

Managed Services

Our Managed Services offerings for Microsoft Teams are designed to help you achieve maximum business value from your existing Teams investment. We provide day-to-day support for your entire environment, with our service desk becoming the primary point of contact for any support or administration related issues.

Get Fast Access to Microsoft Expertise and 24x7x365 Support

MANAGED SERVICE FEATURES

24x7x365 Microsoft Teams Support

We support email or online ticketing with phone support available 24x7

Incident Management & Troubleshooting

Response to questions, or issues reported as well as alerts generated by monitoring tools

Adoption & Change Management

Monthly communications with new feature updates, tips, and tricks

Administration & Service Requests

We provide support for all service and administration related requests and tasks

Reporting & Analytics

Basic usage reports plus quality of experience analytics

Microsoft Case Management

Major Incident Management (MIM) with Microsoft

Quarterly Business Reviews

A quarterly review of your existing services, performance, reporting and more

Solution Architect (TAM)

Technical account manager assigned to your organization

Device Management

Firmware updates for the customer's analog and Microsoft Teams certified devices; Replacement of devices if purchased in HWaaS model

Carrier Service Management

We manage all SIP services and contracts

CHOOSE YOUR PACKAGE	Basic	Bronze	Silver	Gold
24x7 Service Desk	X	X	X	X
Incident & Problem Management for MSFT Teams		X	X	X
Basic Usage Reporting			X	X
Employee Move / Add / Change			X	X
Solution Architect (TAM)				X
Advanced Reporting Package				X
Adoption & Change Management				X

ADD USER-BASED OR SESSION-BASED BUNDLES

User-Based PSTN Bundles US & CANADA
200 Minutes Per User
400 Minutes Per User
2000 Minutes Per User

Session-Based Bundles US & CANADA
250 Minutes Per Session
600 Minutes Per Session
1000 Minutes Per Session



A COMPLETE SOLUTION FOR VOICE AND MANAGED SERVICES

We act as your carrier, SBC backbone, and managed service provider, so you can get the most out of your Microsoft Teams solution. With cost-effective inbound and outbound calling, 24/7 support, and added voice functionality, we're your all-in-one provider for everything Microsoft Teams.

ADD-ON SERVICES

- Domestic & International DIDs
- Domestic & International Toll-Free Numbers
- Zone-Based & Nomadic E911
- SMS Enabled DIDs & SMS Archive
- Managed Meeting Room Kits
- Call Recording Packages