



# MICROSOFT 365 SUPPORT SERVICE

Support, maintenance and business consultations for your Microsoft 365 platform, applications and collaboration tools

We support you in daily basis operation, ongoing configuration, support and maintenance

## What you get?

### Direct solutions

- Expert support even up to 24/7

### Cost optimization

- 4 support models to choose

### Flexible SLA

- You decide how quickly we solve your incidents

### Communication and collaboration

- We will guide you to stay on the top of the trends

### Improved customer service and satisfaction

- Access to the Team of 150+ certified experts at Sii

### Increased productivity

- We will manage and optimize your environments

### Reduced Energy waste

- As Microsoft Partner we help to resolve issues quickly

### Better user experience

- We will increase awareness of your users by providing trainings

### Flexible cooperation

- Transfer of unused hours or exchange for development support

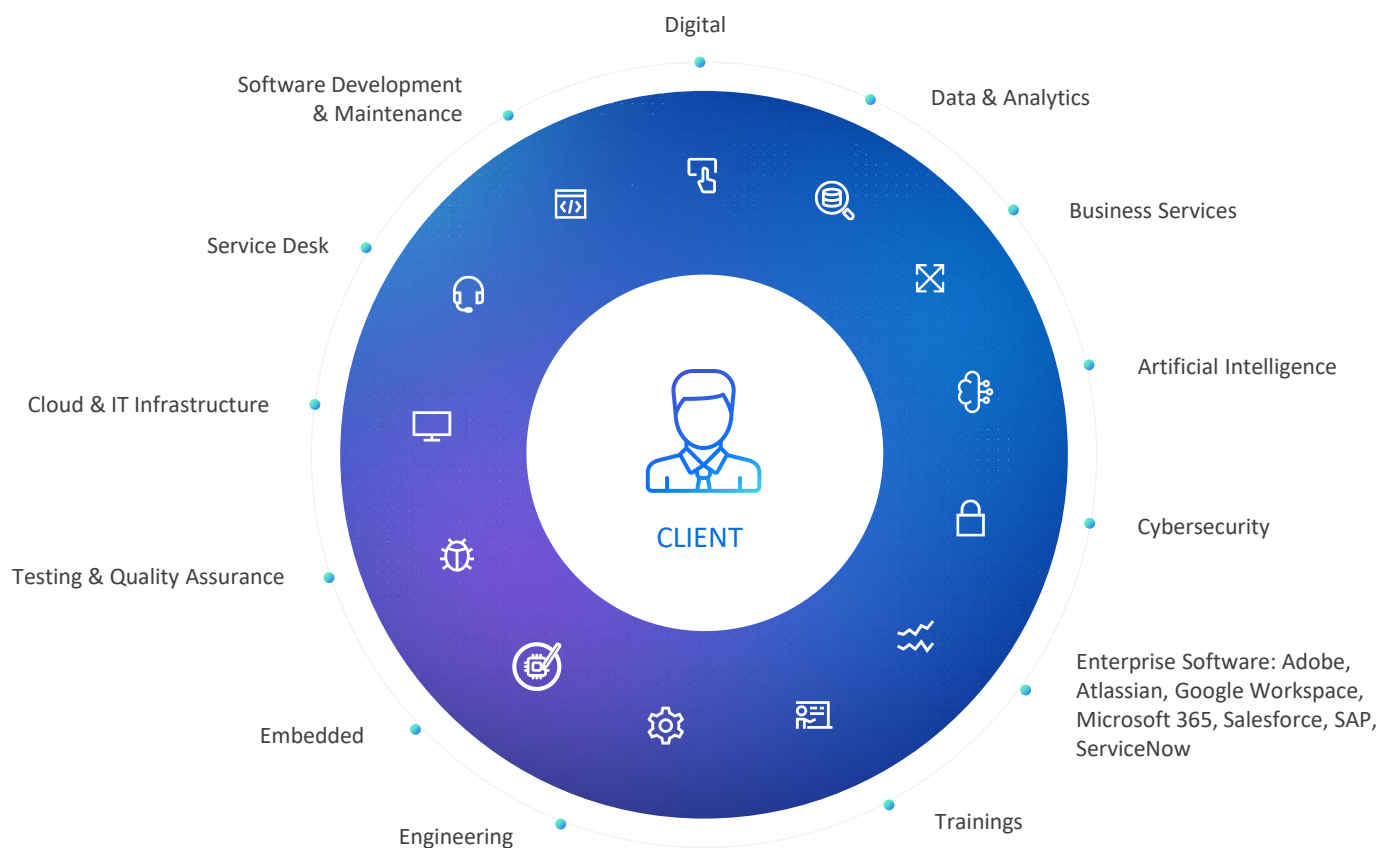
## What we offer

- Error fixing and incidents resolution
- Troubleshooting and administration
- Managing security services and monitoring
- Expert advise and support
- Environment optimization and user training
- Assistance with M365 tools implementation

Our services cover the M365 suite, including:



# Offer – One-stop shop



## Tangible Benefits / Desired Outcomes

- ✓ You take care of your business development - we take care of the cloud
- ✓ Our architects will support you in the latest technologies
- ✓ We are ready to maintain your infrastructure with dedicated support team

## Why Sii

### 600 certified experts

Solution Architects, Network Engineers, Security Engineers, DevOps Architects, Data Engineers, Azure Administrators, Azure Developer, Cybersecurity Architects, D365 Consultants, Power BI Analysts

### Leading cloud services

Microsoft Azure, Microsoft 365, Dynamics 365, Power Platform

### Innovative industry solutions

For manufacturing banking, healthcare, real estate and public sectors

### End-to-end Project Support

Mrom preliminary data analysis, target model creation, implementation on dedicated devices to maintenance