

# Teams Calling



## Service Overview

In today's digital landscape, Microsoft 365 has become the cornerstone of modern business operations, providing a comprehensive suite of cloud-based applications and services to enhance productivity, collaboration, and communication. As your trusted partner, we can help unlock the full potential of Microsoft 365 for your organisation. From initial setup and configuration to ongoing maintenance, troubleshooting, and optimisation, we ensure that your Microsoft 365 environment operates seamlessly, allowing you to focus on driving business growth and innovation.

With our Microsoft 365 support service, you gain access to a wealth of expertise and experience in managing Microsoft's extensive suite of applications and services. From Exchange Online and SharePoint to Teams, OneDrive, and beyond, we have the knowledge and skills to ensure that every aspect of your Microsoft 365 environment is optimised for performance, security, and compliance.

**Best Practice** – Our Consultants and Service Desk analysts will help you get the most out of the Microsoft 365 suite by providing best practice recommendations.

**Single Point of Contact** – Single point of contact for device procurement, provisioning, application management, security and support to simplify the end user experience.

**Increased Productivity** – By ensuring the smooth operation of Microsoft 365 services, we help boost productivity across your organisation.

**Scalability** – Our services scale with your business, adapting to evolving needs and enabling seamless expansion without disruption.

**Value** – Maximises return on investment by making best use of products within the Microsoft platform that are already included in your licensing.

**Tailored Service** – Consultative approach to align the service to meet your requirements AND make best use of your existing investment.

**Enhanced Security** – Our proactive security management minimises the risk of data breaches and ensures the confidentiality and integrity of your sensitive information.

**Simplified Management** – We handle the complexities of Microsoft 365 management, so you can focus on your core business.

### Our Deliverables:

- Provides an experienced, cost-effective support function to deal with increased support volumes from staff working remotely.
- Stay informed about new features and products in the Microsoft 365 suite.
- Technical Support: Our team offers round-the-clock technical support to address any issues or challenges with Microsoft 365 services promptly.
- Setup and Configuration: We assist in the initial setup and configuration of Microsoft 365 services tailored to your organisation's specific requirements.
- Security Management: Implementation and management of advanced security features such as multi-factor authentication, conditional access, data loss prevention, and threat protection.
- Performance Monitoring: Continuous monitoring and optimisation of Microsoft 365 services to ensure optimal performance and reliability.
- Compliance Guidance: Assistance in achieving and maintaining compliance with industry regulations and data protection standards within Microsoft 365 environment.

## Why Telefónica Tech?

1. Our Propel method gets you from idea to working solution fast. This lets you unlock value quickly from your modernisation initiatives.
2. We have deep expertise across the full app stack with proven customised solutions that speed your modernisation.
3. We help you adopt change with less risk and disruption, using modular delivery that keeps compliance and quality high.

We focus on high-value apps and features that deliver clear business impact.

## Additional Services to Elevate Your Business

### Cloud Strategy

Scale cloud adoption for maximum business impact.

### GreenOps

Measure and optimise your cloud carbon footprint, making your cloud operational sustainable.

### FinOps

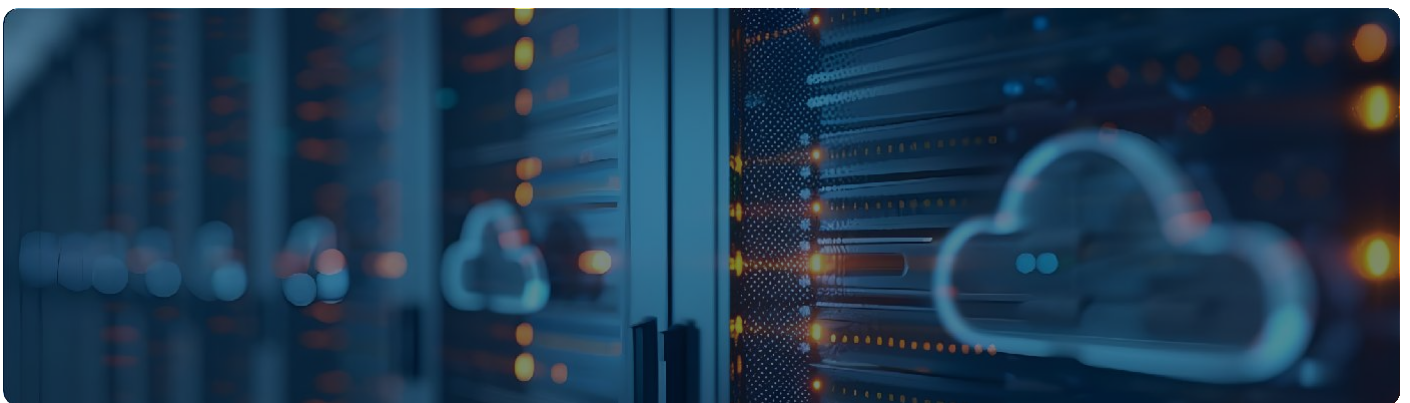
Optimise your cloud spending and boost financial accountability.

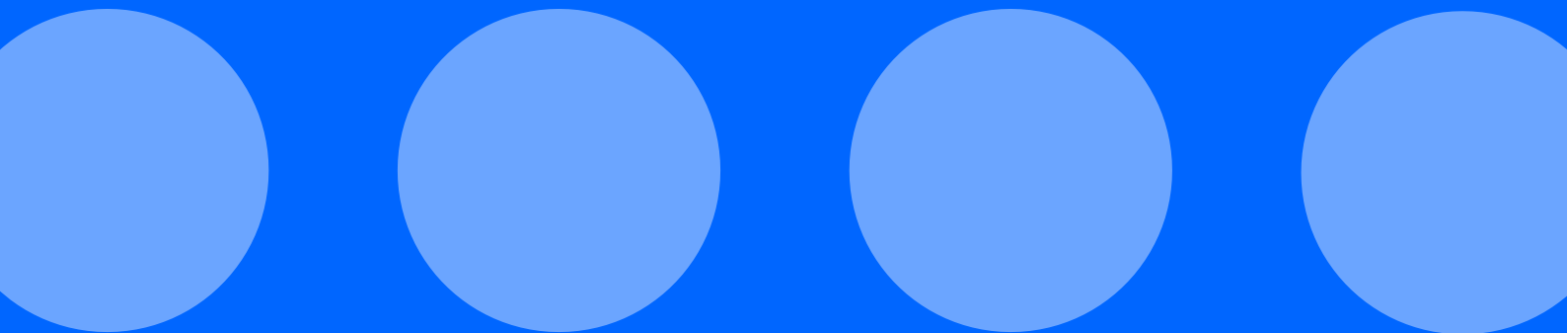
### Multi-Cloud

Deliver workload freedom by deploying your workloads across multiple cloud providers seamlessly.

### Cloud Managed Services

Expert management and support for your cloud environment.





# Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.