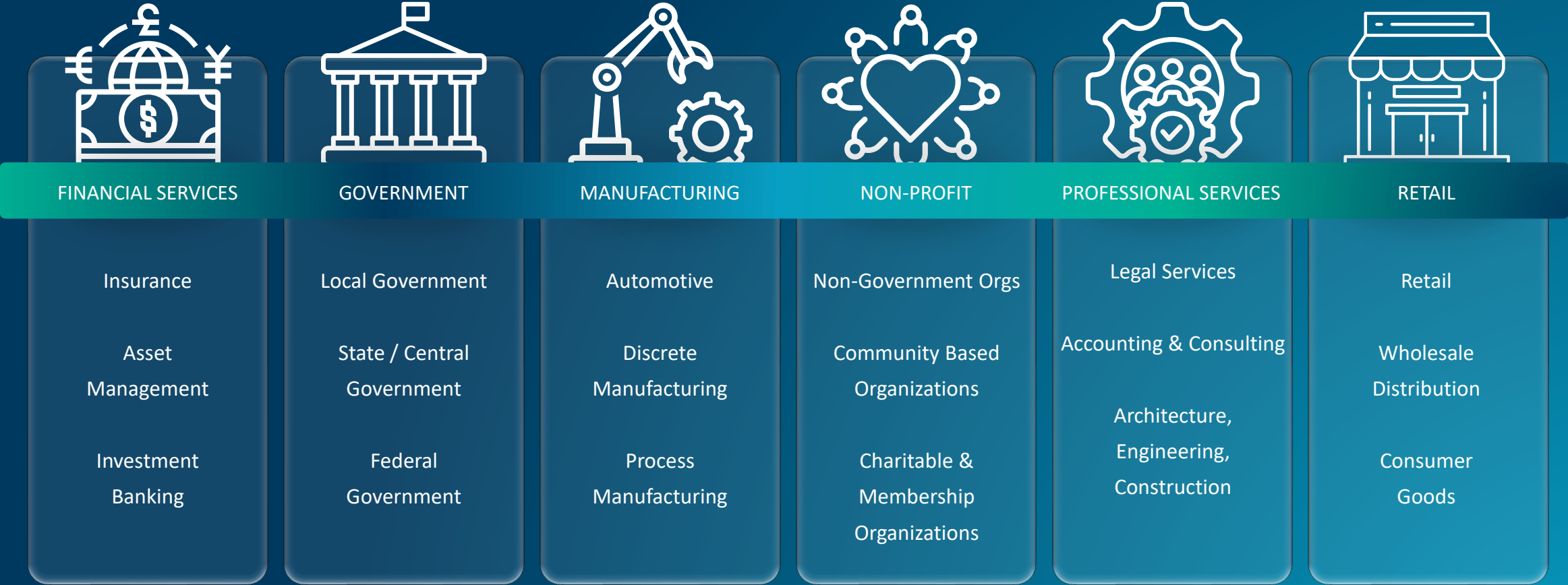
### Leading Services for Cloud & AI

1. Proactive management for Azure AI & LLM environments (LLMOps).
2. AI-driven monitoring to detect drift, anomalies, & performance issues early.
3. Continuous retraining & optimization of your AI models.
4. Full lifecycle management & tuning of AI Agents.
5. Reduce Azure costs with data-driven optimization & anomaly detection.
6. Get real-time visibility into cloud spending with automated recommendations.

### Foundational Services Included

1. Strategic advisory to guide your cloud and data platform roadmap.
2. End-to-end monitoring, incident management, and performance tuning for Azure Data & Integration platforms.
3. Environment monitoring & problem resolution for Azure infrastructure.
4. Release & deployment support for your cloud workloads.
5. Access to Microsoft Premier Support.

**AI-Powered Services**

**Core Markets: Retail, Distribution, Manufacturing, Professional Services, Finance & Public**

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# Industry Coverage

| FINANCIAL SERVICES | GOVERNMENT | MANUFACTURING | NON-PROFIT | PROFESSIONAL SERVICES | RETAIL |
|---|---|---|---|---|---|
| Insurance | Local Government | Automotive | Non-Government Orgs | Legal Services | Retail |
| Asset Management | State / Central Government | Discrete Manufacturing | Community Based Organizations | Accounting & Consulting | Wholesale Distribution |
| Investment Banking | Federal Government | Process Manufacturing | Charitable & Membership Organizations | Architecture, Engineering, Construction | Consumer Goods |

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# HSO Global Managed Services



## 450 Experts in Global Managed Support

- 30+ Languages
- 25+ Nationalities
- 40+ Countries

- 48+ Localization Partners
- Global Business Operations 1st Line
- Global Business Operation US & EMEA 2nd Line
- Local Customer teams

# About HSO

***Accelerating end-to-end business transformation*** through Microsoft AI Innovation, Cloud, Data, and Business Applications.

For 30+ years, we've helped global organizations transform through the full power of Microsoft technology. With decades of industry expertise, award-winning delivery, & all six Microsoft AI Cloud Solution Designations, we bring deep knowledge in Dynamics 365, Fabric, and Copilot to turn data into action and AI into impact. From scaling innovation to simplifying complexity, our global team delivers the tools, talent, & technology to accelerate decision-making, automate operations, & achieve measurable outcomes.

Founded in 1987 and recognised as a trusted advisor, HSO is one of the worlds top business solution and implementation partners, large enough to serve, small enough to care.

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# Certified in all 6 Microsoft Solution Designation Areas

A business transformation partner with deep industry expertise and global reach leveraging the entire Microsoft stack to transform how people work.

**Microsoft Solutions Partner**
Microsoft Cloud

**Microsoft Partner**
Azure Expert MSP
Microsoft

Fabric Featured Partn
Microsoft

**Microsoft Solutions Partner**
Business Applications

Specialist
Low Code Application
    Development
Service
Sales
Intelligent Automation

Specialist
Copilot

**Microsoft Solutions Partner**
Digital & App Innovation
Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application
    Development
Intelligent Automation
Build AI Apps on Microsoft
    Azure

**Microsoft Solutions Partner**
Data & AI
Azure

Specialist
Analytics
AI Platform on Microsoft Azure
Build AI Apps on Microsoft
    Azure

**Microsoft Solutions Partner**
Modern Work

Specialist
Adoption and Change
    Management

**Microsoft Solutions Partner**
Security

Specialist
Cloud Security

**Microsoft Solutions Partner**
Infrastructure
Azure

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