

SPARKHOUND MANAGED SERVICES

⚡ OFFICE 365

Deploying Office 365 can be transformative and yet, with a large number of users, it can be challenging to support and manage. Sparkhound's team of Microsoft-certified experts can handle the demand and administrative burden of helping ensure that your users can reap the full benefits of O365. We provide responsive, expert support for the full gamut of O365 features.

SPARKHOUND'S MANAGED OFFICE 365 FEATURES:



Focus on Strategic Initiatives

Sparkhound's administrators decrease ongoing administrative burden of managing and monitoring your O365 environment freeing your team to focus on business initiatives



Confidence

Our onshore team of problem solvers handles your users' incidents with a "localized feel" allowing your IT team freedom from support duty



Single Point of Entry

Submit tickets by calling, emailing, web portal, or via automated systems alerts to Sparkhound's 24x7 Managed Service Desk. We are the single point of contact for all IT support



Ticketing and Documentation

Every incident, problem, known error, and request is documented in our enterprise-grade ticketing system for proper tracking and reporting



Service Level Agreements (SLAs)

We're committed and accountable



Triage and Escalation

Priority and impact guide the triage of incidents, problems, requests, and known errors to escalation points that best fit your organization's preferences within SLA guidelines



Meaningful Resolution

Effective tracking of all incidents including support for password resets, basic device troubleshooting, and answering "how to" questions



Measurable Results

Your dedicated Service Delivery Manager regularly reviews SLA metrics and KPI insight to verify ROI of Managed Service Desk

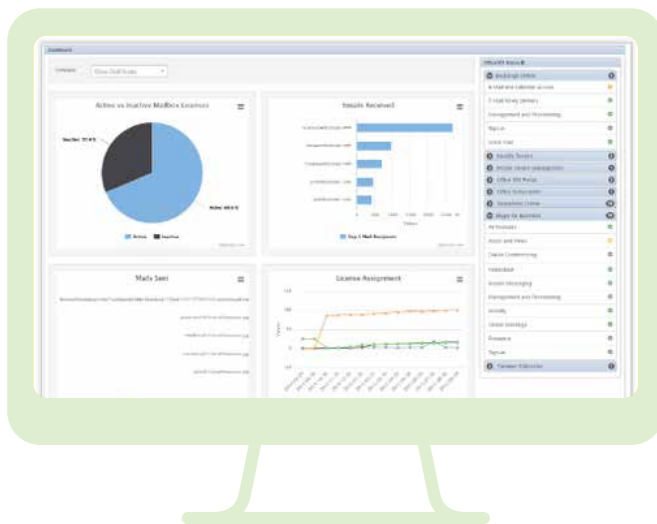
Post-Implementation Support and Management

Whether serving as your primary administrator or an expert for escalation support, Sparkhound's O365 consultants perform the configuration and management tasks required for optimal performance of your environment.

As a Microsoft Gold Partner with years of O365 administration and implementation experience, our pros learn your unique environment thereby expediting resolution time. We use proven ITIL-based trouble-shooting methodology and enterprise-grade reporting tools to manage your cloud environment to maximize its capabilities.

Cloud Management through a Single Pane of Glass

Our 24x7x365 administration and alerting dashboard



Maintain & Evolve

As your cloud environment, usage and needs change, Sparkhound's team is there to ensure you get the most from your investment. We are 24x7x365, multi-lingual, and available to support your users assuring you experience reliable and confident performance.

- ⚡ **SLA Maintenance**
- ⚡ **Services Monitoring**
- ⚡ **User Profiles**
- ⚡ **DirSync/ADFS**
- ⚡ **System/User Security**

Proactive Services

Our goal is to catch incidents before your business encounters productivity loss. As an optional Tier 2 level of support, the Managed Service Desk Team proactively sniffs out issues in a few of the following methods:

- ⚡ Automated ticket creation for mailbox, OneDrive, Skype, & SharePoint Online thresholds
- ⚡ License administration & assignment reporting
- ⚡ Cloud optimization guidance for operational roles & responsibilities

- DirSync/AD Sync Support
- Federation Troubleshooting
- Office App Support
- Password Policy Settings
- Instant Messaging
- Microsoft Gold Support Escalation
- Service Status Monitoring
- Spam & Malware Policy Administration
- User Sync Issues
- Service Threshold Alerting
- Message Retention Management
- Mail Traffic Reporting
- SLA Response
- Mail Flow Monitoring
- Subscription Administration
- User Profile Management
- Hybrid Environment Support
- Site Access Provisioning