

A person is seen from the side, wearing a flight helmet and looking out of a cockpit window. The view outside shows a vast landscape with mountains and a body of water under a bright, low sun, creating a strong lens flare and a warm, golden glow. The sky transitions from a deep blue to a lighter orange near the horizon.

Making
big ideas

real

OUR CAPABILITIES

Gold
Microsoft
Partner



soco.

WHO WE ARE

We focus on

people first
and technology second

SOCO has become one of Australia's most highly regarded information management consultancies by doing something revolutionary – putting people at the very centre of what we do.

Our goal is to become your trusted partner, your humble expert and champion, working with you in the background to make magic happen. Together we deliver transformative business outcomes with the intelligent and human-centred use of information technology.

✓ Small. Packets. Of. Work.

Our agile approach removes risk and complexity from projects, and allows us to collaborate together on what matters most - delivering valuable solutions that meet genuine need.

✓ Helping you be the hero.

Our mission is to elevate our clients, partners, and staff to become the heroes of their stories. The path to success is not always easy, but we are standing with you every step of the way.

✓ Discover. Design. Deliver. Drive.

Our unique methodology (developed over thousands of projects) allows us to consistently deliver challenging technology projects on time, and on budget - and to drive system adoption and business value through customised training, governance and support.

✓ Microsoft Gold Partner.

SOCO are a trusted Microsoft Gold Partner in 7 core competency areas, and are an accredited Cloud Solution Provider offering licensing solutions and support for M365, Dynamics and Azure.

✓ All Australian. Always.

SOCO is born and bred in Australia, and is Australian owned and managed. Our team are all based in Australia, and many have security clearance to work with federal government agencies.

✓ Our great people. Your extended team.

We are very careful who we hire, and very protective of our values and culture - they are absolutely core to our success. Our team stands shoulder to shoulder with your team - genuine people, delivering genuine results.



WHO WE SERVE

We have developed deep
industry expertise
across many sectors and disciplines

SOCO clients span many industries, but all have something in common – a desire to get more value from their investments in Microsoft information systems. For reality to live up to the promise.

Over thousands of successfully delivered projects SOCO has built up strong industry expertise - we understand the similarities between sectors, but also the important differences.

✓ **Government clients**

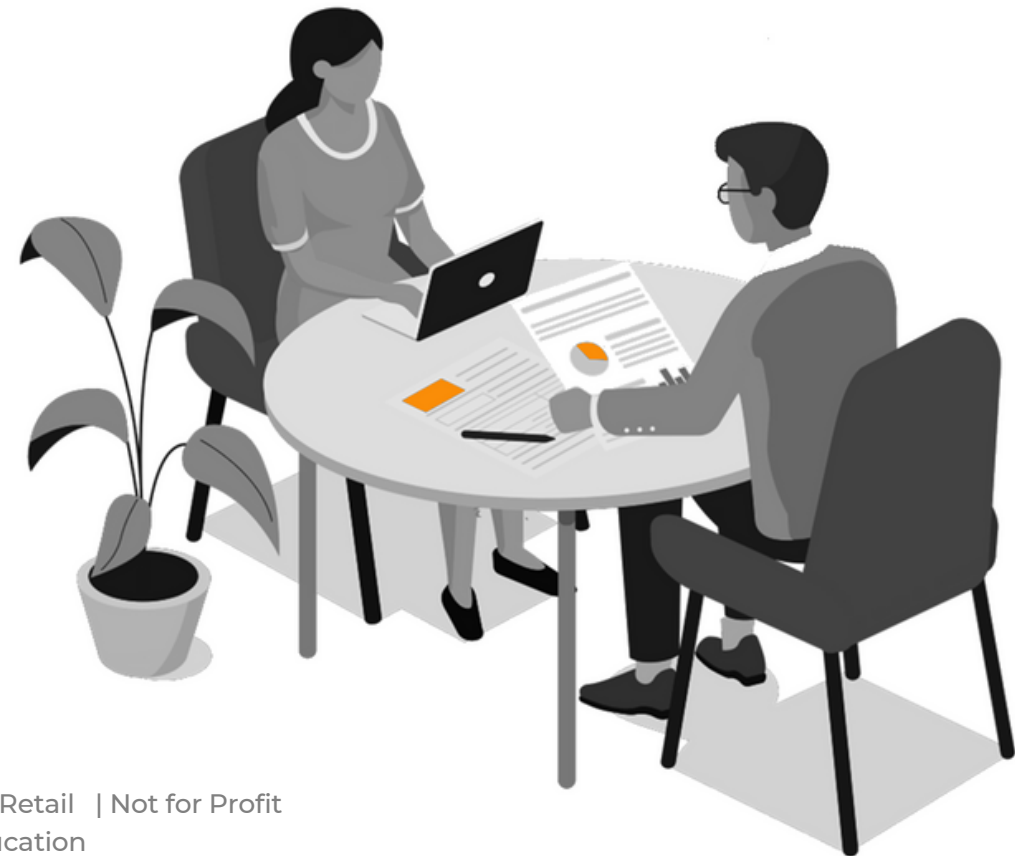
Value our ability to drive forward complex projects with multiple stakeholders, and to launch systems on time and on budget.

✓ **Corporate clients**

Rely on us to improve business efficiency, identify actionable insights and data, and to connect people and processes.

✓ **Not for profits**

Love our focus on people over technology, and how we can deliver impactful solutions efficiently and with agility.



Commonwealth government | State and local government | **Healthcare** | Retail | Not for Profit
Mining and Resources | Finance and Banking | Professional Services | Education
Corporate | Aerospace and Defence | Construction and Engineering

WHAT WE DO

We deliver powerful

business solutions



MODERN WORKPLACE

Office 365 collaboration and communication

Improve productivity and employee satisfaction whilst maintaining security and data integrity.

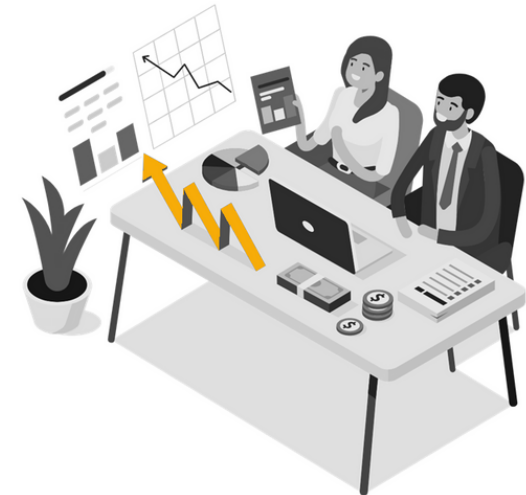
SOCO's modern workplace solutions provide seamless collaboration and communication across locations, languages and platforms.

BUSINESS APPLICATIONS

Dynamics 365 and Power Platform business solutions

Integrated, purpose built apps to manage every business function.

From sales and marketing, through customer service, to business optimisation and process automation, SOCO delivers proven solutions to Australian corporations and government agencies.



OPERATIONS AND FINANCE

Business Central and Project Operations

Accelerate towards business goals with SOCO's advanced Project Operations solutions, and ERP solutions built on Business Central.

Providing operational flexibility, optimised performance, and actionable insights, locally and across legal jurisdictions.

WHAT WE DO

Our industry credentials

**Microsoft
Partner**

Gold Collaboration and Content
Gold Small and Midmarket Cloud Solutions
Gold Application Development
Gold Cloud Productivity
Gold Cloud Platform

**Microsoft
Partner**

Gold Datacenter
Gold Messaging
Silver Application Integration
Silver Project and Portfolio Management
Silver Data Analytics

 **nintex**
Premier Partner

 **AvePoint**
Authorised AvePoint Partner

so:control
Exclusive Partner

INDUSTRY PANELS AND PARTNERSHIPS

Whole of Government Panel	ICT Service Panel ICTSS.13.03 (QLD)
Department of Education	Standing Offer Arrangement QED92349 (QLD)
Other Procurement Channels	Tasmanian Technology Services List (TSL) Digital Marketplace Local Buy (QLD) Tenders Victoria Tenders ACT Tender Panel ICN Gateway QTenders AusTender



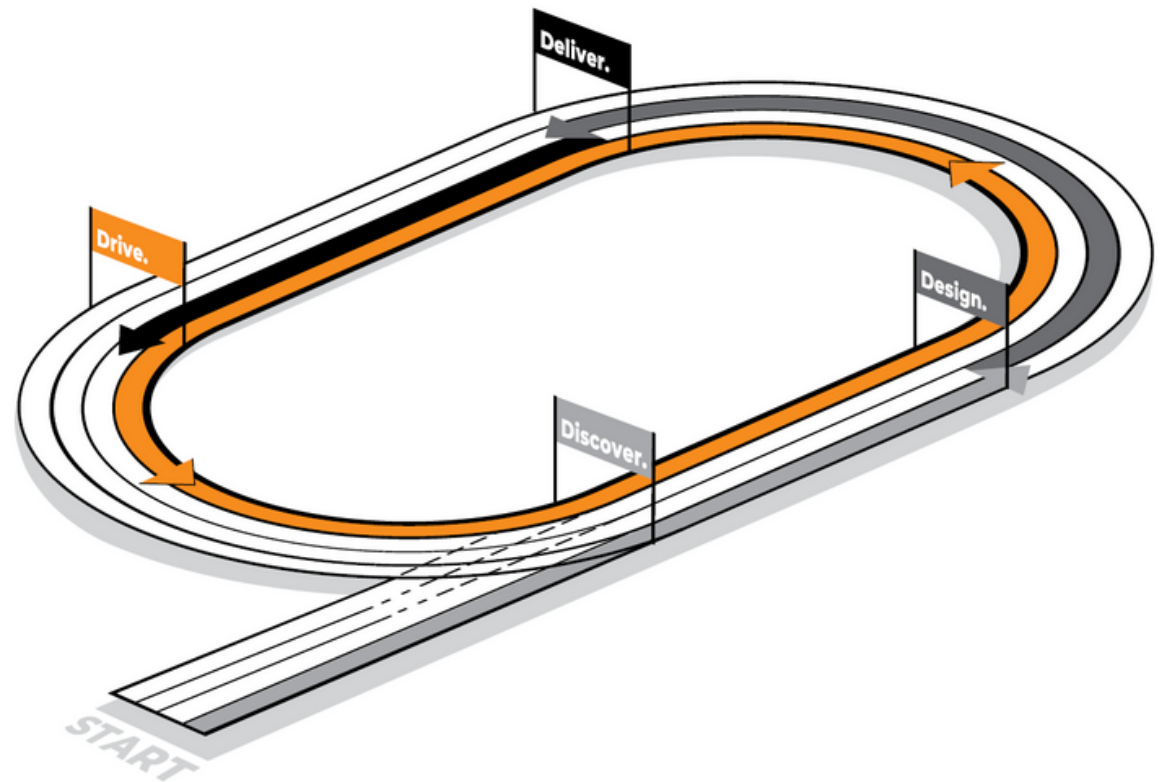
Australian Government Security Vetting Agency
Security Clearance

HOW WE WORK

Introducing the SOCO way

Our 4D methodology makes the magic happen – and has been trusted by Australian government agencies and businesses since 2013.

Every phase in the process is there for a reason, and designed to get us working together effectively through structured, manageable steps. By reducing risk and increasing visibility - trust and confidence in our partnership is developed over time.



1 Discover.

A shared understanding of success

- Current state analysis
- Stakeholder engagement
- Interviews and surveys
- User and customer experience research
- Industry best practice alignment
- Review and analysis of requirements
- Business requirements statements
- Scope and benefits documentation

2 Design.

The vision of the future

- High level architecture
- Solution design
- User stories
- Future process maps
- Project planning
- Prioritised backlog
- Project roadmap
- Timelines and costings

3 Deliver.

Making big ideas real

- Solution build
- Project management
- End-user acceptance testing
- Data migration
- Training and documentation
- Cutover and go live
- Change management
- Communications

4 Drive.

Ensuring ongoing value

- Governance protocols
- Post go live support
- Hypercare and maintenance
- User and customer adoption
- Transition support
- Scheduled updates
- Continuous improvement
- Strategic roadmap development

HOW WE WORK

Small. Packets. Of. Work.

delivering results

Discover.

A shared understanding of success

SOCO's team of experienced Business Analysts and User Experience Consultants work closely with you to understand the current state, business processes and requirements.

These are then translated into a statement of requirements that form the foundation for all activities, providing a framework for user acceptance testing and traceability to future deliverables.

Deliver.

Creating meaningful solutions

Expert at delivering on-time and to budget, the SOCO team will break down the solution into a backlog of prioritised development tasks.

Tasks are then assigned to delivery phases, and sprints, with regular showcases to ensure outputs align with client expectation.

Design.

The vision of the future

Once requirements are agreed, our Solution Architects design a solution specifically for your project. A solution architecture is drafted, outlining the desired end state and a roadmap for successful delivery.

This aspect is critical for project success and typically includes functional architecture, process flows, logical architecture, data architecture and visual designs.

Drive.

Ensuring ongoing value is delivered

SOCO's Drive phase ensures the success of the solutions we deliver, by accelerating adoption, supporting solutions and facilitating effective change management.

We support and transfer knowledge to the 'business as usual team charged with maintaining the solution on an ongoing basis.



An agile mindset

SOCO follow an agile methodology for project delivery. By including key stakeholders and development teams in sprint planning, daily stand-ups and showcases, we provide our clients with greater ability to review and control the outcomes of each project.

A woman with long blonde hair, wearing glasses and a red sweater, is smiling and leaning against a white brick wall. In the background, a modern office environment is visible with other people working at desks.

Incredible technology.
Crafted by
humans

soco.

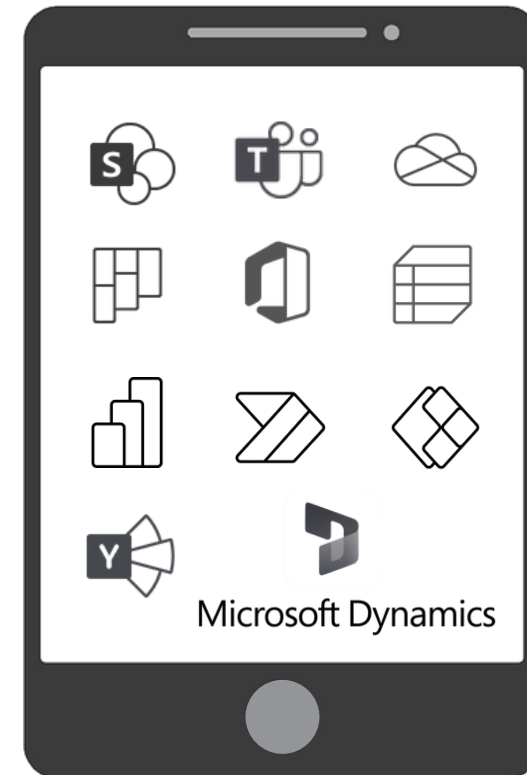
OUR SERVICES

Our team have extensive
technical expertise
in Microsoft applications and platforms

SOCO has deep experience across a broad range of business applications and modern workplace solutions.

Whether it be Dynamics 365 business applications, Power Platform, Office 365, SharePoint, .NET or Azure, we've got it covered.

- Power Platform
- Power Apps
- Power BI
- Power Automate
- Azure
- Office 365
- SharePoint on-premises
- SharePoint Online
- Microsoft Teams
- Microsoft Viva
- Microsoft Lists
- Dynamics 365 Customer Engagement
- Dynamics 365 Business Central
- Dynamics 365 Sales
- Dynamics 365 Marketing
- Dynamics 365 Customer Insights
- Dynamics 365 Customer Voice
- Dynamics 365 Customer Service
- Dynamics 365 Field Service
- Dynamics 365 Project Operations



OUR SERVICES

Microsoft Dynamics

Business Central

for small to medium business

Complete business management made easy in the cloud

Your business is growing, but your current accounting or Enterprise Resource Planning (ERP) systems are beginning to strain under the load. You need all the elements of your business to work together in harmony, acting as an accelerator towards your business goals.

Business Central (part of Microsoft's Dynamics 365 platform) is an ERP system targeted towards small and medium sized organisations. Business Central is designed to provide your organisation with operational flexibility, optimised performance, and actionable insights.

Done right, an ERP system built on Business Central can be the engine room of your organisation.

Coupled with other tools in the Microsoft 365 suite including Dynamics 365 Customer Relationship Management and Field Services, Business Central can help connect you with your customers and stakeholders, and respond with confidence and agility to the challenges of today's uncertain world.

- ✓ Financial management
- ✓ Sales and receivables management
- ✓ Relationship Management
- ✓ Inventory Management
- ✓ Supply planning
- ✓ Project & resource management
- ✓ Warehouse management
- ✓ Service management



OUR SERVICES

We specialise in

Microsoft licensing

solutions for the cloud and on-premises

As a Microsoft Gold Partner and Cloud Solution Provider (CSP), SOCO has a team of experienced licensing specialists dedicated to tailoring flexible and scalable licensing solutions.

SOME OF THE LICENSING WE OFFER

- Microsoft 365 Apps for business
- Microsoft 365 Apps for enterprise
- Microsoft 365 Business Standard
- Microsoft 365 Business Premium
- Microsoft 365 A3
- Microsoft 365 A5
- Microsoft 365 E3
- Microsoft 365 E5
- Office 365 A1 Plus
- Office 365 A3
- Office 365 A5
- Office 365 A3
- Office 365 A5
- Office 365 E3
- Office 365 E5
- Azure
- Dynamics 365
- Power Platform
- Server Operating Systems
- Software Assurance
- Nintex
- so:control
- AvePoint
- Sharegate

➔ **ORGANISE A LICENSING HEALTH CHECK WITH OUR LICENSING TEAM TO OPTIMISE YOUR LICENSING MODEL.**



OUR SERVICES

Modern workplace solutions using Microsoft 365

Content, collaboration, and communication

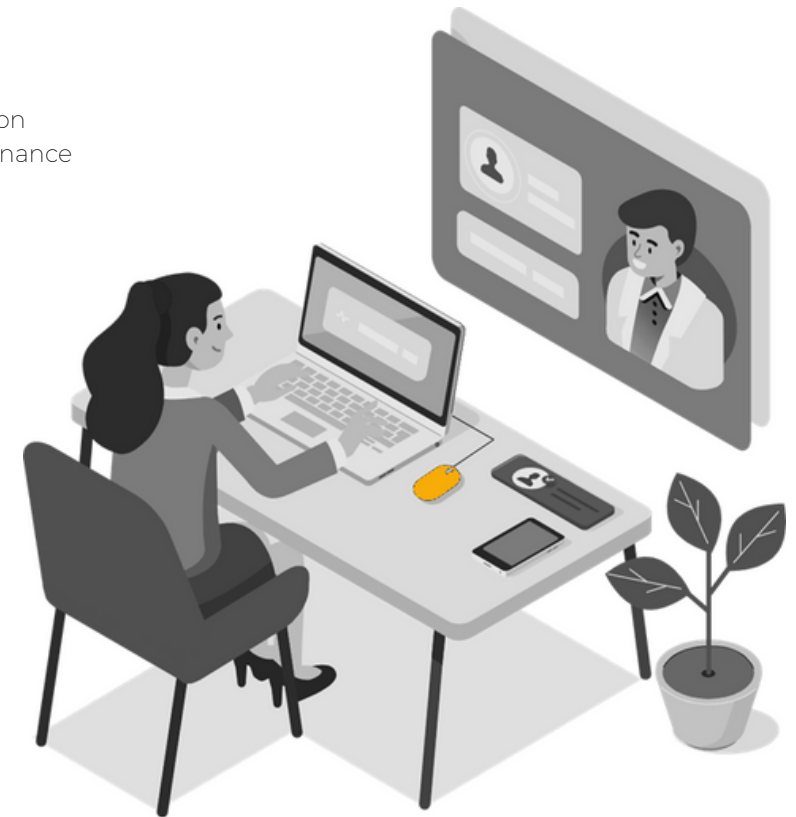
Work from anywhere has arrived, and Microsoft has the tools to unleash the potential.

SOCO's Modern Workplace practice helps organisations to make the most of the toolkit available on the Microsoft 365 platform.

- ✓ Document management and corporate communications with SharePoint Online
- ✓ Team collaboration and communication with Microsoft Teams
- ✓ Productivity with Office 365 tools such as Excel, Word and PowerPoint
- ✓ Integration and business process automation using PowerAutomate and PowerApps

Typical engagements include:

- SharePoint Intranet creation and migration
- Microsoft Teams configuration and governance
- Power Apps forms and workflow
- Document and content migration
- Document Management Systems and records management
- Document collaboration
- Information architecture and search
- Information management
- Cloud strategy



OUR SERVICES

Business applications using Dynamics 365 and the Power Platform

Adapt and innovate with a hyperconnected business leveraging Microsoft Dynamics 365.

SOCO's Business Applications practice gives organisations the insights and freedom to thrive by connecting data, processes and teams with intelligent business applications.

Whether you are looking to build stronger relationships with customers, improve productivity and performance, or automate business processes, SOCO can help you improve business results using Dynamics 365 and the Power Platform.

Supporting the way you want to work, with business applications to meet your specific requirements.

Choose modules that meet your specific needs, create connected views and scale up success, in line with business ambition. Dynamics 365 integrates seamlessly with the Microsoft suite, including Microsoft Teams, Outlook, SharePoint and Office 365.



- ✓ D365 Customer Experience
- ✓ D365 Sales
- ✓ D365 Marketing
- ✓ D365 Customer Service

- ✓ D365 Field Service
- ✓ D365 Customer Insights
- ✓ D365 Customer Voice
- ✓ D365 Integration

- ✓ Power Platform
- ✓ Power Apps
- ✓ Power Automate
- ✓ Power BI

OUR SERVICES

Dynamics 365 for Marketing

Marketing. Automated.

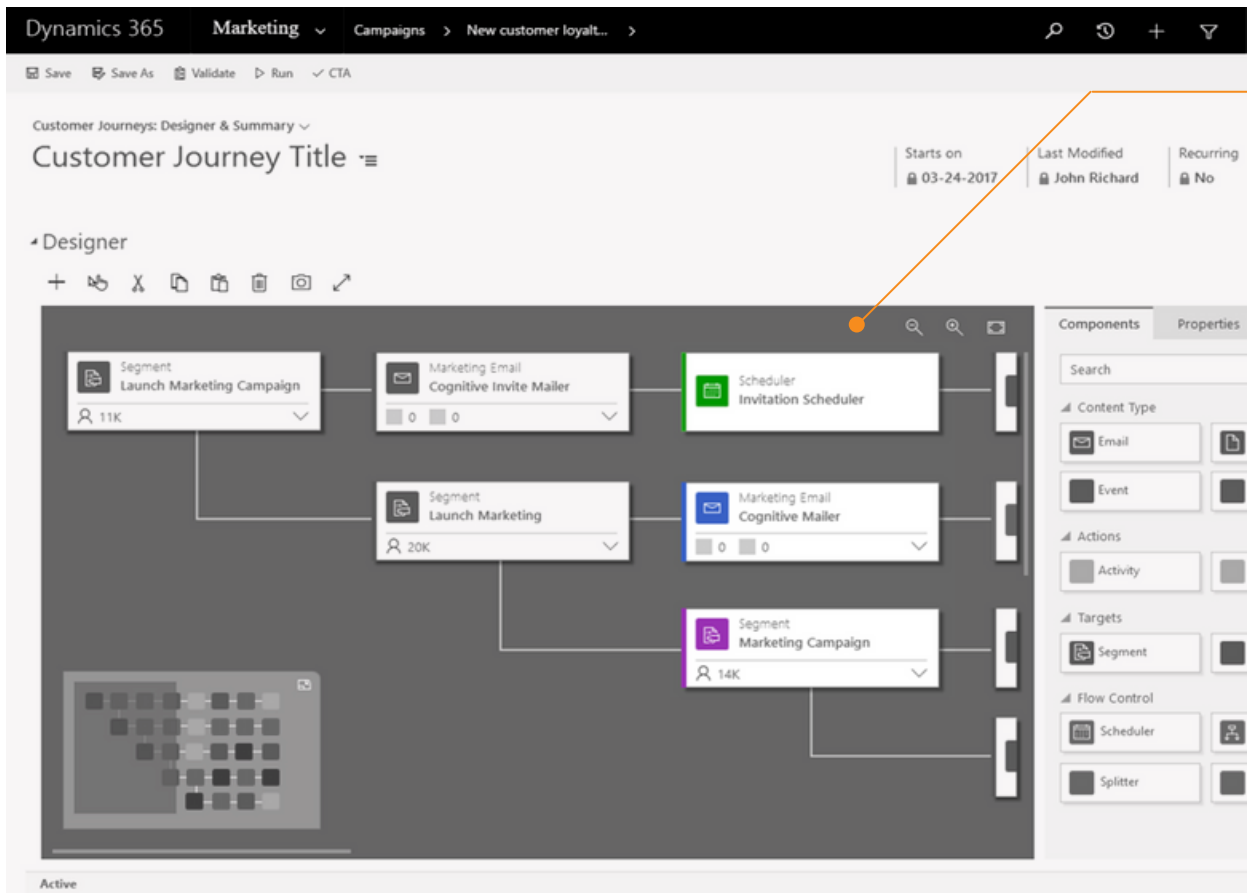
SOCO D365 Marketing provides marketing automation for companies looking to increase demand with personalised buyer journeys across multiple channels.

Multi-channel campaigns	Lead nurturing	Event management	Insights and reporting	Multi-channel campaigns	AI capabilities
Email marketing with A/B testing and Send Now	Customer journey orchestration	Webinars with Microsoft Teams or ON24	Customer Interactions Insights	Integration with content management systems	Automated scheduling
Landing pages, forms and website personalisation	Dynamics 365 Customer Insights integration	Easy to use and manage events portal	360-degree view of customers	Sales integration and collaboration	Spam score
Reusable content blocks and videos	Hand-off sales-ready leads	Sessions, speaker, and venue management	Surveys with Microsoft Customer Voice	Approvals with Microsoft Power Automate	Natural language for targeted segments
Social posting	Multiple lead scoring	Registration and attendance tracking	Social media posts analytics	Extensibility for campaigns and segments	
Marketing support for Business units	Account-based marketing	Easy data collection and expanded entity options	Advanced custom analytics with Power BI	Easier set up	
Marketing calendar					

OUR SERVICES

Dynamics 365 Marketing

customer journey



Orchestrate customer journeys

Nurture more sales-ready leads using multi-channel campaigns. Connect to customers with the right message at the right time - in the right channel.

- ✓ **Align sales and marketing**
Access common customer data and connected automated processes with sales and marketing teams. Use embedded intelligence like dynamic segmentation to target the right audience and multiple lead scoring models to prioritise leads.
- ✓ **Grow with an adaptable platform**
D365 marketing is easy to tailor, extend, and connect to other apps and services you already use.
- ✓ **Make informed decisions**
Utilise interaction insights and relationship analytics. Track and increase sales and marketing performance using configurable dashboards.

OUR SERVICES

Business process optimisation and automation

with apps, forms and workflows

SOCO help business to streamline processes and improve efficiency.

We specialise in Power Platform development including Power Automate, Power Apps and Power BI solutions. We're also a Nintex Preferred Partner, ensuring all of your business automation needs are catered for. Below are some examples of recent projects:

✓ Onboarding process

Support the successful onboarding of resources and customers with this extension to your Sales CRM system, incorporating Power Apps.

✓ Compliance management

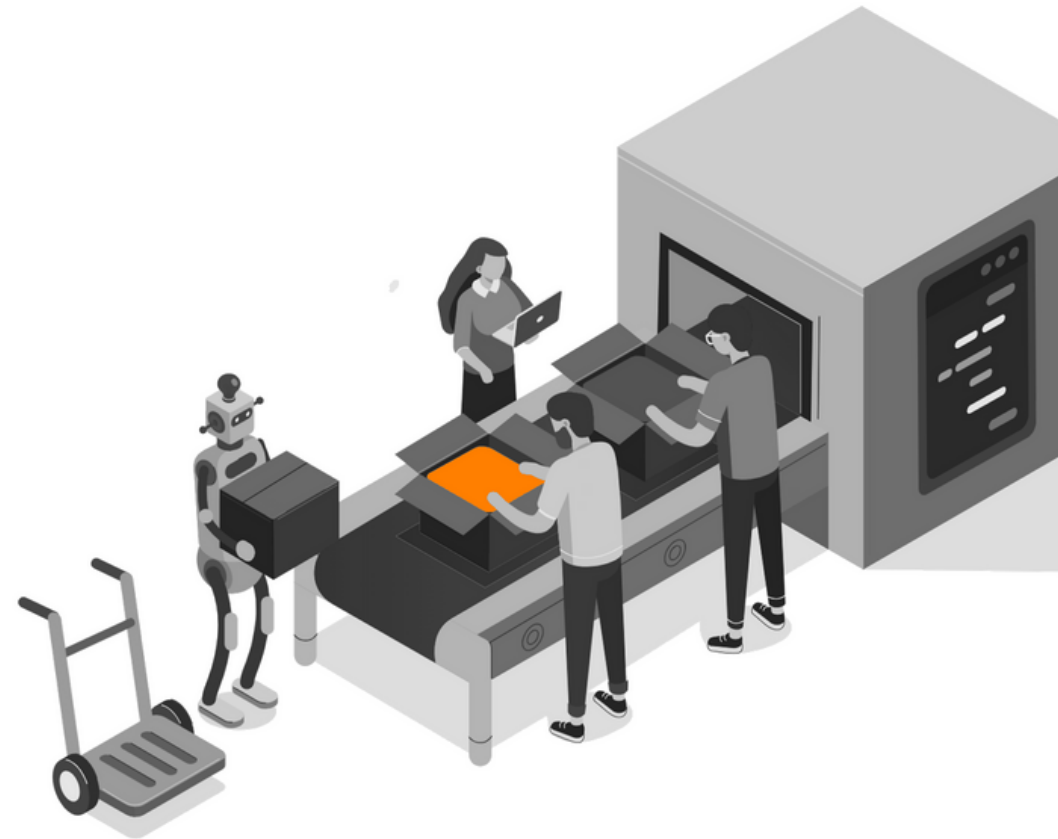
Manage compliance with regulations and standards for your industry with automated review cycles and corrective actions. Built and automated with Power Platform.

✓ Risk management

Enable staff to register and manage risks to your business on a secure cloud platform, with SOCO's Risk manager built on the Power Platform.

✓ Legislation transition tool

Support your staff and customers to transition to new legislative requirements safely and facilitate ongoing compliance.



✓ Issue investigation and resolution tracking

Manage industry specific issue investigation and compliance tracking with this secure D365 solution.

✓ Interactive call centre support tool

Support your frontline customer service staff with an interactive tool designed to ensure compliance with legislative changes, by leveraging SharePoint Online and Power Apps.

OUR SERVICES

Take back control of your information management with a strategic IM engagement

Despite information being at the core of the digital economy, only 4% of businesses extract full value from the information they hold.

This is because the people, processes and technology that underpin our information landscape are constantly changing, posing a challenge for even the most experienced Chief Information Officers.

Imagine if you could take control of your information, capitalise on this key asset and improve business efficiency? Whilst also reducing employee frustration and identifying practices that may place your organisation at risk. A clear information management (IM) strategy will help you achieve these tangible benefits.

But how do you start? This is where SOCO's IM Strategy engagement comes in.

We work with you to define a clear Information Management Strategy, aligning with business objectives and priorities, identifying risks, and creating a roadmap for success.

Our experienced team will help you validate current issues and communicate the future vision to your stakeholders in clear language, with compelling examples specific to your organisation. Our goal is to help you document a realistic picture of where you are today and understand how you can move to a future confident that information is working for you.

Afterwards, decision makers will be equipped with a clear, actionable IM roadmap, confident that the needs of the organisation have been understood and that best practice IM practice has been incorporated. Empowering you to maximise the value of your information assets moving forward.

TYPICAL ACTIVITIES FOR OUR IM STRATEGY ENGAGEMENT INCLUDE

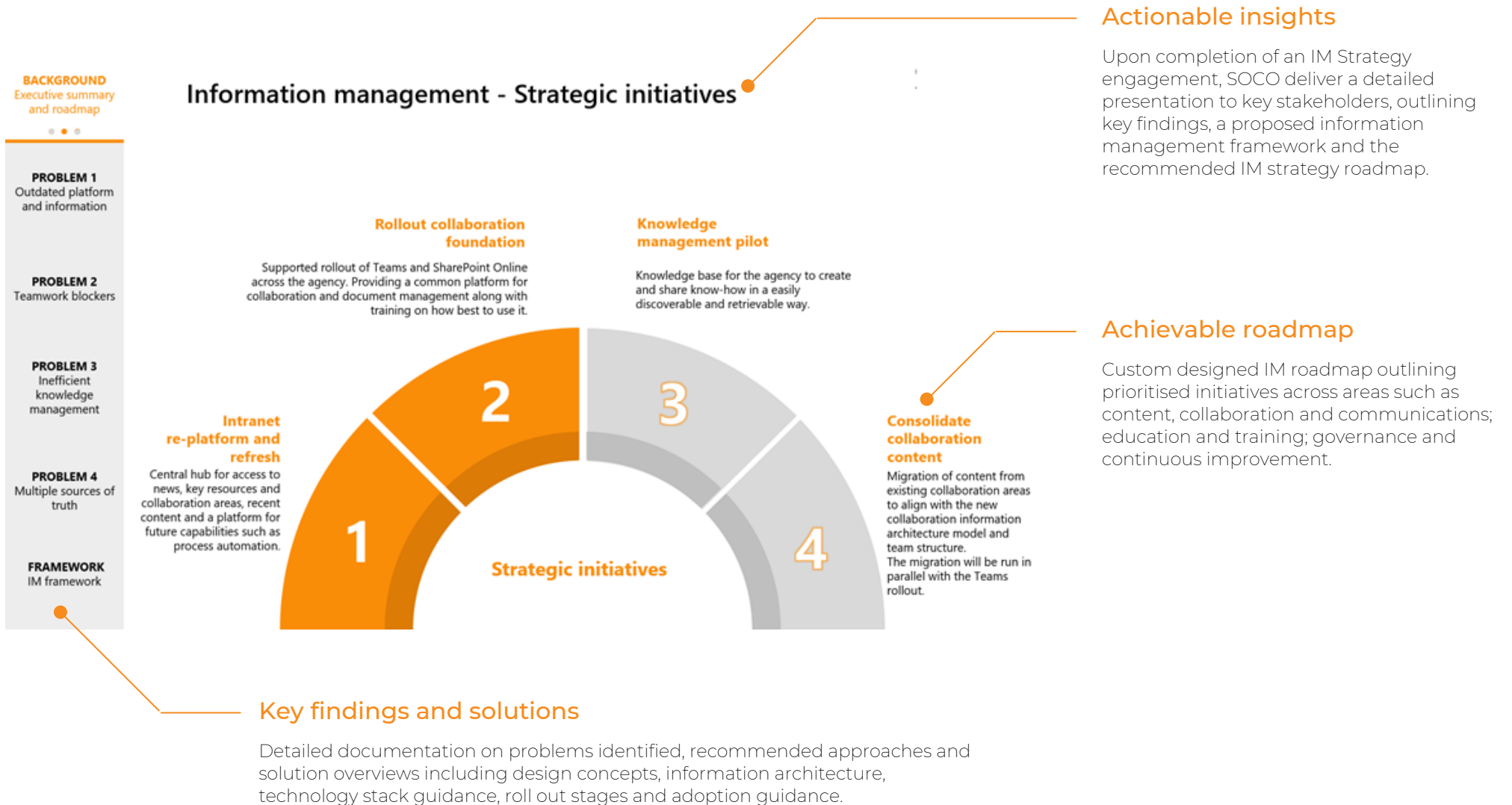
- Stakeholder engagement
- Workshops
- Interviews
- Surveys
- Current state analysis
- Review of business needs and strategy
- Solution ideation
- Alignment with legislation, governance, best practice and emerging trends
- Identification and prioritisation of initiatives
- Roadmap presentation

Finding information was ranked as the biggest challenge to productivity, followed by communication and support.

Top 3 Australian university
Excerpt from IM Strategy Discovery Report

OUR SERVICES

Information management strategy and roadmap example



A man with dark hair, a beard, and glasses, wearing a grey suit jacket over a light blue shirt, stands with his arms crossed and a warm smile. He is positioned in the center-right of the frame. The background is a blurred office environment with a bookshelf on the left and a potted plant on the right.

We work with you

shoulder
to shoulder

every step of the way

WHO WE SERVE

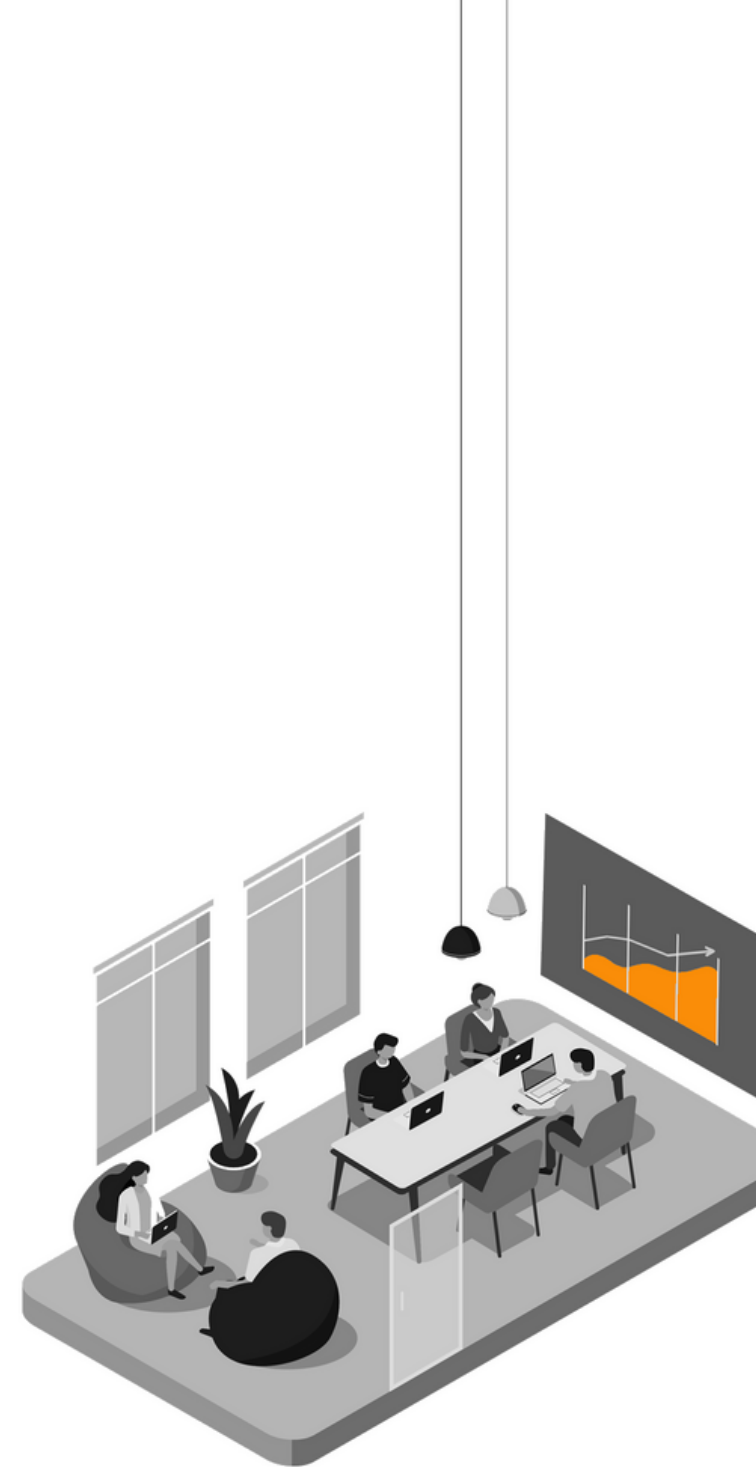
Driving results and delivering value

for government



WHO WE SERVE

Driving efficiency and accelerating growth
for business



SUCCESS STORIES

We love to hear from delighted clients

Our new Sales dashboards have proved particularly effective, highlighting pipelines, forecasts and actuals, ensuring the leadership team have real time information and can make informed decisions regarding delivery and expansion.

Mark Pearce
TAE Aerospace, Chief Information Officer

SOCO's appreciation and awareness of SharePoint and how to get the most out of it is superb! Their solutions are thoughtful, considered and appropriate for the users and the business. They are a delight to work with at all times.

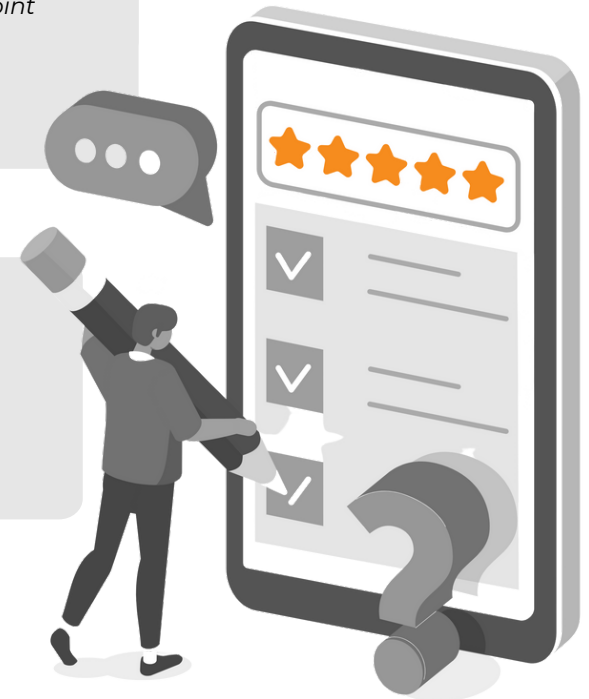
Gerard Ninnies
Clean Energy Regulator, Digital & Creative Senior Advisor

The success of this project could not have been achieved without SOCO, and the fact that users are already looking at expanding the DMS towards workflows and Excel collaboration, less than a month after go live is testament to this! Thanks to every one of you, and looking forward to working on together on the next stage of Austin's SharePoint journey.

Rochelle Oberholzer
Austin Engineering, Group Risk Manager

SOCO have changed the way we work with and support our SharePoint environment. They are an awesome addition to our arsenal of IT providers, they're great to deal with and extremely good at what they do. We wouldn't be without them!

Brian Carroll
MPC Kinetic, IT Manager



TAE Aerospace boost global growth through centralised Dynamics CRM

DYNAMICS 365

CRM

SALES

BUSINESS DEVELOPMENT

POWER BI

Having previously piloted Dynamics 365 with another technology partner, TAE Aerospace were at a key decision point and required advice from an industry expert.

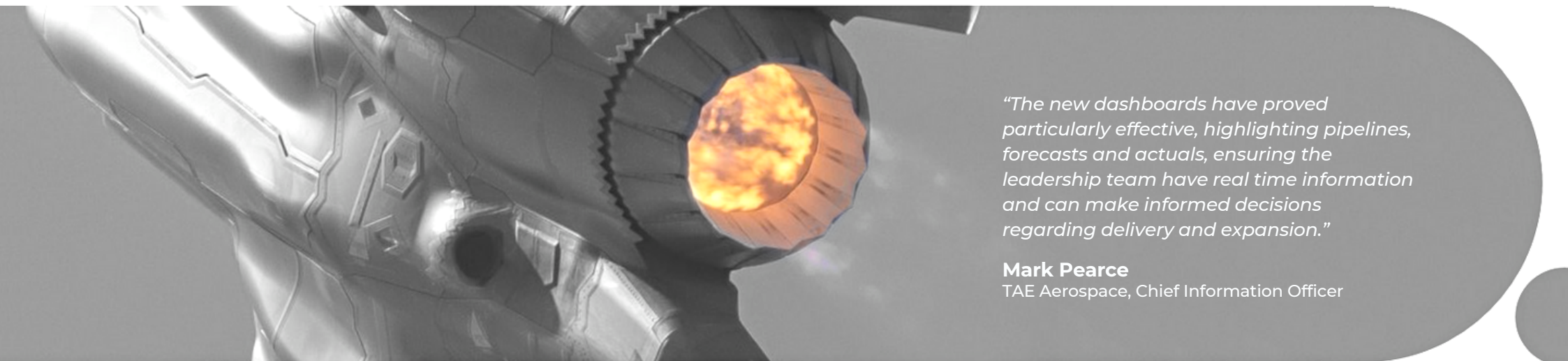


Past experience meant TAE Aerospace were hesitant to adopt the Dynamics platform when they approached SOCO looking for a way to manage their fast growing, international business.

However, after thorough consultation, SOCO confirmed that Dynamics 365 for Sales was indeed the ideal tool to meet their requirements.

Using SOCO's proven methodology, the team delivered a centralised system for TAE offices across the globe, consisting of D365 Sales and business development implementation, Power BI intelligent dashboards and staff onboarding and training.





"The new dashboards have proved particularly effective, highlighting pipelines, forecasts and actuals, ensuring the leadership team have real time information and can make informed decisions regarding delivery and expansion."

Mark Pearce

TAE Aerospace, Chief Information Officer

Business objective

TAE Aerospace are a leading, global maintenance, engineering and manufacturing company proudly headquartered in Queensland.

TAE needed a sales and business development solution that would seamlessly integrate with their productivity suite and manage a fast-growing international presence.

TAE requirements

- A CRM solution that scales up easily to accommodate rapid, international growth
- Visibility of sales and business development activity with tracking and reporting
- Consistent and reliable security model for all countries
- One unified platform to integrate with other O365 applications already in use
- Compliance capability

SOCO solution

- Global tool for managing sales and business development
- Dynamics Sales configuration for TAE specific needs
- Business development configuration to support ongoing growth
- Sales pipeline and forecasting dashboards for sales team and executives, ensuring real time access to key insights
- Training, documentation, and support to manage change and foster adoption

Outcome

The result was extremely well received by staff and adopted internationally. Since launch, the solution has been pivotal in ensuring all 11 international offices are logging, tracking, reporting, and communicating on activity in a consistent manner.

Due to the success of this project TAE are continuing to work with SOCO to enhance and develop other business processes.

A woman with blonde hair, wearing a dark blue button-down shirt and a matching quilted vest, stands in a large warehouse. She is smiling and holding a tablet in her left hand, with her right hand on her hip. The background shows high industrial shelving units filled with blue boxes, and the floor is concrete. The lighting is bright, coming from overhead fluorescent lights.

Incredible
people delivering
meaningful
change

OUR PEOPLE, YOUR TEAM

We have a strong
values driven culture
that is key to our shared success

We delight our clients

Our clients are why we exist, end of story. Delighting clients responsible for some of Australia's most complex and secure environments isn't always easy, but we love to overcome tough challenges. Forming strong partnerships built on trust is key to our mutual success.

We know our stuff

By learning, innovating, and continuously improving our knowledge, tools and methods, we set the drum beat for our industry. Our clients come to us because they need advice they can trust from people who have access to leading-edge knowledge, and they love our honest advice and feedback.



We're a family

A supportive, diverse, inclusive, energetic and healthy team that is more than the sum of its parts. We expect a lot from each other, as families do, and don't shy away from frank discussions, but we've got each other's back, and pitch in when it matters.

We get stuff done

We move fast and smart, maintaining focus on goals and objectives at all times. We reduce distraction, concentrate on productive activities, and consistently deliver high quality outputs. In the end outputs and results matter - effort and intentions do not. We get stuff done that others cannot.

OUR PEOPLE, YOUR TEAM

Incredible technology crafted by humans[®]

Working shoulder to shoulder with you,
SOCO helps make your big ideas real.

We've developed a team of talented and resourceful people, that enjoy working together and love what they do. Incredible people that bring dedication, professionalism, and unique talents to the table, every day.

You can depend on the SOCO team to care about the people behind the projects we deliver. You can rely on SOCO consultants to have the latest Microsoft certifications and industry experience to deliver outcomes with positive impact.

All SOCO staff are permanent employees,
based in Australia.



OUR SERVICES IN DETAIL

Our extensive service catalogue

SOCO provide customisable business applications, modern workplace solutions, operational and financial management systems and business automation apps.



BUSINESS APPLICATIONS

D365 Sales	Meet buyers where they are, build relationships, collaborate seamlessly and boost productivity. SOCO's Customer Relationship Management solution manages customer information and provides critical tracking of sales and leads with seamless O365 integration.
D365 Marketing	Orchestrate your customer journeys to strengthen relationships and earn customer loyalty faster.
D365 Customer Service	Earn customers for life by providing self-service support, personalised customer service engagements, proactive service with IoT, productivity tools and actionable insights.
D365 Field Service	Deliver exceptional service by elevating employee effectiveness, optimising service operations, tailoring customer engagements and providing proactive service.
D365 Customer Insights	Deliver unmatched customer experiences with world-class artificial intelligence and analytics.
D365 Customer Voice	Collect, analyse, and track real-time feedback in SOCO's easy-to-use, scalable feedback management solution.

OUR SERVICES IN DETAIL

Continued...

service catalogue

OPERATIONAL AND FINANCIAL MANAGEMENT

D365 Business Central	Accelerate towards your business goals with SOCO's ERP solution built on Business Central, providing operational flexibility, optimised performance, and actionable insights.
D365 Project Operations	Drive project success and profitability. Gain the visibility, collaboration, and agility needed across project-centric business activity, from prospects to payments and profits.

MODERN WORKPLACE

Intranets	Beautiful, enterprise wide communications solutions, accessible anywhere, to meet your specific organisation's needs.
Document and records management	Reduce error by up to 30% with a secure document management solution designed to meet your organisational and legislative requirements.
so:control	Manage documents with so:control's advanced functionality including intelligent dashboards, personalised alerts and tasks, sharing and collaboration features and reliable discoverability.
Information management	Capitalise on your key asset - information. SOCO's IM strategy explores your current state, aligns with business objectives, identifies risks and delivers a clear, actionable IM roadmap for decision makers.
Cloud migration	Transitioning to the Cloud? SOCO are trusted by Australian government and business to manage smooth and timely transition.



OUR SERVICES IN DETAIL

Continued...

service catalogue



MOCERN WORKPLACE CONTINUED

Microsoft Teams	Empower collaboration with Teams in your organisation. SOCO can assist you with Teams architecture, governance, training and management.
Dashboards and reporting	Access to key information at your fingertips via Power BI, designed to help you monitor real-time status and gain valuable business insights.
Strategy and advice	Plan and manage your digital environments with SOCO strategic consulting services. Delivered by our team of Australian Microsoft experts.
Governance	Expertly govern your M365 and D365 environments with tools, dashboards and clearly defined roles and responsibilities.
Development and customisations	SOCO's development team's deep knowledge and experience delivers .NET development from the best in the business.
Application integration	Integration of enterprise applications into SharePoint enabling SharePoint to be used either as a presentation layer, to drive specific transaction or host an application in its entirety.

OUR SERVICES IN DETAIL

Continued...

service catalogue

SUPPORT OPTIONS

Drive. managed support

M365 support when you need it. SOCO's managed support agreement provides Service Level Agreements and a friendly, experienced support team to care for your systems within a predictable monthly rate.

Activities include proactive monitoring, patching, upgrades, enhancements and level 2 and 3 issue resolution with quality, Australian based end-user interaction. From front-end functionality support through to complex issue resolution.

Ad-hoc support

No fixed monthly contract, pre-paid support hours to be used when needed. This option does not offer the Service Level Agreements provided by Drive. Managed support.

SUPPORT SERVICES

D365 and O365 SOS

Disaster recovery and business continuity planning for your Microsoft environments and solutions, exactly when you need it.

SharePoint farm health check

Analysis of your SharePoint farm configuration, and performance review – the output of which is a report and action plan to resolve any immediate issues and incorporate governance best practices.

Consulting and enhancements

Governance, strategy and advice, customisations, configurations, installations, training and more. Use SOCO's Drive. managed support to continuously improve your IT environments. and delight your end users.





soco.

Let's talk about your big ideas.
Call 1300 364 833
soco.com.au