

Realize the Benefits of a Proactive and Optimized Managed Services Program for your Microsoft Landscape

With the right managed services partner, organizations can refocus their IT departments towards more profitable and strategic initiatives. As an approved managed services partner with Microsoft, Microexcel provides customers with flexible options as well as customized programs, to suit their changing needs.

Microexcel's managed services portfolio helps organizations shift routine tasks as well as critical IT operational processes, to our experienced, and highly talented teams. Our programs are cost-effective and scalable and easily integrate with your existing internal teams to provide a well balanced and proactive environment. The efficiency of our managed services programs helps our customers to optimize budgets and better utilize internal resources for innovation instead of maintenance.

Gold
Microsoft Partner



Active Support

- ▶ We provide advanced technical diagnostics and issue resolution for your systems
- ▶ We can be your single-source partner and work with your extended vendor network for any integration and troubleshooting efforts
- ▶ As your technology partner, Microexcel works with your teams to roadmap the evolution of your environment to ensure a sustainable future

System Administration

- ▶ Our team of seasoned experts reviews your system's health and performs regularly scheduled maintenance
- ▶ Detailed and routine status reports allows your team to review system status and recent work at a glance

Development Support

- ▶ Extend the support of your custom development engagements
- ▶ Microexcel can support your custom solutions even when the original developers are unavailable
- ▶ Projects and workflows with small footprints can be assigned to Microexcel without a full engagement contract

Easily customize a plan or choose from one of our pre-packaged, industry leading, and flexible SLAs:

BRONZE	SILVER	GOLD
<p>BRONZE +</p> <p>Manage your users</p> <ul style="list-style-type: none"> ▶ User profile support ▶ Secure store (SSO) support <p>Manage your data</p> <ul style="list-style-type: none"> ▶ Site collection storage and quota management support ▶ Search configuration support ▶ Term store support ▶ Records management support <p>Manage your Office365 service</p> <ul style="list-style-type: none"> ▶ Settings support ▶ Subscription upgrades or alterations <p>Advanced issue resolution</p> <ul style="list-style-type: none"> ▶ Resolve issues with the Office365 service ▶ Troubleshoot connectivity issues with Office365 ▶ Work with Microsoft on the client's behalf to resolve complex enterprise wide issues related to the Office365 offering 	<p>BRONZE +</p> <p>Manage your applications</p> <ul style="list-style-type: none"> ▶ App store support ▶ BCS support <p>Manage your sites</p> <ul style="list-style-type: none"> ▶ Site template creation and provisioning ▶ List template creation and provisioning ▶ Management of security groups <p>Office 365 workload support</p> <ul style="list-style-type: none"> ▶ Lync administration support ▶ Exchange administration support ▶ Groups and planner administration support ▶ Yammer administration support 	<p>BRONZE + SILVER +</p> <ul style="list-style-type: none"> ▶ Microexcel will provide Tier 1 end user support for all Office365 cloud workloads <ul style="list-style-type: none"> ▶ Exchange ▶ SharePoint ▶ Yammer ▶ Groups and Planner ▶ Lync ▶ Client help desk can escalate user calls directly to the Microexcel call center ▶ Microexcel will create and maintain a knowledge base of all issues and resolutions ▶ This knowledge base will be made available to the client via a private extranet

To learn more about how you can benefit from our IT expertise and professional services, please contact us at info@microexcel.com

About Microexcel

Microexcel 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, Informatica, IT Infrastructure and Interactive Services. Microexcel is also a New York and New Jersey state Certified Minority Owned Business Enterprise.

For more info: <http://www.microexcel.com>



400 Plaza Drive, 1st Floor,
Secaucus, NJ 07094, USA
O: 201-866-6789, F: 201-221-7825

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