

Cloud Essentials Support Services

An affordable alternative to Microsoft Unified Support without compromise on service.

The governance framework for our support service is aligned to ITIL and ISO 27001 Best practice, and provides regular SLA reporting alongside monthly, quarterly, and annual reviews. Giving you complete peace of mind that your Microsoft environment is optimally configured, available and performs in accordance with your requirements and expectations.

Support services are split between **"Reactive Services"** that provide responses to incidents as and when raised and **"Proactive Services"** that are configured to undertake agreed actions on a predefined scheduled or to address ad hoc requirements.



Reactive Support Services

Provided by teams based within the UK, US, Australia and the Philippines to meet global 'follow the sun' requirements.

- ✓ 24x7 management and remote support for Microsoft Azure, 365 and On Prem Server Infrastructures and 8 x 5 for Dynamics and Kubernetes.
- ✓ Utilisation of the service within 'Core business hours' (UK 9am to 5pm) as well as out-of-hours, 24x7, available on request.
- ✓ Technical support including major incident management for Critical P1 incidents through to resolution.
- ✓ Consistent and structured approach to ITIL Incident Management root cause analysis.
- ✓ Formalised change control covering any agreed changes that need to be made within your environment.
- ✓ Vendor (Microsoft) escalation and management on your behalf for application vendor escalation and ticket logging.



Proactive Support Services

These services provide requisite repeating services that ensure your Microsoft environment is maintained in a performant and secure state.

- ✓ Periodic health checks to cover performance, security, capacity or other areas as agreed
- ✓ Advisory Consultancy Days and Workshops
- ✓ Preventative maintenance and patching of platforms
- ✓ Access to a team of support specialists via phone or email as and when required.
- ✓ Pay only for what is used, as and when it accesses the service.

Benefits of Bytes Support Services

- ✓ Pay for what you use rather than the contract value based on annual cloud consumption by using Flex Tokens
- ✓ Flex Tokens can be redeemed on any Bytes services which means you can receive professional services for projects or non-Microsoft initiatives.
- ✓ Only circa 3% of all tickets raised by customers require escalation to Microsoft. The result is a better customer experience is better response, are kept informed of the status of incidents and tickets are handled by Microsoft qualified engineers.
- ✓ Dedicated Service Delivery Manager who provide monthly performance and usage reports as well as managing escalations through to Microsoft and regular communication on ticket progress.

Flex Consulting Services

The Service also provides you with a fast and simple mechanism to access to consultants across a range of competencies including infrastructure, cyber security, modern workplace, ITAM, change management, user adoption, training and commercial services.

Service Structure

Bytes innovative service structure means you can have access to the right resource at the right time whilst ensuring you only pay for what you use.

Our unique service structure is made up of a fixed annual retainer plus Flex Tokens. Flex tokens are consumed as and when incidents arise on the following fee basis. You can also use Flex Tokens to provide a fast and simple mechanism to access to consultants across a range of competencies, including non-Microsoft, including infrastructure, cyber security, modern workplace, ITAM, change management, user adoption, training and commercial services.



Support Purchased

Retainer:
According to spend

Flex Tokens:
£75 each



Incident Logged

Normal Hours

09:00 - 17:00:

1 hr = 2 Tokens

Weekday after hours

17:01 - 08:59:

1 hr = 3 Tokens

Weekends & Bank Holidays

Anytime:

1 hr = 4 Tokens

On Prem Server Support

Backed to Microsoft:

1 hr = 6 Tokens



Target Response times

P1 - Critical (phone only)

Response **30min**

Target Resolution **8hrs**

P2 - High

Response **60min**

Target Resolution **8hrs**

P3 - Medium

Response **8hrs**

Target Resolution **2 days**

P4 - Low

Response **Next day**

Target Resolution **1 week**

To find out more about our **Cloud Essentials Support Services** contact us on:

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