



Insight Cloud Care for Office 365

Increase returns on your Microsoft investments

Business challenge

Microsoft® Office 365® comes with the promise of innovation in the form of functionality, productivity gains and more, but that innovation does not exist in a vacuum. The impact to IT can be costly if innovation is ignored or addressed inefficiently. Operationalising and properly managing the platform based on your business and employees is crucial in avoiding unfavourable outcomes. Specifically:

- If your business doesn't understand the value of Office 365, **perceptions of the IT organisation (and their support for new technologies) can suffer.**
- If your employees don't understand how to use new technology, **their experience with IT suffers.**
- If adoption of Office 365 is not realised, **Return on Investment (ROI) suffers.**
- If attention is not paid to the day-to-day operations and changes within Office 365, **efficiency, innovation, user experience, governance and security can suffer.**

Managing Office 365 just got easier

The Insight Cloud Care program provides your organisation access to: locally based, certified Microsoft® resources; tools to monitor and optimise your Office 365® subscription; and a platform to better enable your growth in the cloud and align it to your business objectives.

Key benefits of Insight Cloud Care for Office 365



Office 365 onboarding

An Insight specialist will help you to set up your tenant, provision your licenses and learn how to use the Office 365 administrator portal.



Help desk support

With Insight Cloud Care, your organisation is covered with 24x7 Self service support portal.



Monitoring and consulting

We will consistently monitor and report on your cloud consumption and usage and provide recommendations on how to best utilise your new tools.

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Benefits

- Refocus your IT teams on innovation
- Realise ROI for Microsoft® license investments
- Manage ongoing change and optimise costs
- Receive regular, actionable analysis and guidance
- Drive adoption of advanced Office 365® workloads

Our partners



Related services

- Cloud Care for Microsoft First Response
- Cloud Care for Microsoft Azure
- Cloud Care for Office 365 Adoption
- Microsoft Teams Adoption & Enablement
- Microsoft Teams Proactive Governance & Adoption Advisory

Choose the best Insight Office 365 Cloud Care tier that fits your needs

ESSENTIALS	ADVANCED	PREMIER
<ul style="list-style-type: none"> • White-glove onboarding • 8 x 5 administrative support • Tenant incident assistance and premier support escalation • Billing support 	<p>Everything in Essentials - plus:</p> <ul style="list-style-type: none"> • 24/7 admin to admin support • Dedicated cloud success manager • Comprehensive metrics and customisable reporting 	<p>Everything in Advanced - plus:</p> <ul style="list-style-type: none"> • 24/7 admin to admin support • Proactive Monitoring and support • Dedicated cloud success manager • 4 Advisory Hours allocated Per Month

How can I enroll in an Insight Cloud Care plan?

Insight Cloud Care plans are available when you purchase any Office 365 solution, suite or standalone product through:

- Cloud Solution Provider (CSP) program
- Microsoft Volume Licensing Agreement* (Enterprise Agreement, Microsoft Products and Services Agreement, Open)

*Only Advanced support currently available for Volume Licensing clients.

Why Insight for Microsoft?

Few can compare with our relationship with Microsoft. Partners for 25 years and counting, we are the largest Microsoft global partner with more than 1,200 consultants and 150 dedicated Microsoft resources globally. We have made significant infrastructure investments and have earned numerous recognitions.



18 Gold & Silver competencies, including:

- Application Development
- Application Integration
- Cloud Platform
- Cloud Productivity
- Cloud Customer Relationship Management
- Data Analytics
- Datacenter
- Small and Midmarket Cloud Solutions



Microsoft Partner Awards, including:

- 2019 Education Partner of the Year - Finalist
- 2019 Customer Experience Partner of the Year - Finalist
- 2018 Modern Desktop Partner of the Year
- 2018 Artificial Intelligence Partner of the Year
- 2017 Mobile App Development Partner of the Year
- 2016 Internet of Things Partner of the Year



587 Microsoft certifications globally

Meaningful solutions driving business outcomes

We help our clients modernise and secure critical platforms to transform IT. We believe data is a key driver, hybrid models are accelerators, and secure networks are well integrated. Our end-to-end services empower companies to effectively leverage technology solutions to overcome challenges, support growth and innovation, reduce risk, and transform the business.