

## Microsoft Support

Accomplish more with managed services that keep your Microsoft 365 environment optimised, compliant, and secure



**CHRIS TOGHER**  
Account Director  
T +44 (0) 2392 825925  
ctogher@bell-integration.com

As a Microsoft Gold Partner we're experts at taking care of the day-to-day monitoring and management tasks that are **critical to the smooth and secure operation** of your environment.

Featuring apps and services covering everything from email, chat, project and task management to security and automation, you need to be certain your Microsoft 365 platform is correctly supported, managed and maintained.

So users always stay connected and are able to collaborate and be productive from anywhere – and on any device. But that's not all, the rapid and continuous pace of change in Microsoft 365 means innovative features that benefit productivity, security and the user experience are constantly being released.

### 24-7 Microsoft Support

Providing a single point of escalation and round-the-clock support, we provide the technical know-how and guidance that's needed to keep up with advances in existing services and new services on the horizon. Our solution enables you to:

- **Proactively monitor and manage** all your applications and services.
- **Create and configure new accounts** – including user on/offboarding and policy enforcement
- **Plan and provision** – new services and tools.
- **Fine tune your environment** – finding the right balance between security, governance and employee needs to improve the user experience.
- **Right size your settings and configurations** – ensuring your workload performance and capacity requirements are optimised for smooth operations.
- **Manage all end-points** – handling device and policy management across all channels.
- **Reduce service desk calls** – we'll take care of help desk queries, providing self-help portals that give users answers to their questions fast.
- **Improve your security posture** – we constantly review your administration, security stack and policies, ensuring these are aligned with your evolving operations and compliance commitments.
- **Optimise service availability** – we'll handle troubleshooting and incident management, escalating issues or bugs to Microsoft. We'll also put back up and DR strategies in place, together with failover SLAs, to ensure business-as-usual is the normal state of affairs.
- **Contain costs** - we'll monitor the apps individual users use, right sizing your Microsoft licensing for best value.
- **Access live reporting** – our management portal delivers real-time visibility of the performance of your environment and services.
- **Support and educate users** – enabling them to get the most out of Microsoft's powerful apps and features.
- **Apply strategic thinking** – we'll help you evolve your Microsoft 365 strategy and explore new solutions that could add new value and insights to the business. Our Modern Workplace consultants are on hand to help you extend and automate your organisation's capabilities.

### Ensuring long term success

Committed to making IT as simple and consumable as possible, we provide a cost-optimised microsoft solutions and services designed to mitigate risk and drive operational agility .

We will help you extract long term value from your Microsoft 365 environment, enabling you to **take advantage of new capabilities fast** – deploying new features and services into your environment in a highly structured and compliant manner that won't impact business-as-usual operations.

Our expertise and Microsoft certifications enable us to recommend, deploy and support the best possible solution.



### Contact us

From offices in London, Portsmouth, Wokingham, Krakow, Hyderabad and Singapore, we work with local and global customers across Europe and Asia-Pacific to streamline every aspect of their IT management strategies to maximise efficiencies and increase their ROI, year on year.

See how Bell Integration can help your business succeed. Please contact us on [marketing@bell-integration.com](mailto:marketing@bell-integration.com) or visit [www.bell-integration.com](http://www.bell-integration.com)



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