



A photograph of a dense redwood forest. The foreground is filled with tall, thin redwood trees, their trunks reaching upwards. The sky is bright and hazy, creating a misty atmosphere. The overall scene is one of natural beauty and scale.

# Managed Services.

Getting the best from your Microsoft solutions  
with end-to-end support and expert advice.

[cps.co.uk](http://cps.co.uk)

Gold  
**Microsoft Partner**



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The world is changing rapidly and so is business. Technology is an enabler and a potential driving force behind business transformation. Big data, cloud, social and mobility are redefining the competitive landscape – creating new business models and revolutionising the way we engage with customers and partners.

At CPS, we understand the changes happening to your business and ways of working. We inspire and support you to embrace this change, driving innovation, efficiency and digital collaboration within your workplace. We can help you transform your IT landscape to make it business ready, from envisioning business outcomes to designing and implementing solutions in order to enable sustainable business change.

## About CPS

As a multi-award-winning Microsoft Gold Partner we recognise that each organisation's journey towards innovation, growth and productivity is different; each organisation is unique and each problem complex. We have worked for some of the world's biggest organisations for more than two decades, using innovative technologies to transform complex areas of your business to save time and reduce costs.

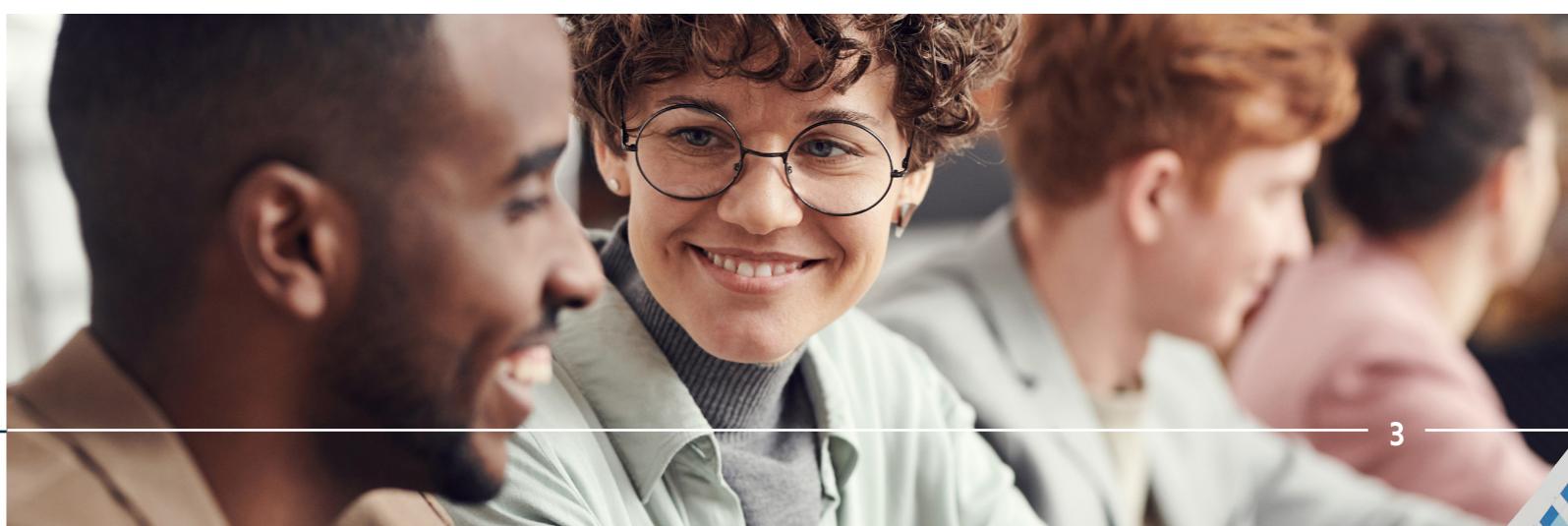
**Our Vision:** We inspire our customers to realise their business potential with joined-up solutions based on our extensive experience.

**Our Purpose:** We inspire you with what is possible with Microsoft technology. We engage with you throughout your journey, to ensure we make your aspirations a reality. We empower and support you to embed sustainable change within your organisation to ensure solutions are successfully adopted.

**Our Values:** Everything we do is driven by our six values. We take these values seriously. We live by them, and we bring them to life in every customer engagement.

**"We provide business and technology consultancy to solve business problems with Microsoft Technology."**

Steve Adams - CEO



# Managed Services .

**Getting the best from your Microsoft solutions requires end-to-end support and expert advice. That means speedy issue resolution today, and insights to help you plan for tomorrow.**

CPS' Managed Services enables you to keep costs in check, while maintaining flexibility across your cloud, app, network, data and voice services.

Working with CPS, you have access to a team of highly trained, experienced analysts that ensure your business systems are available when you and your team need them. We aim to resolve issues before they impact your:

- Microsoft 365 Platform Support
- Azure Infrastructure Support
- Application Support
- Managed IT Services
- Teams and Unified Communications
- Power Platform Support
- Device as a Service
- Managed Desktop Service
- Backup as a Service

## Expert Advice

We understand that as your organisation grows, solution and feature changes will be required. We will provide analytics to assist in improving workforce productivity and engagement. We will support the business as a trusted advisor during change advisory board (CAB) reviews and the change and release management process. This service will also allow us to review change requests filtered through our Support Desk to determine the impact, feasibility, complexity and provide recommendations.

Also, when new features are released that are identified as being beneficial to your organisation, we are able to provide support in managing the launch of these features through the use of change management technique.

## Monitoring

Monitoring is at the heart of understanding the health of your Microsoft services. If services are showing any significant issues, we will notify relevant people / your users through the most effective channels for your people e.g. Yammer or Microsoft Teams.

## Support

We support your users across the services you have asked us to manage. We operate diagnostic and escalation processes to make sure that issues are resolved as quickly and efficiently as possible.

Our ITIL certified, UK-based support team is easily contacted through our online portal, telephone or email.



## Dedicated Team

Technical management and strategic support for your usage of Microsoft technologies ensures that your business is in a position to make the most of the opportunities presented by new features and services that are released.



## Microsoft Certified Specialists

All team members are certified by Microsoft for their expertise in Microsoft technologies.



## Licensing Specialist

Access to Microsoft licensing specialists to help you optimise your investment and where possible reduce licensing costs.



## Technical Account Manager

Dedicated to providing quality service.



## ITIL

All team members are ITIL trained and certified.



## 24 x 7 x 365 Support

UK based support team.

# Managed IT Services.

Managed IT services enable you to take advantage of tools and services to expand your own capabilities at fixed prices based on your infrastructure and user count, increasing your agility and allowing you to respond better to your business needs.

CPS has developed a managed IT support service that gives you control of your technology, and ensures it delivers the best possible value while allowing you to focus on what is core to your business. With CPS as your Managed Service Provider, we will handle everything, from new starters to complex security patching, as part of our bespoke IT support packages.

For businesses of any size, our range of services, both co- or fully managed, allow you to take control of your infrastructure. For organisations (sub-300 users), CPS has developed a set of services designed to meet the unique needs of SMEs.

For established businesses, CPS provides both reactive and proactive services for companies wanting to bring their own infrastructure (BYOI). Whilst for the growing startup CPS has offerings built on M365 packages, designed to speed up adoption of productivity and security services. Regardless of the selection, our offerings aim to increase agility, security and productivity.

- Unlimited Remote Service Desk
- 1st to 3rd line Support Options
- Technology Roadmap Sessions
- Fixed Costs
- Flexible Agreements
- Always Available
- Remote Monitoring and Management (RMM) Tools

Service	Core Services		Services designed for sub-300 user organisation			
	Standard	Fully Managed	Reactive BYOI	Proactive BYOI	SME-in-a-Box Productivity Suite	SME-in-a-Box Security and Analytics Suite
Unlimited End User and Infrastructure Support Cases	✓	✓	✓	✓	✓	✓
Dedicated Team	✓	✓	✓	✓	✓	✓
09:00 - 17:30	✓	✓	✓	✓	✓	✓
Infrastructure and SaaS Application Support	✓	✓	✓	✓	✓	✓
Patch Management	Optional	✓	✓	✓	✓	✓
Proactive Monitoring	Optional	✓	Optional	✓	✓	✓
Administration Assistance	Optional	✓	Optional	✓	✓	✓
Change Requests	Optional	✓	Optional	✓	✓	✓
Roadmap Sessions	Optional	✓	Optional	✓	✓	✓
RMM Tools	Optional	✓	Optional	Optional	✓	✓
Licensing and Infrastructure	Bring Your Own				M365 Business Premium	M365 E5
Extended Hours of Cover	Optional					

# Microsoft 365 Platform Support.

## Cloud Solution Provider.

**Microsoft's Cloud Solution Provider (CSP) program enables CPS to offer Microsoft licenses customers on a monthly, pay-as-you-go basis. As you move more systems to the cloud, CPS can provide specialised IT support services for businesses beginning their cloud journey as well as those who have already embraced it.**

Our selection of CSP and M365 Platform support services enables organisations to realise the benefits of the cloud more quickly. Microsoft 365 platform support provides configuration and 3rd line support, covering all out-of-the-box services within the M365 catalogue of services. We work with you to ensure uptime and availability of services to help your business run smoothly.

Utilising our partnership with Microsoft, we endeavour to resolve issues before they impact your organisation. We offer various services to fit your Microsoft 365 needs: from value-added support included with your CSP licensing to end-to-end platform support ownership.

- Proactive Management
- Flexible License Terms
- Limit Your Business Downtime
- Affordable Solutions

Service	CSP Value Add	CSP Business Support	CSP Business Support w/Lighthouse	M365 Platform Support
Tenant Level Support 3rd Line	✓	✓	✓	✓
Dedicated Team	✓	✓	✓	✓
09:00 - 17:30	✓	✓	✓	✓
SLA	4 Hours	1 Hour	1 Hour	1 Hour
Administration Assistance		✓	✓	✓
License Management		✓	✓	✓
Expert Advice		✓	✓	✓
Threat Management and Compliance Reports			✓	✓
Self-Serve Root Cause Analysis			✓	✓
L1/2 Case Management		Optional	Optional	✓
Proactive Monitoring				Optional
Change Requests				Optional
Roadmap Sessions				Optional
Consultancy Days				Optional
End User Support				Optional
Extended Hours of Cover				Optional

# | Application Support .

CPS' Application Support Managed Service provides a flexible and cost-effective support service to custom applications delivered using Microsoft 365 and Azure, that have been delivered by your teams, another Partner or CPS. Includes: SharePoint Online, Project Online Project for the web, Dynamics 365 and Power Platform.

CPS' Application Support means you can be confident your Microsoft 365 applications are in knowledgeable hands, ensuring security, stability and maintenance are managed, while you focus on the work and projects that drive your business forward.

Application support extends the capabilities of your SharePoint, Project and Power Platform applications. CPS works with application owners, understanding the depth of configuration so our experienced support team can provide responsive break-fix and platform support, managing cases from onboarding to resolution.

Service	Standard	Fully Managed
SharePoint Online, Project Online, Project for the web, Dynamics 365 and Power Platform	✓	✓
Break-fix Support	✓	✓
Dedicated Team	✓	✓
09:00 - 17:30	✓	✓
Proactive Monitoring	Optional	✓
Administration Assistance	Optional	✓
Change Requests	Optional	✓
Roadmap Sessions	Optional	✓
Consultancy Days	Optional	✓
End User Support	Optional	✓
Extended Hours of Cover	Optional	Optional



# Teams & Unified Communications .

Unified Communications solutions provide customers with innovative technology based around Microsoft Teams. Our solutions are designed to bring communications tools together into a single pane of application. In doing so, you will see better employee engagement, business growth and increased customer satisfaction.

## I UC Support .

Our UC support enables you to bring your own infrastructure and allow us to manage your enterprise voice, call centre applications and backend services. Tailored offerings include support for end users (on Teams or Skype platforms) managed session border controllers (SBC's), patch management, service health monitoring and hosting services.



## I UCaaS Platform .

Our UCaaS platform simplifies your channels of communication and unifies your employees and customers. Connect your existing phone service to Microsoft Teams and enjoy one platform, one invoice, and a single point of contact. Using Microsoft Teams as your Unified Communication application provides flexible ways of working for users.

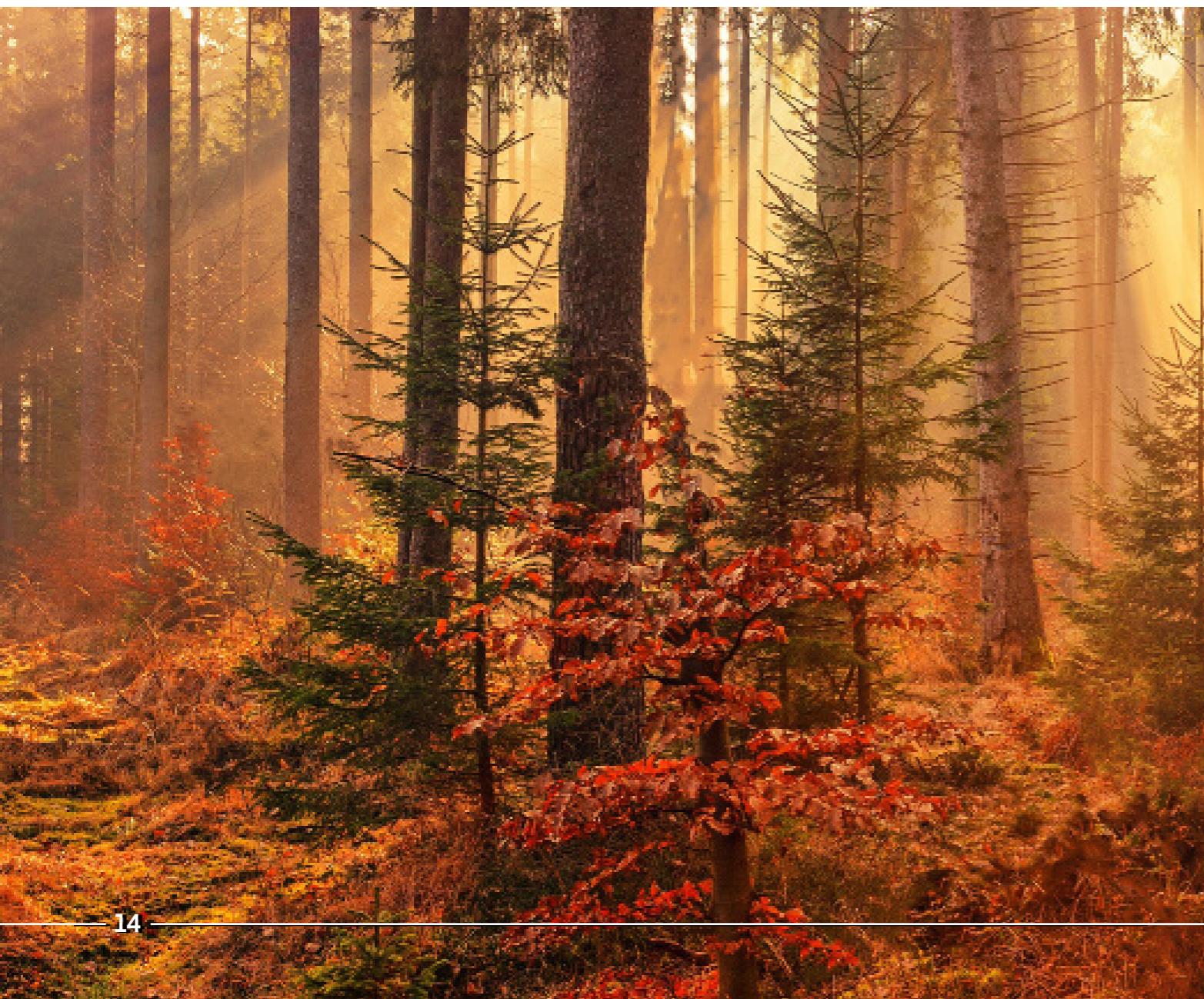


Service	UC Support	UCaaS
Platform Support	✓	✓
Dedicated Team	✓	✓
09:00 - 17:30	✓	✓
End User Support	Optional	✓
Patch Management	Optional	✓
Proactive Monitoring	Optional	✓
Change Requests	Optional	✓
Roadmap Sessions	Optional	✓
Integration of Existing Analogue Gateways and Legacy PBC	Optional	✓
Managed SBCs		✓
Highly Available, Scalable and Routable Call Flows		✓
Inclusive Calling Minutes		✓
Hardware Rental	Optional	Optional
Contact Centre Support	Optional	Optional
Extended Hours of Cover	Optional	Optional

## I Managed Desktop Service .

CPS' Managed Desktop Service supports your physical desktop devices, Microsoft's Windows 365 and Azure Virtual Desktop (AVD). The service provides your users with a secure modern experience and keeps devices up to date with the latest versions of Windows, Microsoft 365 Apps, and Microsoft security services, including:

- Simplified enrolment of new devices
- Configuration of devices
- Features to keep users and devices secure, including Windows Hello, BitLocker, SecureBoot, and virtualization-based security
- Device security monitoring and remediation
- Management of updates for Windows and Microsoft 365 Apps for enterprise apps
- Analytical data about device and app usage
- IT support for your users
- Operational support for IT



## Azure Infrastructure Support .

The Microsoft Azure platform provides Infrastructure as a Service (IaaS) to augment/replace traditional IT infrastructure. CPS' Infrastructure Support for Azure provides you with additional support to set up, secure, maintain and optimise your public cloud environment so your team can focus on the applications and services you choose to host in Azure.

## Power Platform Support .

Designed to support your development teams, end-users / 'citizen developers' and any applications developed by CPS. Take advantage of CPS' all-inclusive 1st-3rd line support desk who are able to answer questions and manage applications on a 'break-fix' approach, escalating to CPS' development team as and when needed.

## I Device as a Service .

Adopt a new approach to how you refresh, maintain and support devices. Deliver devices that meet the needs of your users when, where and how they work. In addition to equipping your people with appropriate hardware, Device as a Service can simplify ongoing management of your devices and make costs more predictable, especially when paired with Endpoint Management using Microsoft Intune.

## I Backup as a Service .

BaaS is a cost-effective backup solution that is scalable based on your backup storage needs. Centralised management interfaces make it easy to define backup policies and protect a wide range of enterprise workloads. Options include endpoint, SaaS and infrastructure across Microsoft.

# Cloud Solution Provider - CSP .

Microsoft's Cloud Solution Provider (CSP) program enables CPS to offer cloud services (licenses / SKUs) to your company on a monthly, pay-as-you-go basis. The CSP model allows CPS to add more value to your cloud experience with support, billing flexibility and expert advice built-in.

- Monthly Billing
- Get off that Credit Card!
- No Upfront Costs
- Improved Support SLA's
- Dedicated Account Management
- Licensing Support.

## Flexible Licensing

A Microsoft Enterprise Agreement (EA) requires a seat count of 2500 (SKU) that must be met and maintained for the life of the contract (3-years). This means that for many organisations, an EA is not an option.

The benefit of CSP is that your users and license numbers can be changed at any time, with costs adjusting accordingly. CSP provides licensing from one user upwards, though some licenses have a minimum level.



## Billing

CSP agreements provide flexible billing. Allowing adjustments up or down monthly with little or no penalty.

## Inclusive Support

CPS provides a standard level support contract with your licensing. CPS can provide additional levels of support at cost, which is more proactive, including resource monitoring and security management.

Your CSP also includes a built-in escalation agreement with Microsoft for additional support, where needed.

# Find out how we can support you on your journey .

## Contact us today

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