

**“We firmly
believe that every
customer’s journey
is unique.”**



Maximise your productivity and empower your workforce

Enable your employees for a high-performance workplace with 24x7 managed services for Microsoft 365

Every business outcome - from productivity and efficiency to talent retention, innovation and growth - starts with your employees. [Gartner forecasts that by the end of 2023, 39% of global knowledge workers will work hybrid, up from 37% in 2022](#). The future of work must enable workers to be productive, resilient and healthy regardless of where they work. Organisations need to operate their business and control costs while still growing and innovating. At the same time, the expectations of employees have never been so important in the workplace. Technology has a big role to play here but just as important as the right tools is the confidence that you have the support and underlying services to ensure employees can work effectively, anywhere, and at any time.

Enhance and secure your high-performance workplace

At SoftwareOne our mission has always been to accelerate digital transformation - BUT we understand that limited resources and stretched IT budgets can sometimes force you to focus your time on supporting your end users or simply trying to maintain your operations, rather than innovating and working towards better business outcomes.

We help customers globally supporting their Microsoft 365 environments, releasing their IT resources to focus on other important activities, like driving customer engagement or leveraging business data. We achieve this with **SoftwareOne Digital Workplace Essentials**, our complete support service for Microsoft 365 that includes not only your licenses, but also our 24x7 managed service for all of your 365 workloads. By leaving the everyday challenges of support to us, you are free to drive innovation and transformation, safe in the knowledge that your employees can work effectively and securely.

Your benefits & values:

- **Improved business productivity:** Harness the latest technology and automation to empower and inspire your people to do their best work.
- **Cost optimisation:** Increase budget transparency and uncover potential cost-optimisation opportunities with our licence management portal.
- **Reduced risk:** Assurance that your Microsoft 365 environment is supported 24x7, globally.
- **Increased availability:** Empower your employees to work securely and confidently anywhere at any time with a stable support foundation.
- **Reduced complexity:** Simplify your Microsoft 365 investment with support and licenses from a single partner.



Your trusted partner for Support and beyond

No matter where you are on your transformation journey, SoftwareOne Digital Workplace Essentials enables you to leverage the benefits of Microsoft's Modern Workplace solutions by reducing the user and operational complexity. SoftwareOne provides you with full 24x7 support for Microsoft 365 as well as taking away the headache of licensing procurement and management through our licence management platform.

Our global presence in 90 countries and our multi-language support mean that no matter what country your employees are in, we can support you around the clock.

SoftwareOne is one of Microsoft's largest global channel partners and our close ties, coupled with our Premier Support Agreement, mean that we have a direct line to the vendor that benefits all our customers, giving the assurance of world-class support, backed by Microsoft.

Our portfolio of complementary services can supplement your in-house capabilities to help you accelerate. Whether its help with adoption and change management, or a back up of your Microsoft environment. Whether you're thinking of moving to cloud telephony, or simply need to find ways to optimise costs. Whatever your need is, we have you covered.

What's included:

Digital Workplace Essentials

Support Hours

- 24x7 support
- 30 minute SLA response for P1

Licensing

- CSP Tenant - Licence pricing included
- EA Tenant - Licence pricing excluded

Incident & Service Request Management

- Microsoft 365 and EM+S support
- Unlimited support tickets for online workloads only
- Ownership for escalations to Microsoft Premier Support

SoftwareOne Client Portal

- Client Portal licensing overview
- Contract and licence management portal
- Global purchasing possibilities with client specific catalogue and pricing

Realise a faster time-to-value with our complementary services:

- **UC Managed Services:** global service desk for supporting and managing Microsoft Teams including all voice and telephony.
- **BackupSimple:** enterprise-proven data protection in a simple, cloud-native solution provided by Commvault.
- **Managed 365 Security:** an end-to-end service to protect your data, prevent unauthorised access and ensure the ongoing security and compliance of your Microsoft 365 environment.
- **Service Success Manager:** a single point of contact providing support, optimisation and management of your entire Microsoft 365 investment using 365 Analytics.
- **Digital Workplace Adoption:** an end-to-end service to protect your data, prevent unauthorised access and ensure the ongoing security and compliance of your Microsoft 365 environment.
- **Managed Detection and Response for Microsoft Sentinel:** a comprehensive 24x7 threat protection solution offering continual monitoring, detection and response across your entire multi-platform, multi-cloud digital estate.

CONTACT US TODAY

Find out more at

www.softwareone.com

SoftwareOne AG | Headquarters

T. +41 44 832 41 69

E. info@softwareone.com



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