# MICROSOFT DAY 2 SUPPORT

Ongoing Monitoring and Maintenance from the Experts at ConvergeOne

As a leading independent integrator of communications, productivity solutions, and services, ConvergeOne works closely with other technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions. We've also earned a reputation as a trusted advisor - helping organizations like yours use technology to improve communication, collaboration, efficiency, and customer interactions, not just today but also tomorrow.

ConvergeOne is committed to helping you maximize the value and performance of your Microsoft interaction management and productivity applications. We can help deploy Lync, Skype for Business, O365, Azure, etc. from implementation to day 2 and beyond, with offers from our ConvergeOne Managed Services portfolio. Our support services can span flexibly across Infrastructure, Platform, and Software as a Service.

Our Microsoft Lync / Skype for Business Support Capabilities

Providing support and proactive services for multivendor environments currently including more than 2 million managed voice ports, ConvergeOne Microsoft Managed Services offers day 2 support for Microsoft Lync, Skype for Business, O365, and Azure, etc.
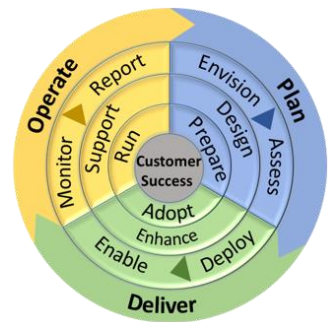
Skype Operations Framework

provides the foundation for partners to accelerate their services for Skype for Business Online. It is a comprehensive delivery methodology from the ground to the cloud.

Partners who train and align with SOF, deliver customer success and stand ready to assist customers with certified planning, delivery, deployment, and migration.

ConvergeOne

convergeone.com

A CHOICE OF LEVELS TO FIT YOUR NEEDS

With Microsoft UC day 2 support from ConvergeOne, service levels are based on your needs and available in three options:

SILVER SUPPORT
Provides 8x5 customer (primary location) support. A 4-hour response time is guaranteed for all priority support requests submitted during business hours. Biannual Unified Communications (UC) environment reviews will occur with an ConvergeOne Senior Solutions Architect.

GOLD SUPPORT
Provides all the benefits of the Silver option PLUS: > 24x7x365 proactive monitoring and alerting for UC systems > 24x7x365 support for all covered UC systems, with a 2-hour response time > Quarterly UC environment reviews with a   ConvergeOne Senior Solutions Architect

PLATINUM SUPPORT
Provides all the benefits of the Gold option PLUS: > Cumulative updates and "dot release" patch/Software Release Management   (SRM)

Managed Services offers include tiered levels of service based on a customer's needs and benefits such as guaranteed response times, 24x7x365 proactive monitoring and alerting, regular environment reviews, and software updates.

Microsoft Premier Support for Partners (PSfP) is a program that provides complete, end-to-end managed support across the full Microsoft platform. Whether on-premises, hybrid, or in the cloud – Premier Support Partners help organizations like yours develop, deploy, and support Microsoft technology solutions. ConvergeOne holds the highest level of Microsoft Lync / Skype for Business support accreditation. This provides our engineers with direct access to level 3 and level 4 Microsoft engineers. In addition, ConvergeOne is one of a few Microsoft partners in the world to have Microsoft Certified Masters on staff.
We keep you ahead of the curve, delivering flexible, managed support offerings so you can focus on growing your business.

Your Microsoft solution is backed by ConvergeOne's Multiple, National, state-of-the-art Network Operations Centers that include the Managed Service Support Center.

LYNC and SKYPE FOR BUSINESS
Core/IM/Presence
Conferencing
Voice
Mobility

FOR EXCHANGE and EXCHANGE ONLINE
24X7 break-fix support
IPS
Health Check
Workshop/Training
Platform Optimization
Proactive Monitoring

SUITES, PRODUCTS, and FEATURES
Unified Messaging Mailboxes
Unified Messaging
Automated Attendants
Azure
OMS
O365
System Center
Enterprise Mobility
Cloud Support & Enablement
Microsoft Cloud PBX

OPERATE

Alignment with SOF

During this phase, we will provide guidance on how to maintain a high quality and reliable Skype for Business Online service, covering monitoring, reporting, run and support services.

For more on how ConvergeOne can serve to Deliver and Operate with Skype Operations Framework, UC Integration, or the full portfolio of ConvergeOne solutions and services, please contact your ConvergeOne representative, visit our SOF Landing Site, convergeone.com, or call 888 321 6227.

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