



ENTERPRISE-GRADE ANSWERS for OFFICE 365

Companies of all sizes are implementing and enhancing Microsoft Office 365 because it delivers popular productivity and communication applications via the cloud, to simplify your business. But the business needs of most enterprises call for added functionality, resulting in a hybrid infrastructure and custom integrations.

SPS Ecosystem Service Desk for Office 365 provides enterprise-grade service for your unique environment — building upon manufacturer support with phone-based, troubleshooting and incident/case management with service level agreements (SLAs). And it goes beyond the edges of Office 365 to other applications in your extended environment.

*Get your Office 365
issues solved faster.*

A Service Desk staffed by experts from SPS grants easy access to the expertise needed to answer questions and correctly troubleshoot problems with Office 365 — even in increasingly complex third-party and hybrid environments. When an issue arises, SPS takes the lead on case management, finds the cause of the problem, and coordinates a solution.

- / **Office 365 issue:** Knowledgeable specialists from SPS have extensive in-house knowledge and direct access to Microsoft Office 365 product experts.
- / **Hybrid architecture:** SPS coordinates with Microsoft and your IT department to identify the correct fix.
- / **Third-party integration:** SPS helps you find the problem, resolve it, or engage third-party vendor support on your behalf.

When SPS acts as the Service Desk for your customized Office 365 ecosystem, a leading technology expert is supplementing your IT helpdesk. Your questions and issues become our top priority. With Microsoft's highest UC Application and Cloud credentials, SPS has direct partner-level access to advanced Microsoft engineering resources, to quickly pinpoint and resolve even the most complex issues. Regardless of root cause, SPS takes responsibility for coordination and case management until the issue is resolved, to eliminate vendor finger-pointing.

Faster resolution, more application up-time!

SPS ensures your Office 365 infrastructure is running smoothly — so you can focus on your business.



At a Glance

FEATURES	BENEFITS
Service Desk with SLAs: Experienced technicians respond to your helpdesk questions and inquiries to help resolve issues faster.	Users rapidly adopt new technologies and achieve productivity.
Problem Resolution Services: SPS experts supplement your IT helpdesk with specialized expertise on your customized Office 365 infrastructure. SPS supports you with incident management, troubleshooting, issue tracking and resolution.	Extends the ability of your IT team to manage cloud-based applications. Qualified resources are focused on the issue until it is resolved.
Escalation Management and Crisis Response: SPS provides specialized case management services until the issue is resolved.	Get faster, more responsive service than in-house resources that must cover multiple projects.
Priority Access to Expert Technical Support: SPS calls upon relationships with leading industry experts for Office 365 and the Microsoft Azure cloud platform.	Rapid access to the right knowledge minimizes outages to maximize productivity.
Service Onboarding: During service initiation, SPS experts inventory your specific Office 365 architecture and integrations.	Helps serve you better with more personalized service.
Periodic Service Reviews: Summarize recent service tickets, identify trends and explore opportunities for improvement.	Ensures continual improvement of your Office 365 deployment and the support SPS provides you.

SPS provides unmatched knowledge to quickly answer questions and correct problems, especially on hybrid server architectures and third-party integrations — minimizing their impact on your business.

Unlimited access means the right experts are always available to address your issues.

And support costs are predictable, on a simple per-month, per-seat pricing model.

Trust the experts from SPS to ensure that

OFFICE 365 is ALWAYS READY to SUPPORT YOUR TEAM!

Make the most of Office 365. Contact SPS today at 888-777-7280 or visit www.spscom.com.

SPS / Integrate. Collaborate. Accelerate.

Strategic Products and Services

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 **Office 365**