



Crown
Commercial
Service
Supplier



G-Cloud 14 Framework Service Definition

Lot 3: Cloud Support

Microsoft 365 Managed Support



Authorised cloud partners of



What is Microsoft 365 - Office 365 Managed Support?

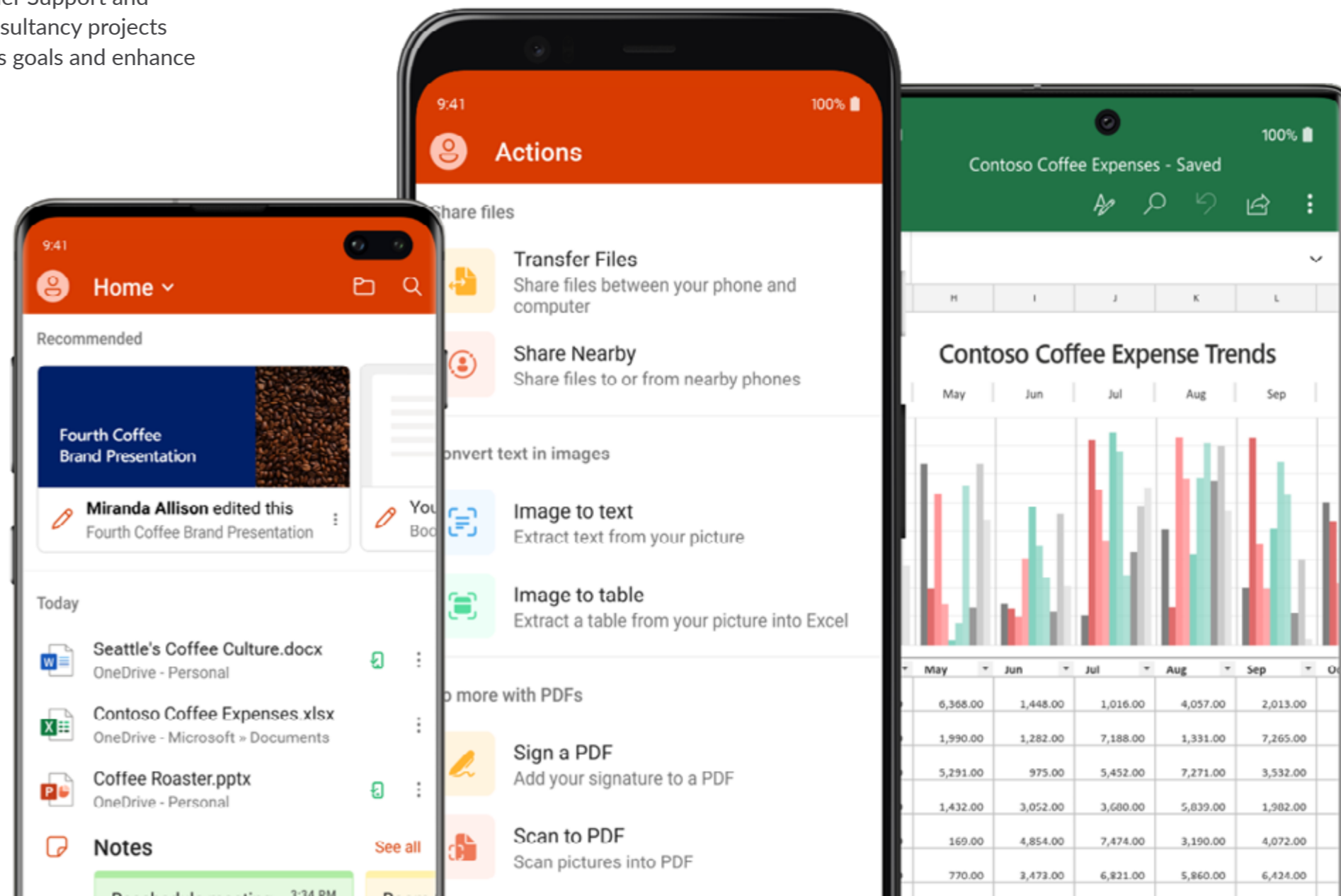
A Managed Support service essentially means that your overall performance, security and updates are taken care of, so you can focus on what you do best – providing value to your customers. In many respects, we're simply an extension of your internal IT team – full of Microsoft experts that are there to provide the support and guidance you or your colleagues need when you need it.

Our managed support service for your Microsoft 365 / Office 365 tenant allows your end users and internal IT support staff to directly access our trained experts for support via phone, email or using our online self service portal. Every member of your organisation has access to a team of fully trained team of IT professionals with the aim of achieving high first time fix rate to avoid lengthy escalation paths.

Where Quadris is unable to resolve any problem we escalate to Microsoft Partner Support and follow the ticket through with them to resolution. We also provide optional consultancy projects focusing on the architecture of Microsoft365 / Office365 to meet your business goals and enhance user adoption.

The Quadris managed support service covers:

- ✓ Administration of your entire Office 365 ecosystem
- ✓ Office 365 implementation (including integration & migration)
- ✓ Frontline helpdesk and problem solving
- ✓ Routine service management reviews
- ✓ Online self-service portal for end users and internal IT
- ✓ Technical enhancement reviews and recommendations
- ✓ Dedicated account manager



Why outsource your Office support?



Quadris provides expert support for your Microsoft 365 / Office 365 environment from our UK based team. The service is configurable to meet your specific needs to provide you with the support you need to meet your organisation goals. As a Microsoft Gold approved Partner, Quadris has been providing outsourced Microsoft support for over 15 years to organisations of all shapes and sizes.

Outsourcing your Office 365 admin gives you:

- ✓ A preventative approach that minimises issues before they escalate in severity
- ✓ Increased productivity of your employees
- ✓ Boosted end user morale and satisfaction with expert user support
- ✓ The ability to complement and free up internal IT support
- ✓ Faster issue resolution from a team closer to your organisation
- ✓ Help delivering your organisation goals through effective use of M365
- ✓ Enhanced user adoption
- ✓ Increased collaboration across your organisation
- ✓ Support that co-terms and scales up and down with your licensing

Our service desk is available 24 / 7 for enterprise level customers who require round the clock monitoring and support. Following the ITIL standard we have finely tuned processes covering incident, service request, problem and change management processes. Customers have access to our EyeQ self-service portal which provides full access to all data records and service dashboards to give you total control over your network and our service performance.

All access to your network is fully recorded and identifies the operator accessing your network from start to finish of every access event.

Our own internal systems operate on a high availability platform stretched across geo-redundant data centres.

Our entire operation is governed by a comprehensive Information Security Management System certified to ISO27001:2013 and we are Cyber Essentials Plus certified as well. Security management is at the heart of everything we do and the way we supply our services to your organisation.



Front line service desk support



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