

Office 365 Support Services

The Office 365 landscape can be challenging to navigate for SMBs moving to the cloud. With our range of Office 365 support services, Users and Admins get all the help they need no matter where they are on their Office 365 journey.

Overview

Whether a SMB needs help migrating emails, installing Office 365 desktop applications or troubleshooting their productivity suite, our Office 365 experts will help businesses maximize their investment and help you exceed Microsoft's CSP requirements to be a successful Office 365 reseller.

Office 365 Support Offerings

OFFICE 365 MIGRATION

Email migration services from AppHelp take all the complexities out of setting up an Office 365 tenant, migrating domains and moving data to a customer's new mail environment. Each migration is followed by an Admin-level tutorial with the company's point of contact, covering a range of topics including how to create users and assign licenses through the marketplace.

OFFICE 365 INSTALL & SETUP

Our services are designed to help end users install and deploy Office 365 desktop apps seamlessly. After an Office 365 Install & Setup session, SMBs can immediately start using their applications in their day-to-day business activities.

OFFICE 365 SUPPORT

24/7 access to the technical support your customers need to successfully use and troubleshoot their productivity suite. Office 365 Support includes support for end users and admins, plus managed escalations for support issues that require intervention from Microsoft.

KEY FEATURES

- > White-glove migration services
- > Install & Setup services to get users up and running on their desktop apps
- > Office 365 experts available to provide ongoing support 24/7 via chat or phone
- > Support for Administrator level issues and escalation paths when required
- > Active Directory sync services to make account access easy

KEY BENEFITS

- > Backed by certified Office 365 experts
- > Exceed Microsoft CSP requirements and differentiate your Office 365 offering with value-added support services
- > Remove friction points in the adoption of Office 365
- > Drive up-front and recurring revenue through high margin support services



Summary of Offerings

EDITION	OFFICE 365 MIGRATION	OFFICE 365 INSTALL & SETUP	OFFICE 365 SUPPORT
DEFINITION	A one-time session to migrate user data to Office 365	A one-time session to install and deploy Office 365 applications	Ongoing technical support for the use and troubleshooting of Office 365
FEATURES	<ul style="list-style-type: none"> • Migration planning • Migration of mailbox data, contacts, calendar • Installation of desktop applications for point of contact • Admin-level tutorial and reference material for point of contact • Active Directory Sync Add-on: integration of local AD infrastructure with Azure AD Connect 	<ul style="list-style-type: none"> • Installation of Office 365 applications for each user • Walkthrough of key Office 365 apps • Uploading files to OneDrive 	<ul style="list-style-type: none"> • Assist with setup and troubleshooting of Office 365 • Help with managed escalations to Microsoft

ABOUT APPHELP

AppHelp 'helps' businesses be more successful with their adoption and use of the latest in technology and cloud services. We ensure customers have the support they need to find, buy and use technology and software, giving businesses an easy and affordable way to address SaaS and IT needs, without having to own IT staff. AppHelp is proud to power the technical support programs for premier brands across the globe including Comcast, Rogers, Telus, Windstream, Panda Security and more.

For more information contact sales@appdirect.com or visit appdirect.com