

# Insight Managed Service

## for Office 365



Insight Managed Service (IMS) for Office 365 provides organisations with the most comprehensive managed support package available on the market today.

IMS is a true extension of your IT team.

### Business challenge

Office 365 has become the backbone of cloud-based productivity. More than 80 per cent of the Fortune 500 now use Office 365 and customers around the world are leveraging the convenience and efficiency that the cloud suite offers.

While there is no doubt that Office 365 represents a paradigm shift in professional productivity, to say that there are no administrative overheads would be a mistake. While Office 365 removes many of the burdens involved with traditional, on-premise solutions, the cloud platform still requires significant administrative ownership.

### Our solution

Insight Managed Service for Office 365 reduces the overheads associated with supporting Microsoft productivity tools, allowing IT teams to focus their efforts on driving the business forward.

We provide direct access to our specialist team of Office 365 professionals, within a modular service package that we customise to fit your business needs. Our proactive approach ensures that IMS support becomes an integral part of your business.

### Our service

Available in two tiers: Basic\* and Standard, the service provides you with access to the people and information needed to support your Office 365 journey. As a foundation, both service levels cover you for unlimited issues or incidents relating to the Office 365 platform. Standard level support provides enhanced coverage, including valuable 'Advisory' services to provide guidance and help to optimise your Office 365 environment and includes a broader scope of problem resolution.

\*Basic is our free service, which is only available to CSP customers

### Key benefits

- Reduces the overheads associated with supporting Microsoft productivity tools
- Direct access to Insight's specialist team of Office 365 professionals
- Option to extend and tailor the IMS for Microsoft Office 365 service using Add-On modules

## Why Insight

**We are the partner  
to manage today and  
transform tomorrow**

### Manage

- Efficiency
- Scalability
- Dependability
- Convenience
- Speed

### Transform

- Depth of capability
  - Innovation
  - Vision
  - Consulting & solution orientation
- Relationship investment
- Partner alignment

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## Extending and tailoring your service

Standard tier customers have the option to extend and tailor the IMS for Microsoft Office 365 service to meet their needs using Add-On modules, including:

- **Advisory Units**  
add more advisory service credits as you need them
- **Change Management**  
we perform changes and configuration on your behalf
- **Office 365 Security and compliance**  
advisory and reporting support for Office 365 security and compliance services that allow Insight to proactively work with you to implement and maintain your security posture around Office 365
- **Direct End User Support**  
enable Insight to act as the first port of call/service desk for your Office 365 end users
- **OMS Insight and Analytics Management**  
advisory and reporting support for monitoring and alerting services
- **Licensing and Compliance**  
advisory services for Microsoft Licensing Optimisation and third-party compliance

Contact your Insight account manager to find out more about our Microsoft Office 365 managed support services.

Office 365 Support	Basic	Standard
<b>Basic Core Service</b>		
8x5, Mon-Fri	✓	✓
English language (DE/FR/ES/IT/NL/SE language support available on 'best endeavours')	✓	✓
Phone Support / Ticket Based Support	✓	✓
SLA and Incident Monthly Report	Email Report only	✓
Response Time to Initial Ticket Request (P1/P2 Hours)	2/4	2/4
Response Time to Initial Phone Call	30 secs	30 secs
Maximum Named Contacts	2	5
Service changes / updates notifications	✓	✓
Notifications and Advisory Reports	✓	✓
<b>IMS Incident &amp; Advisory Support</b>		
Maximum Number of Advisory Units per year	None	20
Maximum Number of Fault Requests	Unlimited	Unlimited
Billing Support	✓	✓
Office 365 Portal & Admin Centre Configurations	Incident Only	✓
User administration (excludes resets)		✓
Exchange Online (Email)		✓
Mobile Connectivity to Email Services (No MDM)		✓
Office Download and Installs		✓
Microsoft Outlook Connectivity & Configuration Support		✓
Azure Active Directory		Free / Basic <sup>▲</sup>
AAD Connect / Directory Synchronisation		✓
E-Discovery (Basic)		✓
Data Governance (Basic)		✓
One Drive File Sharing		✓
Skype IM and Video Conferencing		✓
Corporate Video Portal		✓
Meeting Broadcasts		✓
SharePoint / Yammer / Teams		✓
Delve / PowerApps / Flow		✓
Rooms and Equipment		✓
Forms / Bookings / Planner		✓
MyAnalytics		✓
StaffHub		✓
Office 365 Security & Compliance		Troubleshoot only
Visio Online / Project Online		x
Mobile Office Installations (Phones/Tablets)		x
ADFS / Identity Federation		x
Skype Voice (Cloud Native PSTN)		x
Any Other Office 365 Services in General Availability (Link)		x

▲ Refers to Microsoft licensing level