

► What is our Microsoft 365 managed service?

Our Microsoft 365 managed service combines Microsoft's trusted applications and K3's expertise as a Microsoft Tier 1 Cloud Solutions Provider and Qualified Multitenant Host. Our diligent, expert management and maintenance plus setup and migration helps your business to get the most possible benefit from Microsoft's suite of products – including Outlook, Office Apps, Teams, OneDrive, SharePoint and Power Platform - to maximise your investment.

M365 is a single online licence for Microsoft Office products. It helps to enhance productivity and collaboration to move your business forward, enabling smart working such as chat, video calls, online meetings, calendar syncing, real-time file sharing and editing, project management and workflows.

It also provides security and backup, supported by K3. Customers can login to cloud apps or work locally depending on business needs, and updates are automatically available.

If you use Active Directory Services, our M365 experts will ensure user login credentials continue to work for a seamless single sign-on experience. And if you have a problem, our team are available 24/7 to provide support.

► What are the features and benefits?

- 24/7 helpdesk support from a Microsoft 1-Tier Cloud Services Provider
- Full access to Office Apps including Word, Excel and PowerPoint
- Full integration with Microsoft Enterprise Mobility + Security for total peace of mind
- Automatic updates will ensure you have the most up-to-date version; no upgrade required
- Each licence covers use on five devices including desktop, smartphone or tablet
- No upfront licensing costs - pay per month per user
- Easily scale up or down to cater for fluctuations in your business
- Cutting-edge security practices provide robust email protection against spam, viruses and malware

Please call us on **0844 579 0800** to discuss your specific requirements.

CSP support is provided by default. Customers check M365 Services and report whether online or not.

Level 1: Tenant Management

| CONTRACT COVER OPTIONS | BRONZE | SILVER | GOLD | PLATINUM | PRICING |
|--|--------|--------|------|----------|----------------------------|
| <p>Tenant creation and administration</p> <p>The partner is responsible for creating and administering new customer tenants, and resolving support requests when these tasks cannot be successfully completed</p> | ✗ | ✓ | ✗ | ✗ | By 100, 500 or 1000+ users |
| <p>User creation and administration</p> <p>The partner is responsible for creating and administering new customer tenants, and resolving support requests when these tasks cannot be successfully completed</p> <p>The partner may provide admin level access to users within the customer tenant, who may then have the ability to create new users or modify existing users</p> | ✗ | ✓ | ✗ | ✗ | By 100, 500 or 1000+ users |
| <p>Licence procurement within tenant</p> <p>The partner is responsible for procuring new products and subscriptions within the customer tenant and for resolving support requests when these tasks do not complete successfully</p> | ✗ | ✓ | ✗ | ✗ | By 100, 500 or 1000+ users |

Extended Support - Level 2: Service Impact

| CONTRACT COVER OPTIONS | BRONZE | SILVER | GOLD | PLATINUM | PRICING |
|---|--------|--------|------|----------|----------|
| <p>Service Impact Support</p> <p>Break in the flow of email</p> <p>Authentication issues</p> <p>Unable to connect to Skype / Teams</p> <ul style="list-style-type: none"> • Skype calls are not being received • Calls are not going out <p>SharePoint / OneDrive Services</p> | ✗ | ✓ | ✓ | ✓ | Per user |

Extended Support - Level 3: End Configuration and Troubleshooting

| CONTRACT COVER OPTIONS | BRONZE | SILVER | GOLD | PLATINUM | PRICING |
|---|--------|--------|------|----------|----------|
| <p>Exchange Online</p> <p>Mailbox configuration / troubleshooting</p> <p>Recipient configuration (mailbox permissions, configuring mail forwarding, configuring shared mailbox) / troubleshooting</p> <p>Auto discover configuration / troubleshooting</p> | | | | | |
| | ✘ | ✔ | ✔ | ✔ | Per user |
| <p>SharePoint Online</p> <p>Permissions and user groups / troubleshooting</p> <p>Configuration of external users / troubleshooting</p> | | | | | |
| | ✘ | ✔ | ✔ | ✔ | Per user |
| <p>Skype for Business Online</p> <p>Installation and creating contacts / troubleshooting</p> | | | | | |
| | ✘ | ✔ | ✔ | ✔ | Per user |
| <p>Microsoft 365 Apps for Enterprise</p> <p>Installation and setup assistance / troubleshooting</p> | | | | | |
| | ✘ | ✔ | ✔ | ✔ | Per user |

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Extended Services

Migration, Installation and Setup - PS

▾ **Product Features**

Migration, installation and setup are extended services – POE.

- **Bronze** – Supply of licence & tenant management done by customer, support from support.office.com
- **Silver** – Supply of licence & tenant management is provided by K3, cover period Mon-Fri 08:00 - 18:00**, support from support.office.com
- **Gold** – Supply of licence & tenant management, user 1st line support is provided by K3, cover period 24/7
- **Platinum** – Supply of licence & tenant management, user 1st line support and configuration (not deployment) is provided by K3, cover period 24/7

Business and Enterprise plans only

For more information about managed Microsoft 365, contact K3 on 0844 579 0800. *24/7 support provided as part of a service contract. Supported in English language only. Excludes application support. Get in touch for more details.**Support excludes bank holidays.

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