



## Managed Services

Get the best out of Microsoft technology; solve today's problems fast, and plan intelligently for tomorrow.

All industries are seeing the benefits of moving some or all IT functions off premises for a third party to manage.

Through Managed Services, businesses can keep IT costs in check, and technology such as cloud, network and data solutions, flexible and efficient. This enables business and IT leaders to focus on their own objectives that add value to their organisation.



By working in partnership with us, you receive access to a team of highly trained, experienced analysts who are always on hand to ensure that your supported systems are available and ready when you and your team need them. Additionally, proactive support is standard. We will continually monitor your supported systems and utilise our partnership with Microsoft to endeavour to resolve issues before they impact your organisation.



### SUPPORT

We support your users if they are experiencing problems accessing applications or services or need help to manage devices. We operate diagnostic and escalation processes to make sure that issues are resolved as quickly and efficiently as possible. Our ITIL trained, UK-based support team is easily contacted through our online portal, telephone, or email.



### ADMINISTRATION

We provide comprehensive administration for your platform tenants, including purchasing and provisioning of additional licences and all components you are entitled to via your subscriptions.



### EXPERT ADVICE

We understand that as your organisation grows, solution and features 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.



### MONITORING

By constantly checking the health of your Microsoft tools and services, we ensure your technologies are always accessible to your users.

If systems are showing any significant performance changes, we send active notifications to your users through the most effective channels for your people (e.g. Yammer or Microsoft Teams).



### INSIGHTS

We support your current licenses and advise you on features that are available as add-ons or as upgrades based on your licenses; providing insights to new features and their functionality. As an evergreen platform, Microsoft continue to release improvements and new capabilities to all areas of your managed Microsoft applications which we will analyse and explain the potential impacts and benefits to your users.

## SERVICE LEVELS

Service	Lite	Standard	Premium
Support	✓	✓	✓
Hours of Cover: 08:00 to 18:00	✓	✓	✓
Extended Hours of Cover	✗	Optional	Optional
Monitoring	✓	✓	✓
Administration	✗	✓	✓
Insights	✗	✓	✓
Expert Advice	✗	✗	✓
Change & Release Management	✗	✗	✓
Change Approval Reviews	✗	✗	✓
Office 365 Analytics	✗	✗	✓

## HOW WE DELIVER

 <p><b>DEDICATED TEAM</b></p>	Technical management and strategic support for your usage of Microsoft technologies to ensure that your business is in a position to make the most of the opportunities presented by new features and services that are released.
 <p><b>TECHNICAL ACCOUNT MANAGER</b></p>	Dedicated to overseeing the quality of service provided.
 <p><b>24 x 7 x 365 SUPPORT</b></p>	UK based team for outage support.
 <p><b>ITIL</b></p>	All team members are ITIL trained and certified.
 <p><b>MICROSOFT CERTIFIED SPECIALISTS</b></p>	All team members are certified by Microsoft for their expertise in Microsoft technologies.
 <p><b>LICENSING SPECIALIST</b></p>	Access to Microsoft Licensing specialists to help you optimise your investment.



### WHO ARE CPS?

We know the importance of workplace productivity and transformation, which is why we help our clients reach their business objectives by supporting their journey to digital transformation.

Underpinned by Microsoft technologies, our consultants take pride in delivering tangible technology solutions that solve both technical and business issues.

We don't believe in a 'one size fits all' approach. Our consultants spend time with clients to appreciate their current IT landscape and what might need to change, adapt or evolve to meet business goals and directives.

**To find out how we can support you on your journey, contact us today.**

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**Microsoft Partner**



Gold Cloud Productivity  
Gold Project and Portfolio Management  
Gold Collaboration and Content  
Gold Cloud Customer Relationship Management  
Gold Messaging  
Gold Application Development  
Silver Cloud Platform  
Silver Data Platform