



GUARANTEED HIGH PERFORMANCE WITH SUPPORT & MANAGED SERVICES

Tailored services to reduce downtime, maximise investments and inject new levels of control

PREVENT, RESPOND AND OPTIMISE

A healthy, high performing communications and collaboration environment is the catalyst for productivity, innovation and business success. Modality Systems Support & Managed Services suite makes it happen.

This complete range of tailored services is designed to pinpoint and solve problems, proactively prevent issues and inject new levels of operational control. Options range from conventional break/fix reactive services and proactive service updates, as well as software and hardware support, through to fully outsourced services.

The Support & Managed Services suite doesn't just optimise your Microsoft Skype for Business, Teams and other Office 365 collaboration tools - but also the relevant non-Microsoft software, applications, network and devices that make up your communications and collaboration environment.

If an escalation to Microsoft is needed, we'll manage it for you - delivering the kind of rapid resolution you only get from the world's largest dedicated Microsoft communications practice.

DELIVERING BUSINESS VALUE

PREVENT

Service issues and downtime with a host of proactive support options.

RESPOND

To problems as they happen with a comprehensive range of break/fix services.

ESCALATE

Complex issues to the most appropriate Microsoft support option.

MANAGE

Every element of your Microsoft and third-party communications & collaboration environment with a single partner.

ASSURE

Always-optimised communications & collaboration with a Modality Systems Managed Service.

The Support & Managed Services suite is perfect for organisations seeking to maintain the healthiest and highest performing Microsoft communications & collaboration environment.

END-TO-END PORTFOLIO

As the world's largest dedicated Microsoft communications practice, providing services in over 100 countries, for more than 1000 organisations, our breadth of service and depth of knowledge is unmatched.



REACTIVE SUPPORT

Traditional 'call for help', break fix type of service covering the wider UC environment not just the Microsoft application including:

- Skype for Business server & online support
- Microsoft escalation
- Third party product support and escalation
- Network and endpoints



PROACTIVE SUPPORT

In addition to the reactive fix support, the proactive support takes a prevent rather than cure approach and includes:

- Service monitoring
- Release management, certification and deployment
- Service request fulfilment such as moves, adds or changes
- Office 365 management support



MANAGED SERVICE

Outsourced management of the service, including:

- Proactively dealing with issues and environmental performance
- Incident and change management
- Monitoring and service delivery

ADD-ON MANAGED SERVICES

- 'How do I...' user helpdesk (SkypeHelp)
- Diagnostics
- Video Managed Service
- Modality Software

YOUR SINGLE, GLOBAL SUPPORT & MANAGED SERVICES PARTNER

Modality Systems is your single, global support and managed service partner - optimising your entire Microsoft communications & collaboration environment, and everything connected to it. Customers benefit from the management efficiencies, strategic focus and operational benefits of a single point of contact - reducing downtime, maximising investments and injecting new levels of operational control.