

Micro**excel**[®]



**SharePoint Managed Services Enabled 24x7 Help
Desk Support Accessible Through Multiple Options**

Microexcel's SharePoint Managed Services Helps World Famous Cosmetics Brand to Curb Costs and Enhance Productivity

Quick Facts

Industry: Cosmetics

Location: USA

Employees: 6,800

Revenue Range: \$1 billion - \$5 billion

About the Client

A world famous American multinational cosmetics, skin care, fragrance, and personal care company

Background

Background and Business Need

To overcome investment and training issues, the client partnered with Microexcel to manage its SharePoint 2010 and 2013 environments that were spread across several geographical regions, including the US, Spain, and Australia.

Solution

Microexcel's pool of experienced SharePoint experts customized a managed services solution specific to the customer's needs, offering 24x7 technical support that keeps environments operating at peak levels.

Benefits

- ▶ 24/7/365 support
- ▶ Access to highly skilled, qualified and experienced SharePoint professionals
- ▶ Help Desk with multiple ways of logging and communicating on support tickets

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Background

Though adoption and use of SharePoint is growing at a rapid pace, sustainability of its environment has become a major issue for many organizations.

To overcome issues such as costly downtime and outages, high maintenance costs, and lack of in-house trained and qualified personnel, the client, one of the world's most famous cosmetics brands, reached out to Microexcel to manage its SharePoint 2010 and 2013 environments around the clock, spread across several geographical regions including:

- ▶ US
- ▶ Spain
- ▶ Australia





Solution

Microexcel has designated a team of experienced SharePoint members, and customized the managed services solution based on the client's specific business requirements, which offered 24/7 technical support that kept the client's environments operating at peak levels.

Since the support covered multiple time zones, Microexcel leveraged its US and offshore resources to provide uninterrupted and ongoing SharePoint support.

The key managed services activities included:

- ▶ Troubleshooting of issues by investigating logs and performing Root Cause Analysis
- ▶ Recommendations of possible fixes for issues and subsequent issue resolution upon approval with accompanying documentation for proposed solutions
- ▶ Site provisioning and maintenance
- ▶ Creation of lists and libraries, page layouts, site templates, and content types
- ▶ Escalations and user support
- ▶ Support for InfoPath Forms deployment and maintenance
- ▶ Support of patching third party products, such as Nintex Forms and Workflows
- ▶ Configuring and installing Secure Sockets Layer (SSL) certificates
- ▶ Support patching servers during the server patch and reviewing the healthy state after patching
- ▶ Enhancement requests for custom form solutions and client side solutions

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Benefits

24/7/365 day coverage

Access to highly skilled, qualified, and experienced SharePoint professionals reduced the need for continuous spend on training of new technologies

Burden was removed from the client's IT management so they could focus on the organization's core business and continuous innovation instead of daily maintenance

Services scalable to specific needs

Enabled Help Desk support with multiple communication methods of logging and communicating on support tickets including a web portal, phone, and email

Cost predictability through fixed-fee monthly contracts

For more information,
please visit www.microexcel.com or email info@microexcel.com

About Microexcel

Microexcel Inc., is a global leader in providing innovative and comprehensive software solutions and services. Founded in 2001, Microexcel merges people and technology to deliver the most value and return on investment for customers. With headquarters in Secaucus, NJ, and offices worldwide, Microexcel provides full services and support to clients in the areas of Microsoft, SAP, Quality Assurance and Testing, IT Infrastructure, Open Source/Liferay, Staffing, and Interactive Services. Microexcel is ISO 27001:2013 and ISO 9001:2015 certified and is also a New York and New Jersey state Certified Minority Owned Business Enterprise.



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