

Insight Managed Service for Microsoft Office 365



Expand Your Capabilities

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 is the defacto cloud-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 the management burdens of traditional, on-premise solutions, it still requires significant administrative ownership.

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

Our Service

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 to fit your business needs. Our proactive approach ensures that IMS support becomes an integral part of your business.

Available in three tiers: Basic, Standard and Advanced, the service provides you with access to the people and information needed to support your Office 365 journey. As a foundation, all service levels cover you for unlimited issues or incidents relating to Office 365.

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. Advanced level support builds up from our Standard tier to offer a comprehensive solution to ensure you get the most from your Office 365 investment.

Extend and tailor 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:

- **Additional 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
- **Direct End User Support** - enable Insight to act as a 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

Office 365 Support	Basic	Standard	Advanced
Service Coverage	8am-5pm (Mon-Fri)	8am-5pm (Mon-Fri)	24/7/365
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 Only	✓	✓
Response Time to Initial Ticket Request (P1/P2 Hours)	2/4	2/4	15 mins / 2 hours
Response Time to Initial Phone Call	30 secs	30 secs	30 secs
Maximum Named Contacts	1	5	10
Service Maintenance Updates	✓	✓	✓
Notifications and Advisory Reports	✓	✓	✓
IMS Incident & Advisory Support			
Maximum Number of Advisory Units per year	None	20	50
Maximum Number of Fault Requests	Unlimited	Unlimited	Unlimited
Billing Support	✓	✓	✓
Office 365 Portal & Admin Centre Configurations		✓	✓
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	Premium
AAD Connect / Directory Synchronisation		✓	✓
E-Discovery (Basic)		✓	✓
Data Governance (Basic)		✓	✓
One Drive File Sharing		✓	✓
Skype IM and Video Conferencing		✓	✓
Corporate Video Portal	Incident Only	✓	✓
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			✓
Mobile Office Installations (Phones/Tablets)			✓
ADFS/Identity Federation		Incident Only	✓
Skype Voice (Cloud Native PSTN)			✓
Any Other Office 365 Services in General Availability (Link)			✓
Proactive Managed Support			
Strategic Service Reviews		Quarterly	Monthly
Change Management			10 Units
Managed Office 365 Security and Compliance			✓
OMS O365 Analytics Management			✓
End User Support			✓

For more information please contact your Insight Account Manager.