



Cloud Challenges

You may be considering Office 365. Office 365 offers many rewarding benefits to companies who adopt it, though it is not always as simple to manage long term as many think, depending on how it is implemented. When you consider SSO, automatic user creation, service monitoring, or a hybrid model with an on-premises Microsoft Exchange infrastructure, it is not just a matter of migrating and forgetting about it! Office 365 still requires time and attention to manage.

You can maximize your Office 365 investment by partnering with Itergy to help manage many of the components of this service, thereby decreasing operational risks, and providing the peace of mind everyone is always looking for.

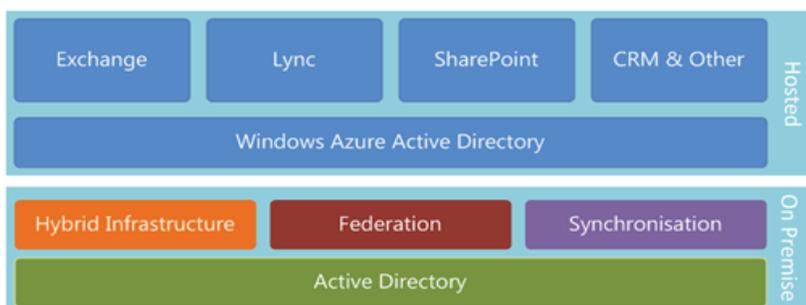
Itergy's Solution

In reality, your IT team is likely short on time and has more important things to work on than managing a cloud service. Understanding and managing each Office 365 component and application at a granular level can be challenging and as a result time consuming when something breaks. Itergy's Managed Services for Office 365 is designed to proactively monitor and manage these components, and to connect you with the right technical expert when you need it. This way, instead of working to figure out how to fix problems with the service, you can leave it to our team of experts to ensure so that your IT team can focus on more business critical tasks.

As the only recommended Microsoft Premier Deployment (MPD) partner for Microsoft Office 365 in Canada, we offer:

- **Office 365 Managed Services** to support your technical needs
- **Comprehensive reporting** on a daily, monthly and yearly basis
- **Proactive monitoring** decreasing your operational risks
- **Enterprise-class support services** to quickly resolve technical issues

We build a bridge between your organization's on premise infrastructure and the cloud by filling in the gap of technical experts thereby decreasing operational risks.



Top Features

- 24x5 single support desk and emergency weekend coverage
- Readiness of environment
- Proactive monitoring
- Monthly activity reports
- Yearly DR tests
- Weekly operational calls
- Daily status reports
- Monthly service management meeting
- Escalation of incidents
- Timely resolutions



How It Works

With Itergy's Office 365 Managed Services, we ensure that your environment is well supported to transition to the cloud. Our IT team acts as not a separate component of your IT team but as an addition by initially evaluating your current infrastructure to confirm it is healthy enough to support Office 365.

Working within the ITIL framework, Itergy has a consistent process for handling incidents, problems, and change and service improvements. Did a mailbox fail to move? Is a user unable to sign on? Still receiving a lot of spam? No problem! Once the incident is brought to the Itergy support team's attention, you can continue your normal daily tasks. We work in the backend to ensure that the issue is responded to and resolved in a suitable timeframe. All alerts are proactively worked on within your custom SLA.

Our strong relationship with Microsoft gives you the full benefit of having access to their support team for incident escalation. We want to make sure you're covered on all ends so leave the communication up to us and we'll keep you updated on the status of the request until it is resolved.

Be assured that not only is your infrastructure healthy from the start but healthy along the way as well. Receive regular reports as we proactively prevent downtime. Our comprehensive reporting platform provides detailed reports of everything from license utilization, heavy users, types of mobile devices, inactive accounts, disconnected mailboxes, amounts of spam and more.



Key Benefits

- Free up IT resource to focus on more business critical tasks
- Proactive monitoring and management of your Office 365 infrastructure
- Expert support with deep knowledge on Office 365 components
- Improved uptime
- Never miss out on an update or patching requirements
- Expedited Microsoft support
- Fixed support costs



Contact Itergy

www.itergy.com
info@itergy.com

Montreal: 1-866-522-5881
Quebec city: 1-418-681-2030

Greater Toronto Area: 1-905-564-3404
United Kingdom: +44 1 1189 874 287