

# PRODUCT SHEET

## TEAMS MANAGED SERVICES

A services and support package to fit YOUR organisation

### 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 Services addresses these challenges by offering a powerful array of industry-leading support, service and insight options. Our service gives your organisation the comfort of having both an expert backstop and knowledge of what is happening inside your deployment, as well as the ability

to accommodate your advanced usage scenarios. 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 services, expertise and software.

### MICROSOFT TEAMS MANAGED SERVICES: THE BENEFITS

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

- Choose only what you need from our array of support, analytics/insights and advanced service options
- Craft service levels to meet your organisations needs
- 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 Teams performance and usage
- Drive Teams best practice across your organisation through good governance and lifecycle management

## ONE MARKET-LEADING STANDARD, TWO PACKAGE OPTIONS

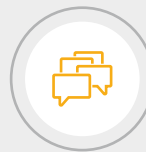
Our Microsoft Teams Managed Services is a tailored, 'made-to-measure' offer - you choose only what your organisation needs. From basic Service Desk to Service Desk support through to advanced analytics and complex voice functionality, we have you covered. Currently available options are listed below:

### Teams Managed Services Base Options



#### Teams Support

- Service Desk to Service Desk  
3<sup>rd</sup> line Teams support\*
- 3<sup>rd</sup> party assistance\*
- Teams Admin Support  
(Moves, Adds, Changes)\*
- Teams Chat Assist\*



#### Advanced Services

- SBC Management
- Hosted Teams Direct Routing\*\*
- Hosted Contact Centre\*\*
- Hosted Call Recording\*\*
- Teams Room Monitoring
- Video Interop (OneMeeting)
- Video Managed Services
- Device Management



#### Analytics and Insights

- Monthly (CQD) Performance Report
- Monthly (CQD) Performance Review
- Monthly Teamwork Analytics Reports (Usage, Collaboration, Governance)
- Monthly Teamwork Analytics Insights
- Teamwork Analytics Lifecycle Management software (CreateTeam & Automation)



#### CustomInvite software



#### Technical Account Manager

\* Usage limitations apply

\*\* Azure/CSP Azure options available

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](mailto:enquiries@modalitysystems.com) or call +44 2033 001 370

