

Empower your workforce, empower your business

Drive innovation and transformation, knowing your employees can work securely and efficiently with the CSP model and SoftwareOne's Digital Workplace Essentials.

Flexibility in Scaling

Easily adjust licenses according to changing needs without long-term commitments.

Why CSP?

Cost Management

Benefit from potentially lower costs through customized pricing and the ability to manage and optimize spend in real time.

Enhanced Support

Access dedicated support and expert advice tailored to the organization's specific needs and challenges.

SoftwareOne's Digital Workplace Essentials service is here to support you and beyond

Digital Workplace Essentials CSP with SoftwareOne offers complete support for Microsoft 365, including license management and 24x7 managed services for all workloads. It's more than an agreement; it's a service with added benefits and is a more cost-effective option compared to Microsoft Unified Support.

- > Delivers cost optimization through increased budget transparency and identification of cost-optimization opportunities with license management portal
- > Increases availability for employees to work securely and confidently anywhere at any time with a stable support foundation
- > Improves business productivity through latest technology and automation

What's Included:

Digital Workplace Essentials

Support Hours

- 24x7 support
- 30 minute SLA response for P1

Licensing

- CSP Tenant - License pricing included
- EA Tenant - License pricing excluded

SoftwareOne Client Portal

- Client Portal licensing overview
- Contract and license management portal
- Global purchasing possibilities with client-specific catalogue and pricing

Incident & Service Request Management

- Microsoft 365 and EM+S support
- Unlimited support tickets for online workloads only
- Ownership for escalations to Microsoft Premier Support

Add-on options: Unified Communications + Adoption and Change Management + Security and Data Protection + Productivity

SoftwareOne, a trusted partner

Partnering with a trusted CSP provider like SoftwareOne ensures seamless license management, hassle-free support, and the freedom to focus on what truly matters - driving innovation and achieving business success.

- > Microsoft AI Cloud Partner Program (MAICPP) partner with all 6 Solutions
- > 900+ certified staff support 5,000 clients and over 6 million Microsoft 365 users worldwide, providing deep expertise and scale
- > Azure Expert MSP and 19 specializations inc. Custom Teams Solutions, Meetings and Meeting Rooms, and Calling for Microsoft Teams