

## Microsoft Platform Support

Holistic 3rd and 4th line managed Microsoft Platform Support from an experienced Microsoft Partner can save you money, improve responsiveness, and deliver better outcomes from your technology investments.

### How well are your Microsoft technology investments supported?

Microsoft technologies can make up a large chunk of your IT budget so it's understandable you want them to run at their best, right?

But without the right expertise and support in place, how can you be sure you're always getting peak performance?



### Your challenges:



#### Poor responsiveness

Delays in answering tickets, and slow software and patch updates not only affect performance but can leave technology vulnerable to cyber threats.



#### Lack of flexibility

As your business changes, you need the flexibility to alter your technology, adding or removing resources as required. Is your current process proactive and responsive to your changing needs?



#### Cost inefficiencies

Is your current 3rd or 4th line Microsoft support arrangement providing value for money?



#### Skills gaps

Microsoft technology can be complex and ever-changing, making it hard for in-house teams or partners without Microsoft expertise to keep up to date with the required skills.



#### Bad configuration

Unfocussed partners, without the right expertise, or time to properly understand your IT estate, can result in your technologies not being configured properly - undermining performance and security.

## Specialist Microsoft Platform Support

Designed for enterprise organisations, looking to maximise the return on investment in their Microsoft technology investments, Kocho offer specialist 3rd and 4th line strategic support across Microsoft's complete range of technology solutions.

We work in close partnership with organisations to truly understand their challenges and Microsoft IT estate, providing you with improved responsiveness for tickets, peace of mind, and a trusted platform for pro-active improvements.

We cover Microsoft's full suite of identity, endpoint and security technologies, including:

- Entra P1, P2, and Governance Solutions
- Microsoft 365 E3 and E5 Solutions



### Our services include:

- Clear SLAs and guaranteed P1 response times
- Incident management, bug investigation and fixing
- Change and enhancement requests
- Quarterly Health checks
- 24/7 always-on support
- Fully ISO27001, ISO9001 and Cyber Essentials compliant
- Highly secure service management platforms
- Optional in-depth architect reviews
- Optional access to transformation consultancy to augment your digital roadmap



## Benefits for your business:

-  **Optimise spend**  
Reduce IT support costs and the need for expensive, ongoing training – our experts are on hand to take care of everything for your Microsoft solutions.
-  **Reduce risk**  
Our specialist Microsoft support team is highly experienced and accredited across a range of Microsoft technologies, with proven credentials and up to date training.
-  **Increase performance**  
Higher quality and speed of strategic support will keep everything running smoothly. Cut down the firefighting and keep your team focussed on growth and improvements.
-  **Free up your IT resource**  
With a partner keeping your Microsoft technologies running smoothly, you can free up your internal team to work on higher priorities.
-  **Protect your organisation**  
Proactively manage IT health and maximise uptime with a comprehensive response plan that keeps your systems secure and resilient.
-  **Secure governance**  
As one of Microsoft's leading identity and cyber security experts, we ensure that your IT infrastructure and data is as safe and secure as it can be.

## Become greater with Kocho

The Kocho Microsoft Platform Support offering is more than just support; it's a partnership that drives your success with Microsoft technologies.

Speak to a friendly member of our team today to find out more.

→ [Contact us](#)

## About Kocho

At Kocho, we connect users and devices securely to Microsoft cloud services.

We believe greatness lies in everyone, and we offer a unique blend of professional, and managed IT solutions, to help ambitious companies realise their full potential.

**Kocho. Become greater.**

Member of  
**Microsoft Intelligent  
Security Association**

 Microsoft Security

Microsoft Verified  
Managed XDR Solution 

 **Microsoft**  
Solutions Partner  
Security

 **Microsoft**  
Solutions Partner  
Modern Work

 **Microsoft**  
Solutions Partner  
Data & AI (Azure)

 **Microsoft**  
Solutions Partner  
Infrastructure (Azure)

 **Microsoft**  
Solutions Partner  
Digital & App Innovation (Azure)

 **Microsoft**  
Specialisation  
Cloud Security  
Threat Protection  
Identity & Access Management  
Information Protection & Governance  
Modernise Endpoints

