



A CANCOM COMPANY

Office365 FastSupport Services Expert End User Support



Solutions Brief

Why choose OCSL

- ▶ Enterprise level service for a fraction of the investment
- ▶ Highly skilled team with 25+ years of delivering services to customers worldwide
- ▶ Bespoke, fully transparent service
- ▶ Allocated Service Delivery Manager to look after your account and deliver the most from your service
- ▶ Key strategic partner relationships with Cloud vendors and direct connections to Cloud providers

OCSL's data centres:

- ▶ Government OFFICIAL Supplier
- ▶ N3/HSCN Supplier G-Cloud Supplier
- ▶ Cyber Essentials + IASME
- ▶ ISO 27001, 20000, 27018,
- ▶ 9001 & 22301 certified by a UKAS accredited auditor

Why choose OCSL

- ▶ MSCE Certified Consultants Top 10 UK Microsoft Partner
- ▶ Global Microsoft Blackbelt Partner
- ▶ Work with Microsoft Engineering Resources
- ▶ Delivered from our UK Managed Service Centre

Support when you need it

Is your IT department struggling with time and resource to assist your staff with Microsoft Office365 issues?

Our comprehensive Office365 support service is proactive, scalable and affordable. It provides a dedicated team of experts to support end users directly, removing the burden of end user support from your IT department. Free up their valuable time and resource to focus on more strategic projects. Quickly get a resolution by registering a ticket using our online portal or call to speak to an Expert directly.

Support Levels

All Office365 plans bought under CSP come with limited email support. OCSL provide enhanced levels of support over and above this CSP plan. We provide affordable monthly subscription plans that support the services you are consuming through your Microsoft License, as shown below.

Enterprise F1	Enterprise E1	Enterprise E3	Enterprise E5
Mail Online SharePoint	Exchange email, instant messaging, SharePoint and Online versions of Office	Full desktop, online and mobile Office, Exchange email, instant messaging, Sharepoint, Teams	All features from E3, plus advanced Enterprise tools

Rapid response

Our expert Microsoft-certified analysts provide flexible support services quickly and efficiently to help you get the most out of Office365 via telephone and online. Our Microsoft Tier 1 Partner status ensures a quick response is received for any escalated tickets.

Technical Account Management

Recruiting and training skilled in-house staff to provide technical support is expensive and time consuming. Our service provides a dedicated Technical Account Manager throughout your contract. They will provide dead clear guidance to navigate through new product updates and launches helping you develop further into the Office365 ecosystem. Our aim is to create an optimised evergreen state, so further innovation using the platform can be achieved.

Prices start at £5.50 user/month depending on support level selected.



Learn more: ocsl.co.uk



Call us: 0845 605 2100



Email us: marketing@ocsl.co.uk



Azure FastSupport Services

Expert end user support

A CANCOM COMPANY



Solutions Brief

Why choose OCSL

- ▶ Enterprise level service for a fraction of the investment
- ▶ Highly skilled expert team with 25+ years of delivering services to customers worldwide
- ▶ Bespoke, fully transparent service
- ▶ Allocated Service Delivery Manager to look after your account and deliver the most from your service
- ▶ Key strategic partner relationships with
- ▶ Cloud vendors and direct connections to Cloud providers

OCSL's data centres:

- ▶ Government OFFICIAL Supplier
- ▶ N3/HSCN Supplier G-Cloud Supplier
- ▶ Cyber Essentials + IASME
- ▶ ISO 27001, 20000, 27018,
- ▶ 9001 & 22301 certified by a UKAS accredited auditor

Why choose OCSL

- ▶ MSCE Certified Consultants Top 10 UK Azure Partner
- ▶ Global Azure Blackbelt Partner
- ▶ Work with Microsoft Azure Engineering Resources
- ▶ Delivered from our UK Managed Service Centre

Support when you need it

Have you invested in Microsoft Azure? Do you lack expertise internally to manage Azure on a day-to-day basis? Or simply want the peace of mind from talking with an Expert and getting a fast response?

Our comprehensive Azure FastSupport Service provides a dedicated team of Microsoft-certified analysts to manage Azure. Our proactive approach ensures that you make the most of your cloud investment. Free up your IT departments time and resource to focus on more strategic projects. Quickly get a resolution by using our online portal to register a call to speak to an expert directly.

Support Levels

All Azure plans bought under CSP come with a free of charge standard telephone support service. OCSL provide two further enhanced levels of support as detailed below:

Azure Standard Support

1. Our skilled in-house experts provide a managed service covering the Azure services
2. Dedicated Technical Account Management

Azure Advanced Support

1. Our skilled in-house experts provide a managed service covering the Azure services
2. Dedicated Technical Account Management
3. Risk management - Backup support and Disaster Recovery strategies in Azure

1. Rapid response

Our Microsoft-certified expert analysts provide architectural guidance and Azure planning and strategy to help you get the most out of cloud, 24x7x365 via telephone and online. #AskTheSupportExpert for a timely and certain response.

2. Technical Account Management

Recruiting and training skilled in-house staff is expensive and time consuming. Our service provides a dedicated Technical Account Manager throughout your contract to develop an optimised evergreen state. They will deploy and manage your customised Azure environment to maximise performance, innovation and reliability.

3. Manage Risk

Reduce the risk of down time. We can monitor and patch your VMs and inform you of any other potential security issues which arise.

Price: based on your monthly Azure consumption



Learn more: ocsl.co.uk



Call us: 0845 605 2100



Email us: marketing@ocsl.co.uk