



# Insight Managed Office 365

Increase returns on your Microsoft investments



## Business challenge

Digital transformation requires new skill sets and resources in addition to the support needed to maintain existing technologies that keep your business running. It's no accident that the rapid rise of digital transformation initiatives has coincided with the rise of managed services to sustain IT operations.

Microsoft® Office 365® comes with the promise of innovation in the form of functionality, productivity gains and more, but that innovation does not exist in a vacuum. The impact to IT can be costly if innovation is ignored or addressed inefficiently. Operationalizing and properly managing the platform based on your business and employees is crucial in avoiding unfavorable outcomes. Specifically:

- If your business doesn't understand the value of Office 365, **perceptions of the IT organization (and their support for new technologies) can suffer.**
- If your employees don't understand how to use new technology, **their experience with IT suffers.**
- If adoption of Office 365 is not realized, **Return on Investment (ROI) suffers.**
- If attention is not paid to the day-to-day operations and changes within Office 365, **efficiency, innovation, user experience, governance and security can suffer.**

## Our solution

Paying attention to all of the many details that fulfill the promises of Office 365 can be tough for an IT organization who must both maintain daily operations and continually deliver modern processes and tools to their business. Getting the most out of your investment in Office 365 requires a different approach.

Insight Managed Office 365 is an admin-to-admin offering that helps your business optimize its Microsoft Office 365 licenses by providing a full-service, modernized process, complete with comprehensive reporting and data-driven analytics, skilled administrative and operations support, and an approach to adoption that fosters a culture of continuous learning that allows you to innovate, optimize costs, keep up with continual change, and build returns on your Microsoft investment.

Our offering provides support for all Microsoft 365™/Office 365 license types (Business, E1, E3, E5) for all cloud-based Microsoft 365/Office 365 applications, including:



**Operational services** that ease management and service optimization



**Advisory services** that provide guidance and expertise into Office 365



**Reporting services** that provide key insights and help optimize costs



**Adoption services** and access to Software as a Service (SaaS) adoption tools that encourage your users to continuously learn

## Benefits

- Refocus your IT teams on innovation
- Realize ROI for Microsoft® license investments
- Manage ongoing change and optimize costs
- Receive regular, actionable analysis and guidance
- Drive adoption of advanced Office 365® workloads

## Our partners



## Related services

- Managed Adoption for Office 365
- Managed Desktop Services
- Productivity Application Services
- Workplace Services
- Office 365 Migration Services



## Service tier options

Base level services give your admins access to comprehensive management tools and the ability to expedite escalations, and pay-as-you-go additional advisory and administrative support. Enhanced level services build on our base level services by providing you a dedicated advisory partner to establish ongoing awareness of your environment and guidance on achieving your goals at a predictable cost.

	Base	Enhanced
<b>Operations</b>	●	●
Tenant incident resolution	●	●
Expedited escalation to Microsoft	●	●
Administrative task management	T&M	●
Access to engineers for small projects	T&M	Allocated hours
Service delivery manager	●	●
<b>Reporting</b>	●	●
Comprehensive reporting	●	●
Full visibility into cloud environment	●	●
Reporting analysis and trending		●
<b>Advisory</b>	●	●
Advisory Architect	Pool	Assigned
Discovery and service onboarding	●	●
Office 365® strategy and progress tracking		●
Design reviews and configuration guidance	T&M	●
Scheduled reviews	Annual	Quarterly
Quarterly assessment of Office 365 updates & features	●	●
Access to discounted Office 365 professional services	●	●
<b>Adoption</b>	●	●
Access to our SaaS adoption and training solution	●	●
Annual adoption assessments	●	●

## A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

								
Global scale & coverage	Operational excellence & systems	Software DNA	Services solutions	Data center transformation	Next-generation tech skills	App dev & IoT expertise	Digital platform	Partner alignment

## About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.