Public

# Microsoft 365 Support Services

**May 2024**

zenzero

# Introduction

At Zenzero we support over 1000 clients across our dedicated and leveraged Service Desks, Resolver Groups and other support functions. This means our teams are ideally suited to delivering excellent levels of service without the need to attend site in the vast majority of cases. With 450+ staff, we have excellent geographical coverage should site attendance be required.

We have an excellent track record in supporting technology focused professional services customers. We provide IT support, next-generation cyber security services (network operations centre (NOC) & security operations centre (SOC)), project services, consultancy, and training across all end-user computing and infrastructure environments. Covering everything from hardware procurement through managed support to data analytics and development services, we provide a complete set of IT services to our customers.

Our mission is simple; to be the best technology Managed Service Provider (MSP) for mid-size organisations in the UK. We have built up an enviable reputation for delivering world leading technology solutions and associated support services to businesses, charities and schools of all shapes and sizes nationwide.

We have experience supporting organisations with their IT Managed Services all over the UK, from the Isle of Wight, all the way up to remote places like Wick in far corner of Scotland. A number of customers we support also have satellite offices in European countries for which we are happy to accommodate supporting users. Furthermore, we provide support to organisations across a variety of industries including, Information Technology and Professional Services amounting to over 160 contracted customers in those two sectors alone. Testament to our quality of service, we have many long-standing clients who have been with us for well over 5 years as we are able to support their growth journeys and work with them to align technology to achieve their organisation's objectives.

## Zenzero Microsoft 365 Support Services

Zenzero are an accredited Microsoft Solutions partner in:

- Data & AI Azure
- Infrastructure Azure
- Modern Work
- Digital % App Innovation Azure

These accreditations provide our customer with access to direct 24hour Microsoft Support and services, ensuring all staff are guaranteed reliable customer support whenever it may be needed.

Zenzero's Microsoft certified, UK-based IT helpdesk provides unlimited support to customers 8:0018:00, Monday to Friday via phone, email, and our website. On top of this, we provide 24/7 out-of hours emergency support as required. The majority of queries and issues we receive can be resolved remotely by our IT service desk, ensuring a fast, efficient response. However, for more complex issues, we can quickly arrange for onsite IT support from one of our experienced, friendly IT technicians.

# Training

We provide robust user training and tailor our approach to each client's unique business needs. The training that we are able to provide includes training guides for both administrators & users, classroom-style training, videos, and floorwalking. We can deliver training remotely or in-person, providing it to small groups or 1:1, depending on your needs.

# Security

Our trained engineers can visit your business and run an audit on your current IT security. We will identify any areas that may be vulnerable and check whether your security is compliant and up to date. We can then work closely with you to work through any issues we have uncovered and offer suitable solutions. Our security services include:

- Installing, configuring, and maintaining the market leading cloud-based email security,
- Installing industry-leading antivirus software,
- Running government and industry approved Cyber Essentials assessments,
- Providing robust business continuity solutions, including the creation of a disaster recovery plan.