AppDirect

Microsoft Office 365 Support Services

Onboarding, activation and on-going support for Microsoft Office 365.

DATA SHEET

For SMBs wanting to move to the cloud, the Office 365 landscape is challenging.

Differentiate your offerings with end-to-end services for your SMBs for Microsoft Office 365.

Microsoft Office 365 Support Services is an end-to-end technical support offering for SMBs that includes onboarding, activation and on-going support services.

The Microsoft Office 365 Support Services are tailored to meet the needs of SMBs at any stage of migrating their mailbox to the cloud. Whether a SMB needs help picking the right Office 365 SKU or has already migrated their mailboxes and requires on-going support, our offering addresses all end-user requirements.

Our highly skilled O365 technicians will ensure businesses are matched with O365 subscription that meets their needs and help them maximize ROI on their Office 365 investment.

KEY BENEFITS

- Fast onboarding with zero user downtime
- Activation and setup
- Training, tutorials and migration
- Technical experts on demand available 24x7
- On-going support for provisioning and administrative issues

Supported Microsoft Office Products

- **Office 365 Business Essentials** – Online version of Office + 50 GB email per user
- **Office 365 Business** – PC version of Office, does not include email
- **Office 365 Business Premium** – Business Essentials + Business

Services included in Microsoft Office 365 Support*

- Activation planning including collection of all required information to create the Office 365 tenant and users, creating welcome email, and scheduling all migration activities **[continues over page]**

- Assigning licenses to users, registering the customer domain
- Setting up account credentials and ensuring the customer and their employees are transferred the account credentials to enable their O365 Cloud Services.
- Setting up customer desktops with an O365 application and configure mail clients
- Executing seamless migration of the existing mailboxes to O365
- Completing all end user functional testing
- Provide O365 tutorial for the office administrator/key contact

*Some restrictions apply

DATA SHEET

Editions & Pricing

MICROSOFT OFFICE 365 TRAINING SESSION	MICROSOFT OFFICE 365 MAIL MIGRATION AND TRAINING	MICROSOFT OFFICE 365 ONGOING SUPPORT	MICROSOFT OFFICE 365 PREMIUM SERVICE
A one-time training session on Microsoft Office 365. Including: › Live Tutorials and Reference Materials	**A one-time session to migrate to Microsoft Office 365. Including:** › User onboarding and service provisioning › Mailbox migrations › Live Tutorials and Reference Materials	**Support for maintaining your business in Microsoft Office 365. Including:** › Office 365 Outlook Configuration › Live Tutorials and Reference Materials › 24x7x365 Microsoft Office 365 Support Services	**An end-to-end support service for all your Office 365 needs Including:** › User onboarding and service provisioning › Mailbox data migrations › Office 365 Outlook Setup and Configuration › Live Tutorials and Reference Materials › 24x7x365 Microsoft Office 365 Support Services
$35.00 / session one time	**$65.00 / mailbox one time** **For 4 Mailboxes and Above** *12 Month Contract Required	**$5.00 / user / month** *12 Month Contract Required	**$10.00 / mailbox / month** **For 4 Mailboxes and Above** *12 Month Contract Required

ABOUT APPDIRECT

AppDirect is the leader in cloud service commerce making software accessible globally. The AppDirect Cloud Service Commerce Platform unites providers, developers and consumers of cloud services into a single ecosystem. This makes it easy for businesses to find, buy, and manage cloud services from a central location and delivers new opportunities to distribute, sell, and market cloud services.

For more information contact
info@appdirect.com
or visit **www.appdirect.com**.
(877) 404-2777

Copyright © 2016 AppDirect Inc. | 650 California Street, 25th Floor San Francisco, CA 94108