

MANAGEMENT SERVICE FOR MICROSOFT OFFICE 365

Simplify the management of your cloud communications and collaboration productivity suite and get the most out of your investment

ESSENTIALS

Dell Technologies can help you gain the most from your Office 365 investment with our:

- Microsoft certified team of experts
- Practical guidance for cost savings and functionality improvements
- Communication guidance for successfully accelerating adoption
- Management services to free resources from day-to-day operations

Business Challenges

Migrating Microsoft Office productivity tools to cloud infrastructures comes with multiple challenges and expectations. You want to maintain the ease of use for applications and tools while benefiting from the new cloud model. Although moving to the cloud eliminates hardware maintenance costs and time-consuming software upgrades, you still require mature, highly responsive services that provide end-to-end solutions—from setup to support and administration, to productivity improvements that are measurable.

Why a Management Service?

Some considerations to contemplate as you determine if a management service is right for your business are:

- **Technology**—Office 365 makes available a broad set of applications that require deep expertise to manage and exploit the communications and collaboration technologies your business requires
- **Skills**—Office 365 requires skills that are less about infrastructure and more about application and data management
- **Resources**—Your IT resources are valuable assets that should be less focused on the platform and services, so they can provide more value to the business
- **Time**—Office 365 can represent a reduction in management time and costs, but like any critical application requires focus to optimize operational efficiencies

At Dell Technologies we understand that when deploying a cloud-enabled business productivity environment such as Microsoft Office 365, it's equally important to support it with flexible management services that provide day-to-day management and administration.

Service Description

The Dell Technologies Management Service for Office 365 provides a natural extension to your in-house IT team. It can help you simplify the management of your Office 365 ecosystem and free your internal IT resources from the day-to-day tasks, allowing them to focus on more strategic initiatives. From augmentation to complete solution management, we can customize your service plan to fit your specific needs and budget.

Our experienced Office 365 Services Management Consultant is focused on ensuring a high level of operational efficiency for your business. Working with you, we define measurements for productivity and help drive adoption to reach your productivity goals. Our specialists will manage your Office 365 ecosystem to deliver:

- Account management to help with initiation, service planning, service requests and delivery
- On-boarding the Office 365 core tenant and identify management as well as Microsoft applications - Exchange Online, SharePoint Online, Teams, Skype for Business Online, Yammer and OneDrive for Business
- Support with reactive problems and errors
- Proactive monitoring and reporting
- Administration of the Microsoft applications within Office 365
- Security and compliance administration
- Adoption campaigns to help drive awareness and usage within your organization
- Planning to realize your productivity goals leveraging the use of your entire Office 365 suite
- Reporting to communicate and track progress towards your productivity transformation

Remote monthly reviews and planning meetings are conducted with you and your team, however we offer an option for on-site visits depending on your service plan preference.

Our Expertise to Realize Your Productivity Reality

Office 365 solutions are core to Dell Technologies' business. We are one of Microsoft's largest Office 365 partners, allowing you to purchase and manage your subscriptions through Dell Technologies, receive Microsoft FastTrack onboarding and adoption benefits, and subscribe to Dell Technologies' ongoing support and management services. For specific solutions or complex needs, additional consulting services are available for unique content migration or management solutions, application porting or systems integration requirements.

Summary of Benefits

Let Dell Technologies help you gain the most from your Office 365 investment with our customizable services, both strategic and tactical, with award-winning methodologies and certified expertise needed to make your project a success. Our services are designed to make your productivity objectives a reality, offering you:

- A global team of specialists to manage your Office 365 service based on your service plan
- An extension to your IT team, freeing your resources to focus on more strategic initiatives
- A predictable pricing and support model for accurate IT forecasts
- End-to-end service management for incidents, changes, and requests to enhance workforce productivity
- A single point of contact to ensure consistent, reliable support

Take the next step, contact your Dell Technologies representative to learn more now.



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