# PRODUCTIVITY ASSURED

Guarantee yours with Office 365 Basic End User Support Services from CDW

## Office 365 Basic End User Support Services from CDW Cloud Support

Professional support for your employees is critical to your organization's productivity. Your end users need direct access to problem solvers to ensure that their problems are resolved quickly and accurately, and the IT professionals at your organization need to focus their attention and resources on more strategic and critical activities for the company.

CDW Cloud Support is here to help, with comprehensive Office 365 Basic end user support services that includes 24x7x365 end user telephone and email support for Office 365, enabling your employees with self-help tools to help them resolve their own "How To?" related questions, and program management that includes reporting and meeting with your IT Admin to better understand problem root causes, recommend proactive resolutions, and better understand the Microsoft Office 365 product suite and how it can help meet your company needs.

## Comprehensive Support from CDW Cloud Support

With our decades-long commitment to complete customer care, CDW has set the Gold Standard for delivering prolific support throughout the customer lifecycle. Our team is there for you at the beginning of your Office 365 journey and will continue to be with you as you expand your organization and the productivity of your employees

Whether you have 25 Microsoft Office 365 licenses, 500 license, or are just purchasing your initial ones, CDW Cloud Support team provides the comprehensive IT support required to address the needs your organization and end users may encounter along the way. From initial end user configuration during the activation of Office 365 and ongoing end user management and support, CDW has your Office 365 IT administrative needs covered.
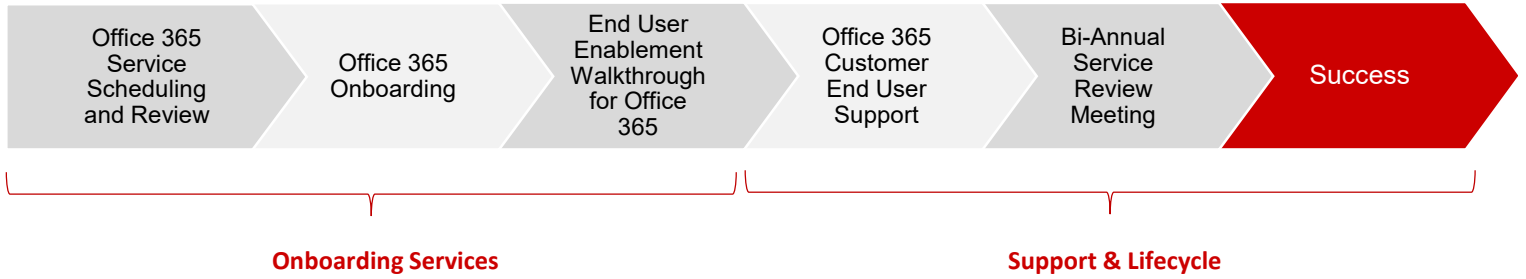
## Unrivaled Management Services

Office 365 Basic End User Support Service includes the entitlement and user management services you need to guarantee that your Office 365 end users get up and stay running. Our highly skilled and certified agents will ensure that your customer account and user accounts are created in a timely manner, and empower your end users with the productivity tools they are appropriated. We will work closely with your IT Administrators throughout the process to guarantee the high-quality transitioning of IT administrative responsibilities over to CDW Cloud Support. Our overall approach will greatly reduce the IT hours you currently dedicate to supporting your organization, freeing your team to focus on your core business at hand.

## Unmatched Escalation Support

Sometimes an issue that cannot be easily remedied will present itself. Don't worry. CDW Cloud Support has you covered with our extensive escalation support process. We'll continue to take the lead in resolving outstanding issues and work directly with Microsoft on your behalf until your satisfaction has been met.

CDW.com  |  800.800.4239

Microsoft Partner
Gold Cloud Productivity

Office 365

CDW PEOPLE WHO GET IT

# Office 365 Basic End User Support Services

## CDW Office 365 Basic End User Support Services Approach

| Office 365 Service Scheduling and Review | Office 365 Onboarding | End User Enablement Walkthrough for Office 365 | Office 365 Customer End User Support | Bi-Annual Service Review Meeting | Success |

**Onboarding Services**       **Support & Lifecycle**

## Onboarding Services

| | |
|---|---|
| Service Scheduling | Process the order for Office 365 Basic End User Support Services and contact Customer IT Admin to schedule the initial Onboarding Call. |
| Service Review | Review Customer Office 365 Basic End User Support Services order.<br>Review how users can contact support via phone, email. |
| Office 365 Onboarding | Review the product(s) purchased.<br>Create and enable SharePoint and provide Administrator access.<br>Walk Customer IT Admin through:<br>- OneDrive configurations<br>- MSFT Teams and Skype<br>Review MSFT Secure Score dashboard and O365 Administrative panel. |
| End User Enablement Walkthrough | Walk Customer through:<br>- CDW Cloud Support CRM portal<br>- How to add end/delete users to CDW Cloud Support CRM<br>Review process if Customer runs out of End User support entitlements<br>- Review email new End Users receive<br>- Send End-of Onboarding summary<br>- Send data from Onboarding call |

## Support & Lifecycle

| | |
|---|---|
| Office 365 End User Support | Review support services for:<br>- Email issues<br>- Office 365 installation<br>- 'How do I?' questions regarding Office 365 functionality<br>- Office 365 application problems<br>- SkyKick Backup support |
| Bi-Annual Service Review Meeting with Customer (for the IT Admin contact) | Host a 30-minute call with Customer IT Admin to review the following:<br>- Customer case volume report<br>- Customer case root cause report<br>- Action item that can proactively resolve Customer's cases<br>- New changes to Office 365<br>- AD Connect and benefits<br>- Q&A |

## Eligibility

To be eligible for this service, Office 365 licensing and IT Admin support for Office 365 must have been purchased from CDW

For additional information on our Office 365 Basic End User Support Services, please contact your CDW Account Manager.

CDW.com  |  800.800.4239

CDW PEOPLE WHO GET IT