

ENHANCED 365

O365 MANAGEMENT MADE EASY

As a gold certified Office 365 specialist, Insentra can help you gain maximum value and return on your 365 investment, through a proactive and enhanced service offering.

A BETTER, MORE TAILORED MANAGED SERVICE

At its core, the service offers support, guidance and management of your O365 subscription. It can also be tailored with add-ons such as training, adoption and digital enablement platforms, backup and governance products to provide a more holistic solution if required.



BENEFITS YOU CAN EXPECT

- ✓ Access to support services and Microsoft roadmap advisory
- ✓ Proactive monitoring and alerting
- ✓ Adds/Moves/Changes for included services, freeing up your technical team to focus on more strategic initiatives
- ✓ Service level guarantees for peace of mind support
- ✓ Rapid service on-boarding

WHY USE THE SERVICE?

Enhanced 365 allows you to get the most out of your Office 365 investment, gain better adoption, and application of the 365 features and become secure and compliant.

- Expand and adopt your included services to get value for money and increase your end user experience
- Take the Office 365 management burden off central IT
- Insentra will work closely with you to understand your business requirements for Office 365 to help drive the correct outcomes
- Ensure your Office 365 subscription is set up correctly and maintains best practice resulting in continuous service improvement and achievement of compliance objectives

HOW IS IT DELIVERED

Enhanced 365 is a customisable service billed on a per user per month basis. The service starts with a base service including Exchange Online, and each additional Office 365 product can be added so you only pay for what you require. The table explains the key offerings of the service and what is included.

ENHANCED 365 SERVICES	BASE	GOLD	PLATINUM	OPTIONAL ADD-ON
Base service: <ul style="list-style-type: none"> Technology Support – Cloud Strategy & Adoption Support Reactive Technical Support Monthly / Quarterly Reporting Azure AD Support Exchange Online 8x5 support hours 	✓	✓	✓	
Product add-ons (costed per-product) <ul style="list-style-type: none"> SharePoint / OneDrive / Teams / Skype for Business / Yammer Azure Active Directory Premium Intune Microsoft Cloud App Security Azure Information Protection 				✓
Level 2 and 3 support	✓	✓	✓	✓
Exchange Hybrid Server Patching and Monitoring (single server only)		✓	✓	✓
Office 365 Backup (Mailboxes)		✓	✓	✓
Office 365 Backup (Mail, SharePoint Online, OneDrive for Business, O365 Groups)			✓	✓
Quarterly Exchange Administration Best Practice Review			✓	✓
Proactive Support			✓	✓
24x7 Support Hours			✓	✓
Level 1 support				✓
Additional add-ons: <ul style="list-style-type: none"> Email migration (basic or managed) Torsion - governance management software for SharePoint, Teams and on-premises files Nulia – education, digital enablement and adoption platform for O365 Azure Analytics Managed Services Service Desk as a Service (SDaaS) 1st Line Support File Share Migration to SharePoint, Teams or OneDrive 				✓