

Microsoft 365 Support

This service delivers a comprehensive managed service, supporting all elements of the Microsoft 365 stack. Delivered by highly qualified and certified support advisors, the service provides incident management and proactive support, including optimisation of workloads, and automation. This service is led by ITIL v3/4 and ISO certified Service Delivery Managers.

About risual

Over 15 years of experience transforming the workplace through the introduction, adoption and strategic management of Microsoft cloud technology. Working across all industry sectors and delivering in partnership with our clients, we work to transform the ways in which people work through the re-imagination of technology, support services, and the provision of enhanced digital skills training.

Features

- Delivered in line with ITIL v3/4 and ISO 20000 standards.
- Delivers proactive 24x7x365 monitoring and event management.
- Delivers Microsoft 365 tenant and subscription support.
- Covers all services within the Microsoft 365 licensing pack.
- Delivers complete incident, Problem and Change Management service.
- Provides monthly service reviews and daily operational performance reports.
- Includes security management in line with NCSC and ISO 27001.

Benefits

- Delivered by an Azure Expert MSP accredited Microsoft partner.
- Delivered by Microsoft 365 qualified Support Advisors.
- Service complies with ISO 27001 and Cyber Essentials Plus.
- Quality assurance of all services in line with ISO 9001.
- Service is regularly reviewed and optimised to deliver continuous value.
- Provides cost-effective services for all cloud-based services.
- Provides a single point of contact throughout the contract.
- Delivers against SLAs and KPIs, agreed in the Service Design.
- Increases service availability through proactive 24x7x365 monitoring.