Softchoice Keystone for Office 365
Optimize Office 365 Operations and Service Delivery

The most common goals for moving to Office 365 include repurposing available IT resources, improving service levels and reducing overall complexity while enhancing productivity for maximum business impact. Keystone helps clients quickly adapt internal processes, manage through skill gaps and adapt to the new pace of changes in Office 365. **Softchoice Keystone for Office 365** was designed to help clients unlock the full potential of Office 365 by accelerating adoption, optimizing service delivery, and reducing risk and complexity.

Challenges	The Keystone Experience		Value
Skill gap and pace of change		**Mentorship** Configuration mentorship	Accelerate adoption
Managing and measuring user adoption		**Insight** Rich analytics	Optimize service delivery
Unplanned outages & adapting processes		**Support** 24x7 Live answer and ITIL-based procedures	Reduce risk and complexity

What's included in Keystone for Office 365?
Mentorship
- Unlimited Configuration Mentorship
- Proven Onboarding & Transition Process
- Office 365 roadmap guidance

Insight
- Delivered through Softchoice Cloud Services Dashboard
- Get real-time access to usage metrics
- Birds-eye view of entitlement, usage and allocations

Support: 24X7 Live Answer & ITIL-Based Procedures
- Unlimited 24x7 Live Answer Support
- Office 365 Tenant Administration
- Subscription Management
- User & Group Administration
- Mailbox Migrations

Financial Flexibility to Fit your Business Demands

Softchoice offers a variety of financial models to fit your business demands scaling from large enterprise to small and medium-sized business. Softchoice offers an all-in-one model with licensing, implementation and operational services designed to provide flexibility and scalability delivered at an easy to manage per user monthly fee.

In addition to the core Keystone for Office 365 offering, clients may elect to access deeper monitoring capabilities (on-premises) and enable end user support for enhanced value, including:

+ Monitoring
- Data-driven recommendations
- On-premises monitoring
- Alert triage & escalation management

The Keystone Experience

+ End User Support
- End user support
- Office application support
- Service desk monthly SLA reporting

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Keystone for Office 365 - Features at a Glance

Mentorship

Keystone helps keep client teams focused on new initiatives while seamlessly integrating into existing standard operating procedures, 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
- Office 365 roadmap guidance based on early views to Microsoft's product direction and potential impacts to the supported environment

Insight

Keystone delivers rich analytics and insights to increase the effective use and management of the Office 365 platform including:

- MySoftchoice Cloud Services Dashboard a consistent set of tools to help you better govern usage, understand usage and manage Office 365 subscription
- Client Service Portal to open service requests online, view request history and ticket status

Support

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

- Incident and Escalation Management through Keystone Technical Support Center and Microsoft's Office 365 support channels to achieve faster resolutions
- Tenant Administration designed to offload time consuming tasks such as User Activation & License Management, Recovery & Compliance, Anti-spam & Anti-malware, and Email Recipient Policies
- AD User and Security Group Administration set up users and security groups for smooth integration of Office 365 into the business
- End User Mailbox Migrations allow for faster, more streamlined rollouts or expansion without placing additional demands on taxed internal resources

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Additive Office 365 Offerings

Office 365 Monitoring builds on the core Keystone offering and is designed to add proactive steps to protect the end user experience both within infrastructure on-premises and cloud-based dependencies leading to faster remediation of potential issues by offering:

+ **Early Issue Identification** provides early identification through trend analysis based on critical application faults and Office 365 authentication tests.

+ **On-premises monitoring** provides ongoing visibility to availability of critical services available through a real-time performance dashboard.

+ **Alert Triage & Escalation Management** ensures validation of each critical event is triaged and responded to by an Office 365 expert and escalated appropriately

Office 365 End User Support

End User Support builds on the core Keystone experience and provides integration into the client's service desk allowing IT organizations to off-load end user support requests related to the Office Productivity Suite and O365 Tenant Management. Keystone End User Support provides:

+ **Service Desk Support** – designed to manage end user interactions, identify broader business-effecting issues leading to simplified escalation and resolution paths

+ **Office Application Support** - designed to offer "how to" and configuration support to ease the adoption of Office 365

+ **Service Desk Monthly SLA Reporting** - designed to provide rich and usable visibility to evaluate service levels

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