

SOFTWAREONE CLOUD SUPPORT

Managed Support to Enhance Your Cloud Computing Experience

CLOUD SUPPORT OVERVIEW

Because of the immense value of Microsoft’s cloud-based applications, companies are transitioning to the cloud in record numbers. However, there are challenges facing customers with user administration, mail and SharePoint configuration, and ongoing technical support.

SoftwareONE Cloud Support (part of Office365Simple) provides tenant administration services and configuration of mailbox and SharePoint settings, and when issues come up and you have work to do, we’ll be there for you with rock solid SLAs, handling any communication with Microsoft on the back end. No one wants to be on hold when the finance department can’t access Excel at month-end. We treat large organizations like royalty and small organizations like large organizations.

CLOUD SUPPORT FROM SoftwareONE KEEPS YOUR COMPANY RUNNING SMOOTHLY ON MICROSOFT CLOUD APPLICATIONS

Users need to not only have access to these critical Microsoft applications but also be able to use their features effectively and get help when something goes awry. This is what having a trusted partner who not only knows the software, but who understands the needs of your business, is all about. Cloud Support ensures users not only can employ the basic applications, but that they are able to effectively utilize features that come with Lync Online, Exchange, and SharePoint.

WHY SHOULD I CARE ABOUT SUPPORT?

New technology means you need to keep your skills constantly up to date, otherwise you do not enable the business or you introduce risk.

THE RIGHT SUPPORT FOR YOU

QUALIFIED SUPPORT STAFF	CLOUD INSIDER REPORTING	LONG TERM PARTNER
Latest Microsoft accreditation	Selection of reporting packs	Partnership goes beyond support
Quick resolutions to limit downtime	Different service options	Helping you have the right IT
Response times less than one hour	Adjust your subscription	Advice on new O365 capabilities
Back-to-back support with Microsoft	Further training	Regular contact with you
Direct escalation to Microsoft		

CLOUD SUPPORT BENEFITS

- User provisioning and administration
- Mail and SharePoint configuration
- A choice of three support tiers to meet your business needs
- Expert assistance with advanced Microsoft features
- 24 x 7 coverage available
- Billing and transactional support
- Customer-driven SLAs
- Optional Local Language Pack



SOFTWAREONE IMPROVES ADOPTION, BILLING, AND OPERATIONAL EFFICIENCY WITH CLOUD SUPPORT

TECHNICAL SUPPORT

- Tenant administration
- Mail and SharePoint Configuration
- Three levels of Technical Support: Basic (10x5), Advanced (24x5), and Premium (24x7)
- Cloud Insider reporting

BILLING

- Billing and transactional support
- Subscription-based support (Monthly/Quarterly/Half-yearly)
- With Cloud Support, we act as your billing partner to provide flexibility to use purchase orders or credit cards, and we give full visibility into your departmental usage for chargeback scenarios

FEATURE ADOPTION

- Adopting a precise but careful email content filtering strategy is a complex issue, but with Cloud Support, our SoftwareONE support engineers will partner with you to develop the right fit for your organization
- We partner with you to deploy critical Exchange features like permissions, forwarding, and distribution groups

SECURITY

- Mobile device configuration is included in Cloud Support enabling your company to remotely control and manage the mobile device to ensure tracking, sign-on capabilities, backup, password reset, access to company email, and security

SUPPORT PACK: THREE FLEXIBLE LEVELS

Success using cloud computing isn't just about transitioning to the cloud but is contingent on effective and timely support as issues come up, yet not one size fits all. Customers' needs vary in terms of response time and hours of support. To address this, SoftwareONE's Cloud Support offering includes Basic, Advanced, and Premium tiers:

SUPPORT PACK	OFFICE365SIMPLE BASIC	OFFICE365SIMPLE ADVANCED	OFFICE365SIMPLE PREMIUM
SLA (hrs x days)	10 x 5	24 x 5	24 x 7
Owners	1	1	1
IT Administrators	3	5	5
Billing Administrators	3	5	5
Language Pack	English, Spanish, Portuguese, German, French, Korean languages available	English, Spanish, Portuguese, German, French, Korean languages available	English, Spanish, Portuguese, German, French, Korean languages available
Report Pack	Cloud Insider	Cloud Insider Communication	Cloud Insider Collaboration

LET CLOUD SUPPORT ENABLE YOUR COMPANY'S SUCCESSFUL TRANSITION TO THE CLOUD

SoftwareONE is your one-stop Cloud Support partner and can get you up and running quickly on Microsoft cloud applications with our excellent support. We can also ensure your business continues to run smoothly during the transition so visit us today or contact your local sales representative.

CLOUD INSIDER, SOME MORE DETAIL

You get detailed, automated, and fully customizable reports to help you:

- Identify services that are not being used
- Manage security
- Measure return on investment

Three levels of reporting:

CLOUD INSIDER

Track your Office 365 subscription information – Understand how the service is performing, effectively plan changes and maintenance windows, and have a basic understanding of Exchange Online and Skype for Business utilization – included as standard with all Cloud Support subscriptions. SoftwareONE features the PyraCloud platform, a real-time, single point of access to all your software license and agreement information, procurement, and reporting needs.

CLOUD INSIDER COMMUNICATIONS

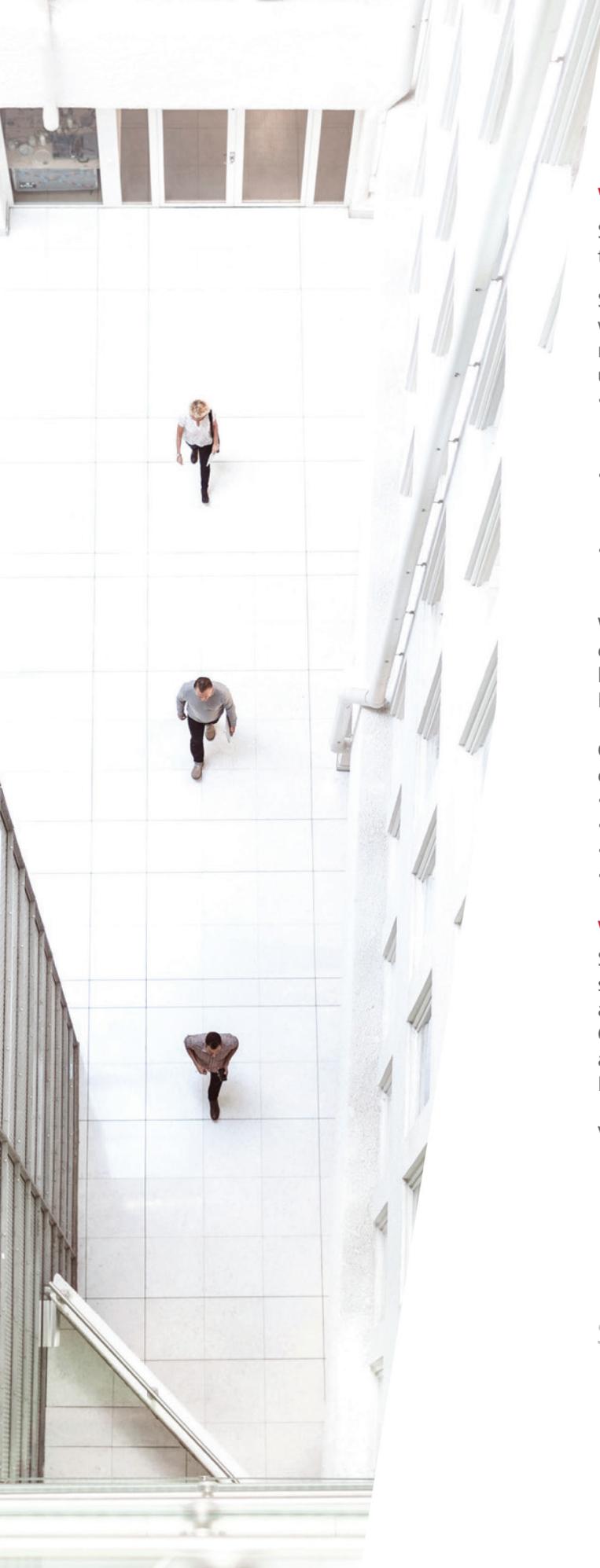
Detail usage, configuration, and security reporting on Exchange Online and Skype for Business. Per user reporting enables granular analysis across the business. Customizable reports for on Exchange Online and S4B services are available as standard in all 24 hour-based Cloud Support subscriptions.

CLOUD INSIDER COMMUNICATIONS

Detailed reporting for SharePoint Online authority structures enable effective decentralization while ensuring data is secure and only accessible by appropriate users. Detailed understand of OneDrive for Business usage and customizable reports on the all O365 capabilities – included as standard in 24x7 support subscription.

You can uplift reporting to a higher level if the Cloud Support subscription you choose does not include the reporting level you want as standard.





WHY CLOUD SUPPORT FROM SOFTWAREONE?

SoftwareONE has helped over 6.3M users access Office 365 across the world.

SoftwareONE is authorized by Microsoft in 51 countries across the world for Cloud Solution Provider (CSP) for Microsoft Office 365, making us the partner Microsoft trusts the most to support their users on Office 365 across the globe:

- Trusted by Microsoft across the world, SoftwareONE is the premier Microsoft Cloud Solutions Provider to maintain your Office 365 environment
- No other Microsoft partner is authorized in more markets than SoftwareONE, a testament to our capabilities in providing qualified
- Office 365 support professionals to handle Office 365 Incidents and Service Requests

We offer multi-language support, ensuring our global customers can gain the support they need in their local language. Current languages supported are English, Spanish, Portuguese, German, French and Korean.

Cloud Insider reporting packages provide customers with insight on who and how their users are consuming Office 365 services:

- 74 standard reports available
- Customizable reporting capability
- Reports can be scheduled
- Reports can be printed, saved, and emailed

WHY SOFTWAREONE?

SoftwareONE is a Tier 1 Microsoft Cloud Solution Provider and our services have met stringent requirements in technical excellence and overall customer satisfaction. SoftwareONE has selected the Collaboration and Content, Communications, Identity and Access, and Messaging Competencies as key areas of specialization in the Microsoft Gold Certified Partner and Cloud Deployment programs.

Visit us at www.softwareone.com.

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