



# What can TPx's Microsoft Office 365 Certified Experts do for you?

Microsoft Office 365 is a subscription plan, for a per-user monthly price, that includes access to Office applications plus other business productivity services that are hosted in the cloud. These services include Skype IM and web conferencing, Exchange Online hosted email, online storage with OneDrive for Business, and many other business productivity applications. Many Office 365 plans also include the desktop version of the latest Office applications, which users can install across multiple computers and devices: Word, Excel, PowerPoint, OneNote, Outlook, Publisher, and Access.

Office 365 provides all the productivity tools businesses need to work easier. However, recruiting, training, and retaining skilled in-house technologists to provide technical support for Office 365 is expensive and time-consuming, and many small businesses cannot justify the expense. Outsourcing this support to specialists reduces costs and improves the quality of service you can provide to end users.

TPx can help you get all the benefits of Office 365 without the challenges of managing it yourself. TPx's ITx for Office 365 managed service complements the Microsoft Office 365 solution, with our IT engineers and Microsoft Certified Solution Experts (MCSEs) delivering comprehensive configurations and ongoing support services. What do you need us to do for you?

## Onboarding and Migration

If you are looking to purchase an Office 365 subscription for your organization, you may already be fretting about how you will handle this migration to the new platform. Don't be scared!

Migrating your business processes is the first step of Office 365 success. TPx's ITx onboarding engagement gives you hands-on ITx project management to establish your service, use industry-leading tools to migrate existing data, and implement Microsoft recommended practices for Office 365 configuration and optimal ongoing performance. This process begins with a presale discussion about the current state of your existing email service or current Office 365 configuration. This helps the TPx team better understand what is required to migrate any existing data to Office 365, and configure our ongoing ITx service to meet your specific technical requirements and service level needs.

## Technical Support

Sometimes, things just aren't working. Are the Office apps not installing for you or your users? Email's not working? Can't connect or not getting through?

Our core support service provides administrative technical support and managed escalations to Microsoft. We provide support to named representatives within your business — typically your in-house IT manager. Your nominated contact can report problems or issues to a member of our ITx Managed Service Center (MSC) support team. If appropriate, we will raise service requests directly with Microsoft on your behalf to save you time, and provides online guidance materials to further help you support your users. Since we have exclusive support access to Microsoft, we'll ensure that your incident is escalated and ultimately resolved faster.

## Office 365 Portal Administration

How much time and know-how do you have to manage the Office 365 administrative portal?

The Microsoft Office 365 Admin Center is the web portal from which your service administrator can manage user accounts and settings for each of the Office 365 services. Here are just a few of the administrative portal functions:

- Adds/changes/deletes of users, mailboxes, distribution groups, public folders and email addresses
- User password policy settings and user self-service password reset capability
- Anti-spam, anti-malware, domain names, inbound/outbound mail, block and allow lists, and 3rd party journaling settings
- Company branding throughout Office 365, and custom tiles configuration for popular company web-based URLs

- Mobile device policy settings and organization sharing settings
- Collaboration groups, security groups, distribution lists, and resources
- Skype for Business presence and external availability federation

The Optimum level of our ITx for Office 365 service will take care of all of these administrative portal needs. Whether you have an IT department or not, let the ITx team free up your time to focus on other initiatives.

## Why TPx?

TPx's ITx for Office 365 managed services enable your business to provide better end-user IT support while controlling costs, freeing up you and your in-house IT team to focus on your core business. With our affordable monthly subscription plans, you can easily scale the service to suit both the number of users and the level of support you require. Our Microsoft-certified support technicians aim to deliver a consistent experience with a high first-time fix rate avoiding frustrating problems that hinder productivity. Our aim is to ensure that when your end users contact the help desk, they receive a friendly, personal response from someone that they can trust to take ownership of their problem and solve it quickly and efficiently.

