

Bytes

# OFFICE 365 SUPPORT



## Maximise your Office 365 investment with a Break/Fix Support Contract

### The Offering

We offer a support solution whereby customers can receive break/fix support, providing flexibility and additional bandwidth to any organisation utilising Office 365. The service includes the following:



**Dedicated  
Telephone Number**



**Dedicated  
Email Address**



**Knowledgebase articles,  
guides, FAQ's**

### Support Plans

Support Plan Name	Included
Office 365 Business Hours Support (Excludes UK Bank Holiday Operational Hours)	Office 365 Break/Fix Support 9am-5pm • Exchange • Intune/EMS • SharePoint • CRM • OneDrive • Yammer • Skype for Business
Office 365 24x7 Support	
Emergency Support / overflow ticket	When a customer is not currently paying for a support plan, or exceeds the ticket quota

### Service Level Agreements (SLAs)

	Normal Priority Response Time	High Priority Response Time
Office 365 Business Hours Support	4 hours Calls/emails received outside of business hours will be actioned next business day	2 hours
Office 365 24x7	4 hours	2 hours



### Security Access/Setup for escalations

Access is only required to be granted at Global Administrator level. A dedicated (non-licensed) Global Administrator account is required for all customers.

## Not Covered in the Service:

Service	
Non Break/Fix Support	Deployment planning, installation assistance and education.
Localised Office Issue	A step by step guide will be provided to resolve local issues. The final stage is a re-image of the local machine, beyond this there is no support.
Previous Office Versions	Those on Office 2013 or earlier editions will be advised to upgrade to Office 2016. 2013 is nearing end of support lifecycle.
Localised Networking issues	Performance issues on the end users network.
Out of Hours Migration Support	Migration Rescue will be offered or next business day for native migration tools
License Additions/Changes/Downsizing	License ordering will require a separate process (TBC)



### Fair Usage/Ticket Quota Limit

To ensure the best possible service can be provided a fair usage policy is in place.

Each organisation will be permitted 10 break/fix support tickets per organisation containing less than 100 users. For organisations over 100 users the organisations will be permitted to raise 10% of the number of users (i.e. 500 users = 50 support tickets). Additional support tickets can be raised for an additional fee.

Where support cases are deemed to be due to a Microsoft issue or outage, these will not be deducted from the quota.

## Non Break/Fix Services – Price On Application (POA)

Name	Description
Email Migration Rescue	Where an emergency email migration is required as the existing migration is failing using native tools. The agent will create an instance through a 3rd party tool to move the failing mailbox/mailboxes
Email Migration Assist	Planned email migration assistance
SharePoint Migration Assist	Planned SharePoint Document migration assistance
Email Integrity Service	Set DKIM, DMARC, SPF to ensure email is trusted
Email Security Setup	Currently only offered for Mailsphere setup
Skype for Business setup assist	Initial setup of Skype for Business
SharePoint/OneDrive setup assist	Initial setup of SharePoint/OneDrive
Intune/EMS setup assist	Initial setup of Intune/EMS
CRM setup	Initial setup of CRM
End Customer Training	Available on request
Email Backup as a Service	Managed Email Backup (through Cloudfinder)



### Definitions

**Break/Fix:** This term refers to a service or tool that has been fully deployed and usable however is no longer working as previously/is now producing an error.

**High Priority:** A High Priority issue has a crippling effect on customer's business. i.e. Exchange is unavailable for an entire organisation or tenant.

**Normal/Low Priority:** A Normal/Low Priority 1 issue has an effect on a few or individual users but does not impact day to day business e.g. Unable to open file in SharePoint.

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