

CLOUDCARE FOR Microsoft 365

Need to Know

CDW is an award winning managed service provider, trusted by some of the Worlds largest organisations to provide complex IT solutions and services.

Why Choose CDW?

- A dedicated UK based Service Operations Centre available 24x7x365
- Over 20,000 incidents managed to completion every month
- Fully compliant with key ISO, security and ITIL frameworks.
- A decade of experience as a cloud solutions and services provider
- Breadth and depth of expertise across the whole Microsoft product portfolio
- Microsoft Certified Gold Partner for:
 - Communications
 - Cloud Productivity
 - Data Centre
 - Devices & Deployment
 - Hosting
 - Identity & Access
 - Midmarket Solutions
 - Volume Licensing
 - Software Asset Management

What is CloudCare for Microsoft 365?

Microsoft Office 365 is rapidly becoming the de facto choice for business productivity and collaboration in the cloud. Every month CDW consultants deploy Office 365 to organisations of all sizes and types, helping them to realise the full potential of this powerful cloud platform.

Post deployment, however, when faced with the complexity of ongoing Office 365 management, businesses have typically had to make a choice. Invest in recruiting and training an in-house support team or purchase a costly premium support contract directly from Microsoft.

CloudCare for Office 365 offers an alternate option for customers looking to get Enterprise grade support without unnecessary complexity and cost. CDW offers a range of packages designed to suit different customers – from basic incident support right through to out-sourcing their whole end user help desk.

CloudCare Benefits

Microsoft Escalations: CDW's access to Microsoft Premier Support Services ensures that, if required, our service desk can efficiently escalate issues to the highest level of Office 365 expertise.

"How do I?" Assistance: In addition to handling any faults or outages, our team can assist you with all the other general questions that will crop up as your use of Office 365's features and applications grow over time.

Microsoft 365 Administration: Many small day to day administrative and configuration tasks created by the daily changes in your business can often become a hindrance. CDW can take the burden of managing such tasks, allowing your internal team to focus on their core infrastructure.

Change Management: Should you decide to make more substantial changes to your Office 365 configuration, our team can ensure related details are correctly documented and communicated, whilst ensuring any potential business impacts are properly considered.

Problem Management: Should multiple incidents start to affect your service, CDW's problem management team will analyse the issues, uncover the root cause and, where possible, apply corrective actions to avoid re-occurrence.

End User Service Desk: Supporting your end users can be challenging, yet it is crucial to secure the long term success of an Office 365 deployment. CDW give you the option to outsource this role to our service desk allowing your own staff to focus on supporting other critical business applications.

Service Management: A valuable bolt-on for any customer; especially those who source multiple services from CDW. A named service manager is assigned to your account who will take ownership for SLA and contractual compliance. Regular service reviews and reporting ensures that any service issues or concerns can be escalated and resolved promptly.

Service Features	M365 Managed Service
24/7 Service Desk	✓
Incident Report	✓
Billing and Subscription Support	✓
Feature and Application Support	✓
Service Administration	✓
Change Management	✓
Problem Management	✓

To learn more about CloudCare or the wider CDW portfolio contact us via:

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How was this package designed for my Business?

M365 Managed Service: Designed for those who have a skilled internal team who can handle any day-to-day configuration and administration of Office 365 themselves. CDW will provide reactive support for any specific faults or outages, answer any billing queries and manage any escalations to Microsoft.

This package is also ideal if you are looking for a partner to take greater ownership for the administration, configuration and change of Microsoft 365.

CDW also extends the support offering to include any service requests, change management, problem management and "how do I" assistance.

How else can CDW help with Microsoft 365?

CloudCare for Identity: This complementary service provides monitoring, support, maintenance and administration of Active Directory Federation Services (ADFS) and Azure Active Directory Connect. These are both critical components for many businesses when it comes to integrating Office 365 into their wider IT infrastructure.

Enterprise Mobility Management: Whilst Office 365 is a powerful tool for Enterprise mobility in its own right, some customers are looking to enhance this further using Microsoft's Enterprise Mobility Suite (EMS). The same level of CloudCare support that is provided for Office 365 can easily be extended to cover the additional features of EMS.

Professional Services: For customers who haven't yet made the move to Office 365 or who are looking to get more out of an existing deployment. Our professional services team can offer all the expertise you need to successfully plan and execute on your business requirements.