

Modern Work support & enablement

What we offer

Ingentive provides Modern Work support and adoption services to help organisations maximise the value of Microsoft 365. We offer guidance on collaboration, communication, governance and digital workspace configuration, alongside tailored training and ongoing optimisation. Our service ensures users adopt tools effectively and organisations achieve lasting productivity improvements.

Service categories:

- Cloud support services
- Ongoing support
- Product support capabilities



Benefits:



- Improved adoption of Microsoft 365 tools
- Increased productivity across teams and departments
- Stronger governance and secure collaboration



- Better communication and information sharing
- Reduced friction during technology change



- Enhanced user confidence through tailored training
- More efficient workflows and processes



- Stronger support for hybrid working models
- Higher return on Microsoft 365 investment
- Consistent, organisation-wide Modern Work practices

Service scope

This service focuses on supporting and enabling Microsoft 365 adoption. Integration with non-Microsoft or legacy systems depends on available interfaces and may require additional assessment during onboarding. Support is delivered within agreed service hours, with extended or out-of-hours options available at additional cost. Some complex issues may require further investigation, and Ingentive will maintain clear communication regarding progress and timelines.

Support levels

At an extra cost, Ingentive provides three support tiers: Flexi, Flexi Plus, and Complete. All tiers include the following response SLAs: Major: 1 hour Intermediate: 4 hours Minor: 8 hours These tiers offer different levels of advisory and operational support to meet varying organisational needs.



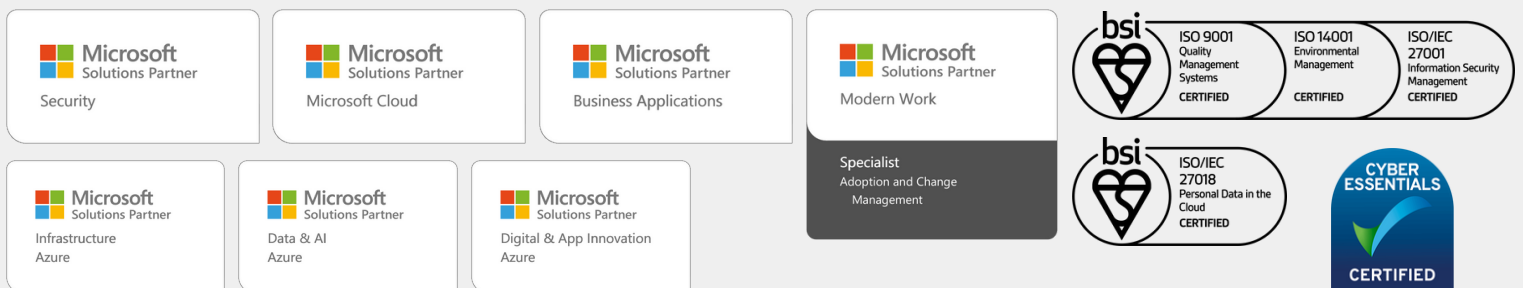
Why choose us?

We live, breathe, eat, sleep, repeat Microsoft and we always have.

As a trusted Microsoft **Inner Circle** member, we bring unmatched expertise, proactive managed services and a transformation-first mindset to keep your business secure, efficient, and future-ready.



Ingentive stands among a select group of organisations worldwide to have earned **all six Microsoft Solutions Partner designations**, plus an additional Microsoft Cloud designation. With seven in total, this exceptional achievement highlights our leadership, innovation, and unmatched capability to help you maximise your Microsoft investments.



Get started with Ingentive

As a Microsoft partner with years of experience providing Microsoft solutions, we want you to get the very best systems for your business, build solutions around you.

Get started

<https://www.ingentive.com/>