

Keystone Managed Services for Microsoft Cloud

Accelerate your move and management of Microsoft Office 365 with Softchoice Keystone

Keystone Managed Services for Microsoft Cloud (KMSMC) is a new way to leverage Microsoft Cloud technologies including Office 365 by incorporating the Office 365 subscriptions with Softchoice's leading Keystone Managed Services.

Implement	Client Benefit
Creation of Office 365 tenant including Office 365 seats in a single per user/per month subscription.	<ul style="list-style-type: none"> • Accelerates the cloud deployment • Improves end-user evaluation experience • Securely extend Active Directory user identities to Office 365
Interactive workshop focusing on administration and operations best practices	<ul style="list-style-type: none"> • Provides the skills necessary to support the environment on day one
Validate Office 365 features, functionality and SSO fault-tolerance	<ul style="list-style-type: none"> • Validated configuration to start off on the right foot
Migration of mailboxes can be sized to meet the capacity of staff and budget	<ul style="list-style-type: none"> • Lessons learned during the deployment process serve long term budgeting, planning and support efforts
Manage	Client Benefit
Office 365 Tenant Administration	<ul style="list-style-type: none"> • Off-load common Office 365 tenant administration tasks such as: Exchange and Lync service settings, user permissions and licenses, eDiscovery and data loss prevention, message recover and compliance, and anti- malware settings to help clients refocus on business innovation
24x7x365 technical support and escalation management	<ul style="list-style-type: none"> • Resolves technical issues and restores service quickly
Configuration mentorship	<ul style="list-style-type: none"> • Help your IT staff acquire the skills to optimally manage Office 365
Business Technology Reviews	<ul style="list-style-type: none"> • Provides insight into where your supported technology is going and helping you determine the most logical direction
Service Reporting and user adoption analytics	<ul style="list-style-type: none"> • Monthly reporting and communication to keep you informed of service activity, priority issues, observations and other noteworthy items • Actionable insights to protect the user experience

Why Keystone Managed Services for Microsoft Cloud works

Softchoice has completed over 5,000+ projects throughout North America helping clients discover, deploy, improve and manage their infrastructures. Based on client feedback and real-world deployment experience, Softchoice created the Keystone Managed Services for Microsoft Cloud as way for clients to quickly and effectively achieve their Microsoft Cloud vision through a world class 24/7 managed service.



Why Keystone for Office 365?

- Over 25,000 Cloud users under management
- Supporting over 400 core and hybrid Infrastructures
- ITIL-based delivery & CompTia Managed Service Trustmark
- Supported by a team of Microsoft-certified Office 365 experts
- #7 in 2015 globally recognized award-winning MSP by MSPMentor, an organization that studies and reports on the managed services industry



Keystone Services Drives Success With Proactive Partnership

"We experienced faster incident resolution, increased IT knowledge among staff mentored by the KTSC, and more specific knowledge of systems with Keystone Services"

Source: IT Director, Medium Enterprise Transportation Company

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Keystone Managed Services for Microsoft Cloud - Features at a glance

Achieve Faster Time to Value

Keystone helps keep client teams focused on new projects while seamlessly integrating into existing standard operating procedures while enabling faster value creation by offering:

- **Standardized onboarding process** to ease transition to an operational state based on ITIL practices
- **Configuration mentorship** focused on sharing of best practices and how-to information to easily interpret the fit for new features or service enablement
- **End user mailbox migrations** allow for faster, more streamlined rollouts or expansion without placing additional demands on taxed internal resources
- **Office 365 roadmap guidance** based on early views to Microsoft's product direction and potential impacts to the supported environment
- **Business Technology Review** to support strategic IT planning, evaluate trends and unlock value of features related to business demands
- **Office 365 tenant and subscription activation embedded into KMSMC**, no need to purchase Office 365 separately



Reduce Risk and Complexity

As an extension of a client's team, Keystone provides direct 24X7 access to a Center of Excellence focused on Office 365 to triage issues, drive first time quality and provide guidance when it counts including:

- **Incident management** spanning both cloud and on prem dependencies
- **Escalation management** through Keystone Technical Service Center and Microsoft's Office 365 support channels to achieve faster resolutions
- **Tenant Administration** designed to offload time consuming tasks to Office 365 experts such as User Activation & License Management, Recovery & Compliance, Anti-spam & Anti-malware, and Email Recipient Policies
- **Shared Knowledge Base** to aggregate knowledge shared within Keystone team to drive to faster resolution minimizing the impact to the business



Optimize for Efficiency & Predictable Costs

Keystone is powered by Office 365 experts to reduce the potential of a service disruption resulting from human error or mis-configurations in the Office 365 tenant or on prem applications, and includes:

- **On-prem proactive remediation recommendations** based on a developed understanding of your supported environment
- **MySoftchoice Cloud Services Dashboard** a consistent set of tools to help you better govern spend, understand end user adoption and manage Office 365 subscription
- **Client Service Portal** to open service requests online, view request history and ticket status
- **AD User and Security Group Administration** set up users and security groups for smooth integration of Office 365 into the business



Contact your Account Manager for more details.