

SHAREPOINT POWER PLATFORM MANAGED SERVICES

Harness the Power of SharePoint

SileoTech
a division of **BayenGroup**

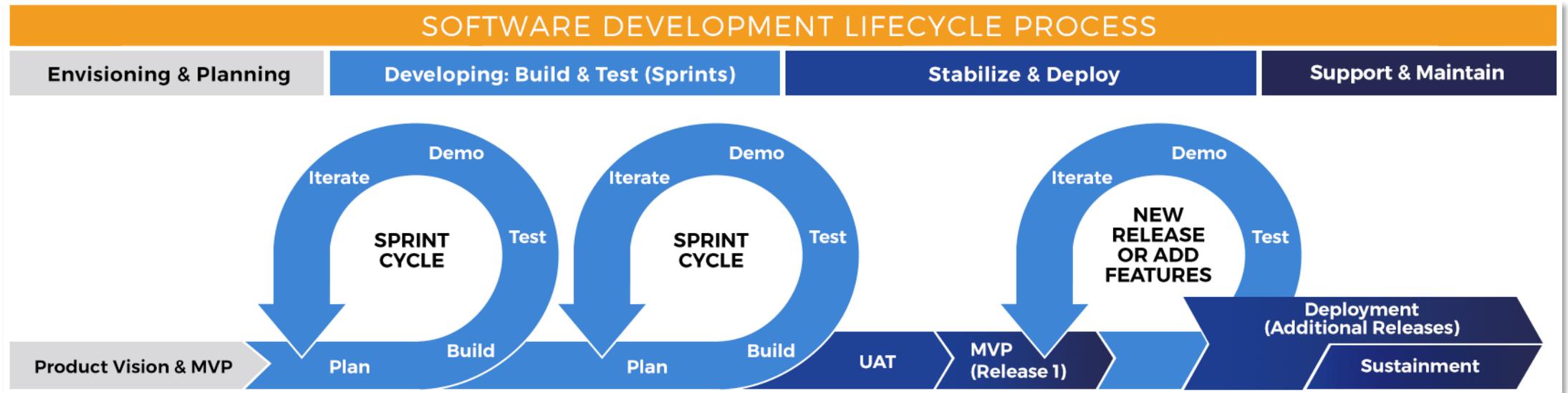
Digital Transformation. The Next Frontier.



WHAT WE DELIVER

- ✓ Assessment
- ✓ Technical Delivery
- ✓ Multi-Disciplinary Team of Experts
- ✓ Solutions Architects
- ✓ Business Analysts with Power User Expertise
- ✓ Software Engineers for Custom Solutions
- ✓ User Interface and User Experience Specialists
- ✓ Change Management
- ✓ Systems Integration
- ✓ Post Deployment Technical Support

SHAREPOINT DEVELOPMENT LIFECYCLE PROCESS



Discovery and Assessment of goals and requirements

Agile development with focus on collaboration

Provide Quality Assurance and User Acceptance Training + Launch Minimum Viable Product

Provide Tier-1 or Tier-2 support to maintain SharePoint platforms

ENTERPRISE: SHAREPOINT / POWER PLATFORM HELPDESK

SUPPORT PROCESS OVERVIEW

CHANNELS

Phone
Email
Teams Chat

PERFORMANCE

First Contact Resolution
Time to Resolve
Customer Experience

REPORTING

Ticket Count
Escalation
Severity Levels

New Accounts
Ticket Channels
Service Levels

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

STEP 6



Access to Bayen Group's extensive Training Library

Bayen Group's Rule of 2:

- 2-Hour Response Time
- 2-Day Resolution Time

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BEYOND TECHNOLOGY. PARTNERSHIP.

Uploads

Microsoft Teams - Get Attendance Report from a...
Turn on Multi-Language Support - Microsoft Forms
Apply Branching Logic in Microsoft Forms
Learn to Use Outlook and Microsoft Teams Together
3 Travel Tips with SharePoint
3 SharePoint Web Parts you should use for Collaboration

Dive into SharePoint Web Parts: Sites
Dive into SharePoint Web Parts: Saved for Later
Power Automate: Approvals Dashboard
Microsoft Forms - Send and Collect Responses
SharePoint - Web Parts: File Viewer
Apply Conditional Formatting to SharePoint Lists

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How to Add a Group Calendar in SharePoint
How to create a Collaborative Space Using Microsoft 365...
How to create a Collaborative Space Using Microsoft 365...
Microsoft Teams - How to Archive or restore a team
For Admins: Pinned Items in Microsoft Teams
Dive into SharePoint Web Parts: Embed

Online Presence Feature in Microsoft Teams
Five New Features - Microsoft Teams - Introduction
Microsoft Forms - Saving Conversations - Microsoft Teams
Learn about the new Notifications settings...
How to use Presenter View - Microsoft Teams