



M365 Support Service

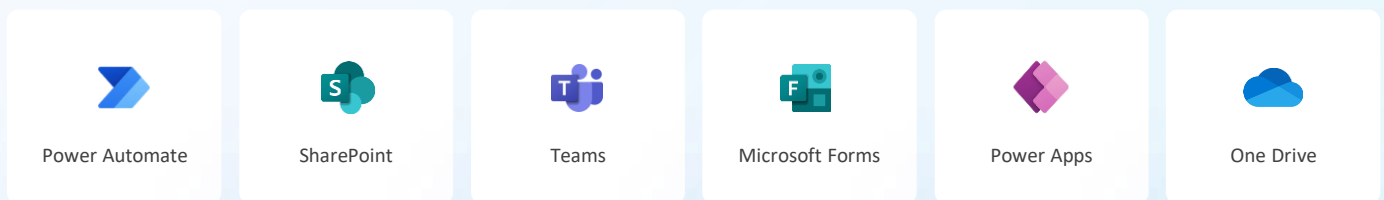
Available **4 packages** to choose from to adapt best to the environment size and business needs. Additional benefits in the form of transfer unused service hours to the next months or exchange for development support.

Our team will help your business benefit from all M365 and sharepoint tools

- > We support you in daily basis operation, ongoing configuration, support, and maintenance.
- > We understand your needs. Our ambition is to bring Microsoft 365 closer to the users.



Our services cover the M365 suite including:



What we do:

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

	BRONZE	SILVER	GOLD	PLATINUM
Service days	MON - FRI	MON - FRI	MON - FRI	MON-FRI
Readines for support	09:00 - 17:00 CET (5X8)	09:00 - 17:00 CET (5X8)	09:00 - 17:00 CET (5X8)	09:00 - 17:00 CET (5X8) possible 24/7
Included service support package	8h	24h	40h	100h
Scope of service	SLA, Incident Management, Consulting	SLA, Incident Management, Consulting, Development	SLA, Incident Management, Consulting, Development	SLA, Incident management, Consulting, development, Migration
Critical error reaction/resolution time	1day /2days	6h/12h	4h/10h	2h/8h
Important error reaction/resolution time	1day /4days	6h/20h	4h/18h	4h/16h
Defect reaction/resolution time	2 days /10 days	8h/80h	8h/60h	8h/40h
Ticket system	Yes	Yes	Yes	Yes
Additional teams channel	Yes	Yes	Yes	Yes
Microsoft 365 adoption meetings	1 hour monthly	1 hour monthly	1 hour monthly	2 hours monthly
Transfer unused service hours	1 month	2 months	3 months	3 months
Exchange service hours on development	No	Yes	Yes	Yes



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