



Managed Support Services

Get the best out of Microsoft technology. Solve today's problems & plan intelligently for tomorrow.



Industries are seeing the benefits of moving some or all IT functions off premises for a third party to manage. This empowers business and IT leaders to focus on objectives that add value to their organisation.

CPS' Managed Support Services enables businesses to keep IT costs in check, while maintaining flexibility with cloud, app, network and data services.

Working in partnership with CPS, you will have access to a team of highly trained, experienced analysts on hand to ensure your supported systems are available and ready when you and your team need them.

Utilising our partnership with Microsoft, we will endeavour to resolve issues before they impact your organisation.

HOW WE DELIVER



DEDICATED TEAM

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



TECHNICAL ACCOUNT MANAGER

Dedicated to overseeing the quality of service provided



ITIL

All team members are ITIL trained and certified



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



24 x 7 x 365 SUPPORT

UK based team for outage support (Optional)

SERVICE	LITE	STANDARD	ADVANCED
DEDICATED TEAM	✓	✓	✓
HOURS OF COVER: 08:00 TO 18:00 GMT	✓	✓	✓
PROACTIVE MONITORING	✓	✓	✓
ADMINISTRATION		✓	✓
INSIGHTS		✓	✓
EXPERT ADVICE			✓
CAB SUPPORT			✓
CHANGE APPROVAL REVIEWS			✓
OFFICE 365 ANALYTICS			✓
EXTENDED HOURS OF COVER		Optional	Optional

INSIGHTS

CPS support your current licenses and can advise on features that are available as add-ons or upgrades, providing insights to new features and their functionality.

As an evergreen platform, Microsoft continue to release improvements and new capabilities which we will analyse and then explain the potential impacts and benefits to your business.

ADMINISTRATION

CPS provides comprehensive administration for your supported platform. This can include purchasing and provisioning of additional licences and all components you are entitled to via your subscriptions. We cover end user administration, housekeeping and manage incidents with Microsoft.

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 techniques.

MONITORING

Monitoring is at the heart of understanding the health of your Microsoft services. If services are showing any significant issues, CPS 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 support and manage. CPS operates 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.



WHO ARE CPS?

We understand 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 spend time with clients to appreciate their current IT landscape, 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.

- e hello@cps.co.uk
- w www.cps.co.uk

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