



Get answers when you need them most

Ad-hoc support for Microsoft services



**Microsoft
Partner**



Gold Cloud Platform
Gold Cloud Productivity
Gold Enterprise Mobility Management
Silver Small and Midmarket Cloud Solutions
Silver Windows and Devices

Businesses need IT answers without assuming the cost of entire projects

Many modern businesses face IT staffing shortages, have crucial IT roadblocks that need urgent answers, and/or lack the technical knowledge to effectively manage their key Microsoft solutions.



CHALLENGES

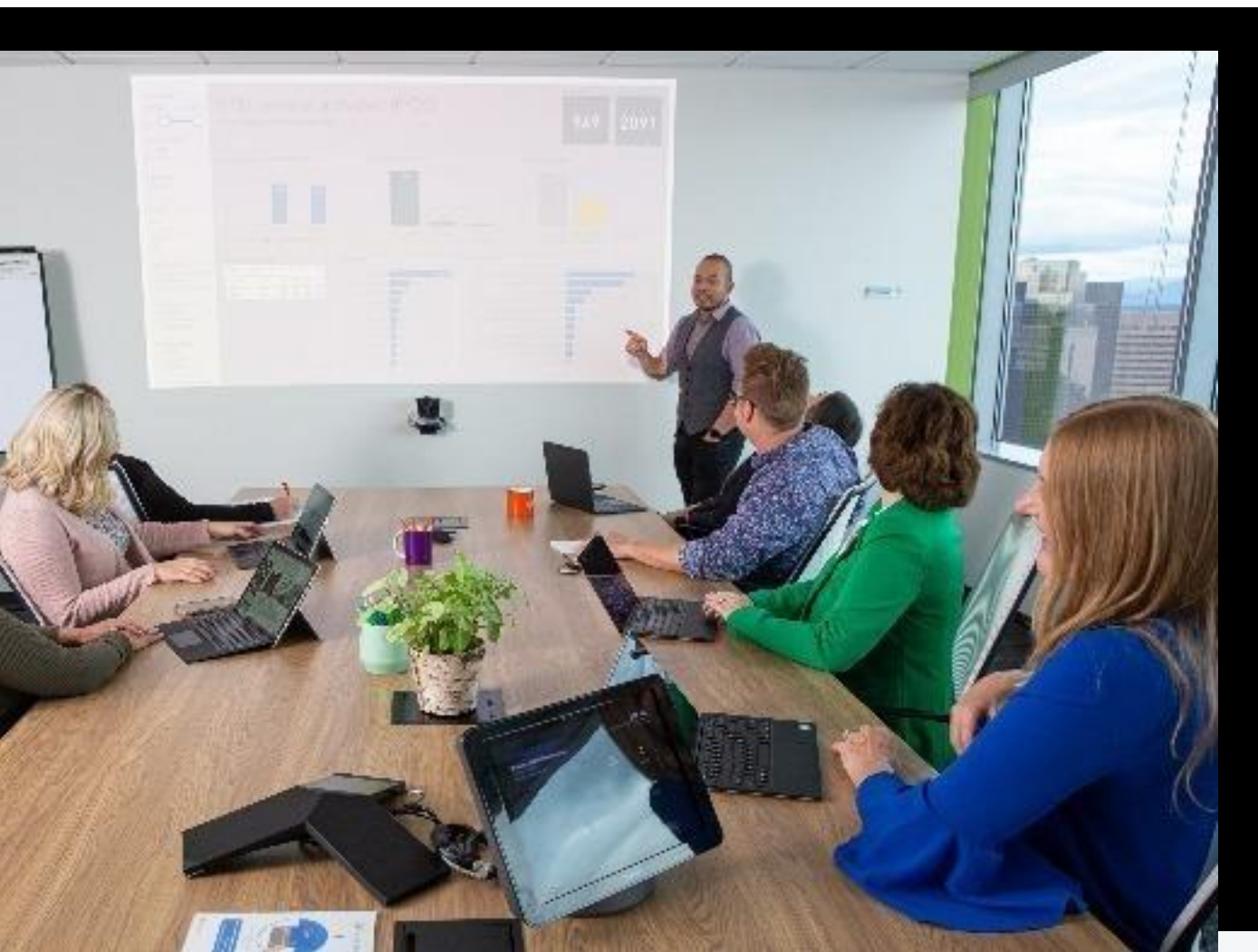
Organizations require on-demand support, but they often lack the time to navigate the Microsoft support system. Further, few businesses choose to pay for an entire project when they require targeted guidance and support.

IDEAL SOLUTION

We empower customers through access to game-changing Professional Services. Questions, suggestions, and concerns can be addressed by a Finchloom professional for a flat rate in 15-minute increments.

DESIRED OUTCOMES

When you sign up, Finchloom becomes your only point of contact for Microsoft-related issues and questions. Use your service hours to brainstorm solutions, and save time and money in the process.



Professional Services

Get answers for Microsoft questions and issues by reaching out to us on any problems you may be experiencing and any questions you have. We'll set up a meeting to address them with one of our expert technicians.

1

Microsoft products and services

Guidance on purchasing, planning, deploying, and supporting cloud and on-premises apps.

2

Infrastructure, security, and IT operations

Assistance for infrastructure platforms, security, identity management, and much more.

3

Services when you need them

Send an request to Finchloom and meet with a professional when you need assistance.

Finchloom Professional Services & Microsoft solutions

Receive immediate support from Finchloom when you need it. If you have an issue that requires Microsoft assistance, we escalate the request directly to Microsoft. We also track all tickets and requests through to completion and keep you updated along the way. Finchloom is here for you with any and all ad-hoc services.

Manage Microsoft credentials and accesses

We'll walk you through the process of adding new users, providing access to essential programs, and more.

Add Microsoft apps and services

Whether you need to access a customer relationship management (CRM) system or build an app, our experts can guide you through the process, step by step.

Navigate Microsoft support with ease

If you need assistance with Microsoft products, we can help with resolving and escalating all your support requests.



Customer success: Learning to use Microsoft 365 to its full potential

"We needed consistent but varying support for several Microsoft services, and Finchloom's Professional Services plan fit perfectly into our budget. Instead of reaching out to Microsoft support, Finchloom was our only point of contact for all questions and fixes. We highly recommend this service to any business, small or large." —Andrew Lemert, VP of IT, Bragg

Shorter lead times on support requests

Bragg's teams were able to get the support they needed within two days of contacting Finchloom—and without needing to navigate Microsoft support.

Improved workflow via Microsoft 365 apps

Bragg created several Power Apps that improved workflow and streamlined tedious processes. Handmade reports are now created by leveraging artificial intelligence (AI) and Power BI.

Employees learned best practices

Bragg employees now navigate appropriately and use the right Microsoft 365 apps, vastly reducing the time wasted on misused applications.

Schedule a consultation to learn more about Professional Services

Call for more information: (844) 346-2456

Ask a question via email: support@finchloom.com

[Learn more](#)



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