



Managed 365 Support

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Managed Microsoft 365

Optimising your Microsoft 365 solution

This service covers your Microsoft 365 suite.

Microsoft licensing has always been complex. The rate at which Microsoft now update their product stack, as well as the terms of use, can increase that complexity exponentially. We make Microsoft 365 adoption easier for your organisation.

We take away the complexity of your Microsoft investment by managing your tenancy, licensing and providing support to your end users for Microsoft 365 issues.



Solution summary

Includes:

Reactive support:

- Queries or issues within the Microsoft 365
- Access to the service desk via:
 - Phone | Email | Portal
- Liaising with Microsoft support

Service benefits

- End-to-end support for Microsoft 365.
- Licensing advice and managed to optimise your investment
- Providing 3rd party support for Microsoft issues
- Access to our service desk

Service Comparison

Our service support plan means we can provide you with the right fit depending on your Microsoft support needs.

Support Plan	Basic	Enhanced	Premium
Cost per User per Month (Annual Commitment)	Included with licenses	£3.50	9.50
Licence Provisioning and Portal access	✓	✓	✓
Support incidents triaged and logged with Microsoft	✓	✓	✓
License Audit	✓	✓	✓
Third line support for Microsoft 365 issues		✓	✓
Office Application Support		✓	✓
Quarterly Architect Review			✓