

PRODUCT SHEET TEAMS MANAGED SERVICE

Giving you confidence in Microsoft Teams

MANAGING ALL ASPECTS OF MICROSOFT TEAMS CAN BE A CHALLENGE

Organisations using Microsoft Teams will already know the benefits of having a single platform for collaboration; connecting employees across their organisation to encourage agility and innovation. However, for in-house teams, often with limited resources, managing and

maintaining the environment can be a struggle; from the day-to-day pressure of reactive issue resolution to understanding your employees' usage and behaviours, plus ensuring your organisation is protected by adherence to best practices and organisational policies.

MAXIMISE YOUR MICROSOFT TEAMS INVESTMENT THROUGH INDUSTRY-LEADING EXPERTISE

Modality's Microsoft Teams Managed Service addresses these challenges by providing a powerful mix of industry-leading expertise, data-driven insights and Modality software to drive desired user behaviour. Our service gives your organisation the comfort of having both an expert backstop and knowledge of what is happening

inside your deployment. A recognised global-leader and award-winning Microsoft Partner, Modality has many years' experience supporting in-house teams, providing best practice guidance, and enhancing deployments with our software.

MICROSOFT TEAMS MANAGED SERVICE: THE BENEFITS

For businesses and IT leaders, Modality's Microsoft Teams Managed Service gives you all the elements you need to ensure the ongoing success of your Microsoft Teams deployment.



Benefit from the skills and experience of our industry-leading experts



Take a data-driven approach to understanding and addressing existing and potential issues or opportunities around usage, governance and security



Drive best practice across your organisation

ONE MARKET-LEADING STANDARD, TWO PACKAGE OPTIONS

Our Microsoft Teams Managed Service is available in two packages. Teams Managed Service Base package provides a rich source of actionable information about your Teams deployment and product roadmap updates on top of 3rd line Service Desk to Service Desk support*. The Enhanced package includes all the benefits of Base, adding Service Management, Incident and Problem Management, plus monthly consultant insights into your data.

Teams Managed Service Base provides:

- Service Desk to Service Desk 3rd Line support for Teams - Benefit from our expert advice as and when you need it.

- Regular reporting packs:

Usage - Receive actionable insights into user behaviour within Microsoft Teams to establish where to target further adoption and training efforts.

Security and Governance - Our reports pinpoint potential areas such as guest access that pose a compliance risk in your environment.

CQD Teams performance - Easily identify issues affecting the quality of your users' calls and meetings.

Microsoft Teams product roadmap - Find out about new features and updates that will affect your users and environment.

Teams Managed Service Enhanced offers all the same benefits as the Base package, with additional value provided by:

- Expert Insights - Our consultants will analyse your reports and assess the results to help you identify and resolve potential problems or opportunities for improvement.
- A dedicated Service Delivery Manager - Experience the confidence and consistency of a named contact who knows your organisation and deployment, who will bring problems and opportunities to your attention, and ensure your Microsoft Teams Users are getting the most out of your deployment.
- Incident and Problem Management - Modality can lift the burden of issues and problems away from your team, liaising with your stakeholders and third parties as appropriate.
- Automation - Drive your users to adhere to best practice with minimal resource overhead. Our automation options send tips, reminders, and instructions directly to end-users across your organisation.

*Subject to a cap; additional support (hours) can be purchased separately

OPTIONAL EXTRAS

With years of experience in providing Managed Services to customers across the globe, we are also able to offer the following service components to either the Base or Enhanced packages:

- SBC Gateway Management
- Direct Routing and/or Carrier Management
- Microsoft Teams (Tenant) Management (User Management, Telephony Management)
- End-user Support
- Teams Room Systems Monitoring and Management
- IP Phone Management
- Cloud Video Interop via Modality OneMeeting
- Video Managed Service
- Additional support or Managed Service hours
- Contact Centre support

Modality helps global organisations realise the business value and transformational impact of Microsoft's evolving communications and collaboration suite. Wherever you are on your journey, we'd love to help you. Contact enquiries@modalitysystems.com or call +44 2033 001 370

