



PowerON

Enablement Support



Summary Overview



Managed Services



Professional Services



Support Services

	Headcount	50+
	Turnover	£3.5m+
	Managed Devices	26,500+
	Coverage	UK HQ, Global Mgmt.



Microsoft Partner



Gold Cloud Platform
Gold Datacenter
Gold Windows and Devices
Silver Enterprise Mobility Management
Silver Data Analytics



East Midlands **NHS**
Ambulance Service
NHS Trust



St. Helens Council



UNIVERSITY OF
CAMBRIDGE



Brighton and Sussex **NHS**
University Hospitals
NHS Trust



ISO/IEC 27001 – Information
Security Management



ISO 9001 – IT Quality
Management



HM Government
G-Cloud
Supplier

Enablement Support

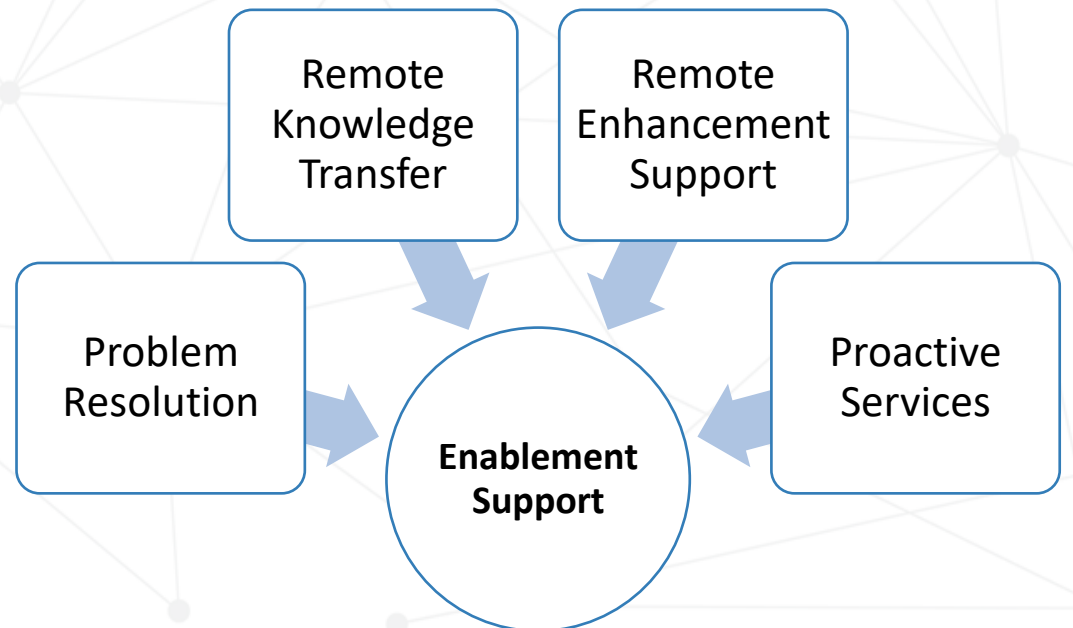
Service Description

The Enablement Support Subscription from PowerONPlatforms is destined to provide a combination of capabilities to support customers to receive the highest value from their solution investments. These capabilities are offered across four main areas:

- **Problem Resolution** – The provision of a technical support desk across standard working hours to provide customers with the reassurance that if their management solutions suffer technical issues then you will be able to get support from PowerON's support team and field consultants to assist in resolving these issues.
- **Remote Knowledge Transfer** – The ability for Customer to arrange for remote learning development when the team is looking to enhance their knowledge of current features or get up to speed with new capabilities.
- **Remote Enhancement Support** – Looking to implement a new feature, customise a form, create new task sequences or something else? Whatever solution enhancement you are looking to implement the team will work with you to understand and define a scope for the enhancement and then work with your team remotely to implement this into your business.
- **Proactive Services** – Should you require to have consulting resources come to site to work with your team then you can utilise your support time under this subscription to undertake focused activities with your teams.

Why Enablement Support?

- Support valid for 12 months
- Covers over 25+ Microsoft/PowerON Technologies
- Purchase upfront, as call off contract
- Purchase time/top up units as you go
- Flexible support for professional services and support
- Leverage phone, email, remote or onsite support



Enablement Support – Product Coverage

Technology	Supported
Windows 10 Enterprise	✓
Windows 10 Always On VPN	✓
Microsoft Defender ATP	✓
Application Packaging (.EXE, MSI, App-V, MSI-X)	✓
Microsoft Endpoint Manager - Configuration Manager (SysCtr ConfigMgr)	✓
Microsoft Endpoint Manager - Intune	✓
Microsoft Endpoint Manager - Autopilot	✓
Azure Active Directory	✓
Azure Active Directory Premium • Single Sign-on, • Multi-Factor Auth • Conditional Access • Password Reset • Azure App Proxy • Privileged Identity Management	✓
Azure Information Protection	✓
Azure ATP / Microsoft ATA	✓
Microsoft Virtual Desktop	✓
Remote Desktop Services	✓
Azure Backup	✓
Azure Site Recovery	✓
Azure IaaS	✓
Azure Automation	✓
PowerBI (Advanced Reporting focused)	✓

Why customers love Enablement Support...

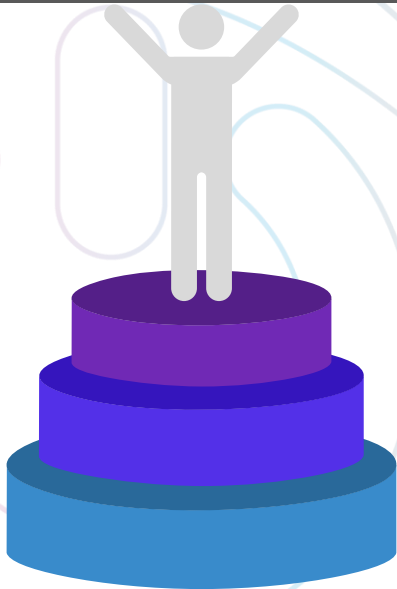
- Given the broad technology coverage allows you to extend your support, skills and knowledge out via PowerON, to ensure your team or organisation is never caught out, stuck or searching for a fix.
- Think of Enablement Support as an extension of your team and an expert team, always available to you.
- Ideal for the small 30min sense check calls and quick fixes or the transformational and strategic projects that impact your organisation throughout the year.
- One upfront payment, can cover entire year of support without additional PO's, business cases or budgets being raised at later dates.



Customer Wins

North West London Collaboration of CCG's

Large subscription, to support active project requirements, unforeseen support requirements over coming year.



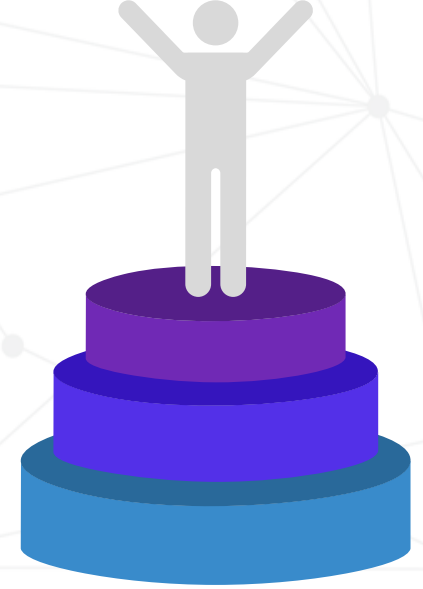
TripAdvisor

Took agreement out to support global Win10/Endpoint project (unsure of requirements) and then to support the next 6-12 month tech roadmap.



Frasers Group

Agreement was perfect commercial model for leveraging both our Support Desk and Consultancy services under one banner.



Industry Focuses

PowerON's Core and Sub Vertical Focuses



**Local
Regional
Gov**



Retail



Healthcare



**Professional
Services**



**Housing &
Non-Profit**



**Emergency
Services**



**Construction
& Building**



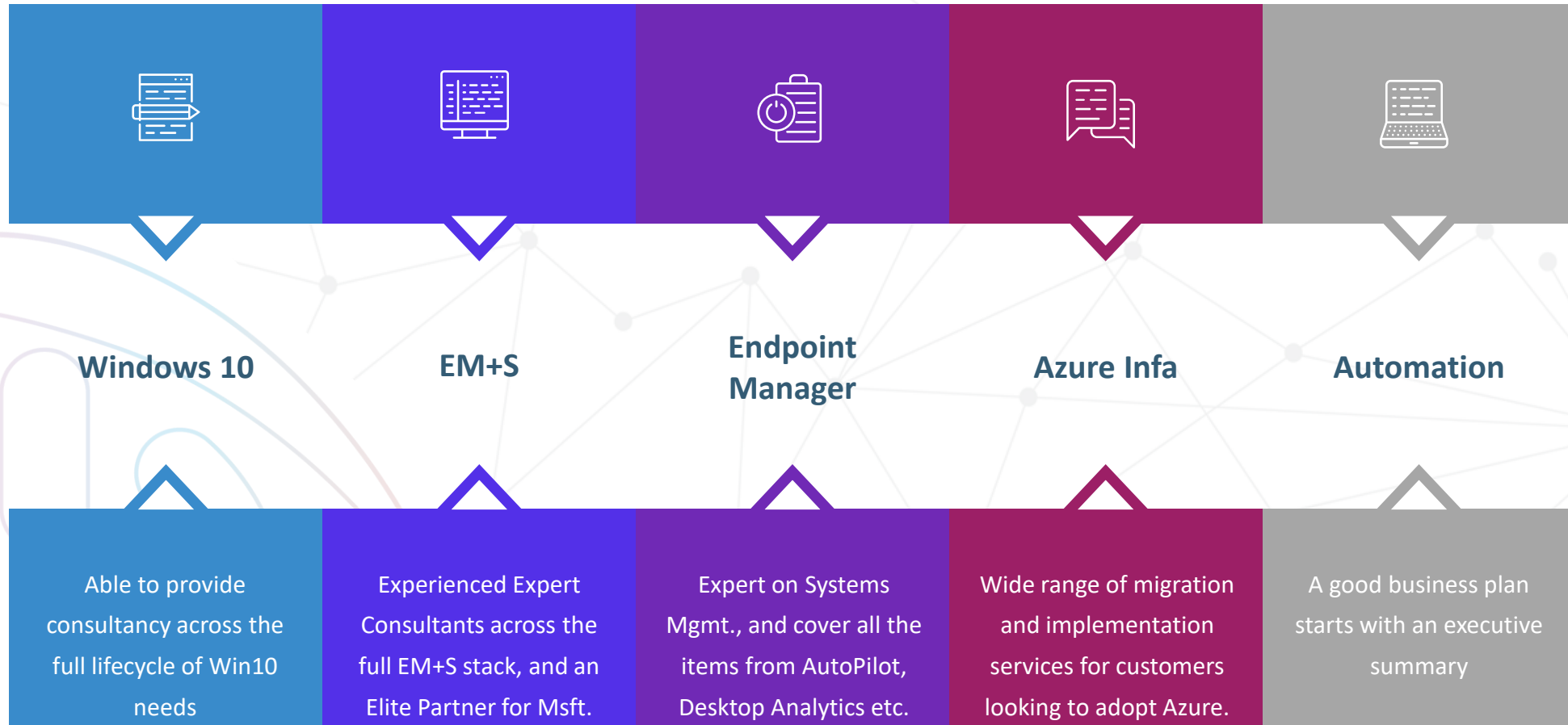
**Higher
Education**



Microsoft Endpoint Manager

Professional Services

Range of Highly specialist consultant offerings that your customers need



PowerON Managed Services

Innovative solutions, streamlined operations, expert security.

Smart Teaming: Unlike other service contract structures, whose model is to replace existing teams, our purpose is to integrate with your teams to manage the complex higher-level administration and management teams. We're focused on eliminating computer problems from escalating, by ensuring a robust servicing framework with managed third-line support.

Pulse

Automate patch & update management from anywhere to any device.

- Simplified Patching
- SaaS based delivery
- Win10 Security Updates
- Leverage AAD
- Intune integration

Smart Desktop

Deliver robust Desktop & Device Lifecycle Management across your estate.

- Managed, proactive support
- Service tailored to your needs
- Integrates with your team
- Centralised management hub
- Managed updates and patching

Smart Server

Ensures server workloads are secured & aligned to your application servicing routines.

- Windows Patching
- Collection & Targeting Mgmt
- Customer Patch Procedures
- Cloud based delivery service
- Compliance & Impact Reporting

Smart Mobile

(In Preview)

Automate the management of your mobile devices, apps, policies & users.

- Corp & BYOD Devices
- Device Enrollment and Control
- App Profiling & Deployment
- Device Settings & Compliance
- Servicing & Patching Management

Service Management

- Service Review & Performance Reporting
- Technical Account Manager
- Customer Success Manager
- Technical Design Authority
- Dedicated support desk
- Extended support available beyond Smart

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@PowerON_UK



PowerON, Stanley Harrison House,
York, YO23 1DE



+44800 3029280



info@poweronplatforms.com



www.poweronplatforms.com