



# Office 365 managed services

Choices made in implementing and managing Office 365 can result in big differences in speed of deployment, licensing costs and end-user experience.



Organisations benefit immensely from mobility and scalability of cloud solutions, but transition has to be without hiccups. Primend provides Office 365 platform management complemented with user training and support, so that your people unleash their productivity from day one.

## What is Office 365 managed services?

Our Office 365 managed services plan is crafted to help clients leverage the cloud platform to its maximum potential, minus the infrastructure costs, or the expense of hiring an in-house expert.



## Why customers use managed services?

- Cost-Effectiveness
- Timeliness of Responses
- Proactive and customized Support
- Specialists on-demand

### Cost-effectiveness

- No need to hire or expand the in-house IT department
- Predictable monthly costs
- Low risk of downtime and data loss due to extensive backup and DR.

**Managed Office 365 can keep your IT costs in check**

### Proactive support

- Continuous monitoring
- IT development proposals
- Always up-to-date software for compliance and security

**More Efficient and Reliable IT Operations**

### Specialists on-demand

- Microsoft Gold Partner competencies available for you
- Quality support via telephone or email
- Communicating with Microsoft's specialists on your behalf

**The best IT knowledge on-demand for your benefit**

*„Office 365 is the answer to our needs of today and tomorrow. Thanks to the specialists in Primend, our migration went quickly and was very smooth.“*

- Margus Irv, CIO, National Institute for Health Development



# Office 365 with our managed services helps companies achieve more with less



## Proof & Statistics

- Companies choose managed services for improving the efficiency and reliability of IT operations (56% of companies with 100+ employees)\*
- More than 70% of our clients have had their Office 365 implemented within two weeks
- With our managed Office 365 services companies find their IT better supporting their business goals



## Proof & Statistics of Joint Solution

- More than 80 per cent of companies that have moved to the cloud are saving money\*
- Office 365 offers an improved security. Our specialists are there to help choose the best levels of security policies and implement them.
- With Office 365 you will offer your employees the best technology possible, and with managed services they will always have a specialist at hand to help them with all the questions. That way they can concentrate on their work and not need to worry about office IT.

## Office 365 managed services

### Our promise to you

With our managed services plan you will have more time to concentrate on your business. We will take care of all the rest.

### An offer to get you started

- Our offer will be tailored to your specific needs
- Our customers are always happy to be our references
- Please contact us for further information



- Monitoring
- Proactive Support
- Remote Support
- Maintenance
- Simplified Billing
- etc



More  
productive  
company

## Why Primend?

As every device becomes smart and every service becomes available online, every company needs to become a software company. Primend supports companies in their digital transformation.

We have a team of certified and experienced specialists supporting business needs of medium and large organizations. Our specialists are seasoned and well known in the IT field, especially in technologies like cloud computing, data center convergence and smart devices.

We are a Microsoft Gold Partner and have been chosen as the Country Partner of the Year in Estonia for three consecutive years in a row (2015, 2016, 2017).

\*Managed services IT statistics – why it's time to consider outsourcing your IT by Murat Aydemir