

# Advanced Support

## Managing and supporting the rate of change for your M365 platform



To keep track on and report upcoming Microsoft platform changes, including new and updated features, planned maintenance, or other important announcements is a very real and growing challenge for IT departments and organisations in understanding how these changes can affect a clients M365 environment.



### What is the challenge of managing Microsoft 365?

Microsoft 365 is a powerful and versatile cloud platform that offers a range of productivity, collaboration, security and compliance tools for organisations of all sizes and sectors. However, managing M365 can also be a complex and costly task, especially for IT teams that lack the resources, skills or time to keep up with the ever-changing M365 platform .

### Challenges that organisations face when managing M365 include:

- ❏ Overpaying for licenses that are not aligned with the actual needs and usage of the users.
- ❏ Missing out on the latest features and updates that can impact the performance and functionality of the cloud services.
- ❏ Lack of visibility and control over the cloud environment, leading to potential security and compliance risks.
- ❏ Difficulty in resolving technical issues, troubleshooting problems, or implementing changes and enhancements.
- ❏ Insufficient support and guidance from Microsoft, resulting in delays and frustration.

These challenges can prevent organisations from realising the full potential and value of their M365 investment and can also expose them to unnecessary costs and risks.

**Gartner has acknowledged** the shift from the traditional separation of consulting services and application managed services towards a Continuous Product-Centric Service. This is exactly what bluesource's Advanced Support Service was designed to deliver, staying ahead of the curve and leading the way in this industry transformation.

### How can Advanced Support help?

- ❏ Delivering a comprehensive service that provides continuous cost and licensing optimisation, continuous monitoring observability, technical support and key out-tasking activities for your M365 environment.
- ❏ Delivered by an MSP+ that has proven expertise & experience in Managing & Delivering hundreds of tier 1 Microsoft 365 environments for organisations of all sizes & sectors.
- ❏ Tailored to meet your specific needs and budget, with transparent pricing, flexible service offerings, and expert support, we empower you to focus on your core business activities while we handle the management of your M365 environment.

### Support that delivers

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