



Centerprise CSP for Microsoft 365 and Azure

Description

As a Microsoft 365 and Azure Cloud Solution Provider (CSP) Centerprise is responsible for customer support, this means customers can rely on Centerprise to manage Azure workloads and solve technical problems. Services available via CSP are: Compute, Networking, Storage, Containers, Data Analytics, Security and Identity and Microsoft 365.

Features

- Help Desk Support
- File Storage and Sharing
- Teams, Word, Excel, Powerpoint, Outlook, Publisher, OneNote etc.
- Enterprise management of apps with Group Policies
- Azure Compute, Networking and Storage

Benefits

- Excellent Service levels from our accredited service support desk
- Single point of contact
- Seamless migration service
- Monthly billing with option for NCE or Non NCE Licences

Key objectives of the Centerprise Microsoft 365 and Azure Cloud Solution Provider service are:

- To provide the customer with outstanding service levels from our Microsoft accredited support staff
- To deliver a seamless migration process
- To provide customers with collaborative working across their organization.
- To enable truly mobile working solutions with a familiar user experience.

Microsoft CSP

As a member of the Microsoft CSP program, Centerprise is one of only a handful of partners selected to offer Microsoft cloud offerings to our customers. Centerprise have the skills and expertise to offer, configure, deliver and support your Microsoft Azure infrastructure and a suite of Microsoft 365 solutions to aid your users. Microsoft 365 is the cloud-based service from Microsoft that brings together all the familiar MS Office desktop applications with cloud-based business email, shared calendars, instant messaging (IM), video conferencing, and file sharing. Microsoft 365 is simple to use and easy to manage, with all the latest updates automatically, allowing your IT staff to spend less time managing productivity tools and more time on initiatives that support growth. In addition, you are able to subscribe via Centerprise as your CSP to just the services that you need, choosing from a variety of plans based on the specific requirements of your organisation and your staff. This capability will provide your people to access email, documents, and IM from virtually anywhere providing them with greater flexibility and the ability to react faster to your customers.

Microsoft 365 Support from Centerprise is available on all Business and Enterprise subscriptions of 50 users or more, and includes the following features:

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- Comprehensive deployment and migration assistance to ensure that the transition is smooth, subject to an initial one off charge
- Configure the services to meet your requirements and customizing services to your specific requirements
- Supporting your IT administrators on
 - How to get the most out of enhanced Microsoft 365 Service plans
 - Standard administrative tasks such as password resets, setting up new users
 - Extended service issues and user problems
- Recommend and deliver add-on solutions to Microsoft 365 such as
 - Exchange Online
 - Sharepoint Online personal archive and workglos
 - Document management solutions
- The CSP programme allows monthly or annual billing