



# Keep Your Business **Up and Running**

with Chess Cloud Support for Microsoft 365

# Chess Cloud Support for Microsoft 365 helps to keep your organisation up and running at all times

We built our packages with businesses like yours in mind. Whether your IT team need some specialist support with extra complicated end-user issues or you need to allocate the internal resource to innovation - **we're here to help.**



# Empower your employees to be more productive

Microsoft 365 delivers a holistic collaboration solution that puts the right tools at team members' fingertips, so they can collaborate in the different ways they choose throughout the day.

While the millennial workforce is actively driving change, there's still a sizable segment of workers who struggle with the new modern workplace technology tools made available to them.

*Source: Are workers ready for the workplace of the future?, Information Age, 2016*



## 🔍 Did You Know?

"Change doesn't happen automatically. Most employees don't want to use new technology rolled out by their organization."

*Source: Microsoft 365 Adoption Guide, Microsoft, 2019*

"80% of end users admit to using their communication tool of choice"

*Source: Microsoft 365 Adoption Guide, Microsoft, 2019*

# Make the most out of Microsoft 365

**97%** of all attacks are automatically remediated on endpoints by leveraging the power of AI within Microsoft 365 E5

**\$30 million** is the estimated three-year benefit for a standard 5,000-employee organization using Teams.

**12,500 hours** can be saved per year in distribution activities through streamlined business processes.

# Introducing Chess Cloud Support for Microsoft 365

## End User Support Packs



### Business Support

Reactive end user remote support for Business standard/Premium M365 applications.

**Applies to Microsoft 365 Business Standard or Premium Licence.**

#### Features:

Service Desk:  
Mon-Fri 08:30-17:30

Basic Feature and Standard Application Incident Support

Also Includes Access to Chess Cloud Adopt (Business Pack)



### Enterprise Support

Reactive End User remote support for Enterprise 365 applications.

**Applies to Microsoft 365 'E' Licence**

#### Features:

Service Desk:  
Mon-Fri 08:30-17:30

Basic Feature & Standard Application Incident Support

Also Includes Access to Chess Cloud Adopt (Enterprise Pack)

## Escalated Support



### Tech2Tech

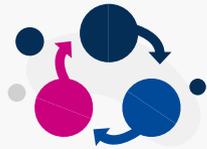
Reactive remote support to assist the customer's in-house technical teams with M365 support issues that require a higher level of technical assistance for M365 standard applications

#### Features:

Service Desk:  
Mon-Fri 08:30-17:30

Advanced Incident Support

# Optional Add-ons



## Chess Cloud Adopt: Advanced Change Management (ACM+)

A cloud-based training platform that accelerates learning and improves your employee proficiency in Microsoft 365 applications.

### Features:

Dedicated Adoption Consultant, Engagement Strategist & Change Consultant

Tailored skills paths, communications & strategy



## Chess Voice+ Support

Chess Voice+ support for Microsoft Phone System, Audio Conferencing or Microsoft Business Voice for inbound and outbound calling features within the Microsoft Teams add-on.

### Features:

Covers Chess Teams Voice and Chess Teams Direct Routing

Microsoft Phone System, Audio Conferencing or Microsoft Business Voice for inbound and outbound calling features within the Microsoft Teams



## Chess Data Protect

Cloud-to-cloud backup product offering an all in-one backup, restore and export solution

### Features:

Ensures that businesses can access, control, and most importantly protect the data that employees entrust to the cloud.

Covers Exchange Online, OneDrive SharePoint Online, and Microsoft Teams.

# Key Features of the Chess End-User Support Packs

	Business Support	Enterprise Support
Service Desk (Monday – Friday, 08:30-17:30)	✓	✓
Microsoft 365 Standard or Premium Applications (licence)	✓	✓
Email (Outlook & Exchange)	✓	✓
Teams collaboration features (excluding voice breakout & custom applications)	✓	✓
Installed & Online versions of Office Applications	✓	✓
Files via SharePoint (sync client & web access)	✓	✓
OneDrive (sync client & web access)	✓	✓
Windows 10 OS (only for running Office Applications)	✓	✓
Latest Windows 10 builds only (1809 and above)*	✓	✓
Excludes device compatibility, hardware issues etc.	✓	✓
Power BI Support		✓
Power Automate Support		✓
Flow Support		✓
Security features: MDM, IAM, Threat Protection etc (issue resolve only)		✓
Chess Cloud Adopt (Business Pack)	✓	
Chess Cloud Adopt (Enterprise Pack)		✓

\*<https://docs.microsoft.com/en-us/windows/release-information/>

# Key Features of Tech2Tech

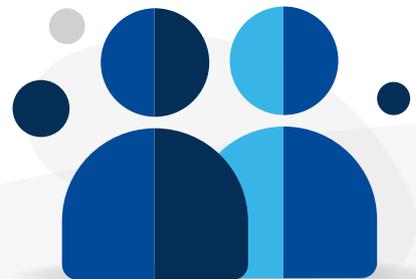
**Tech2Tech is ideal for customers who already have an in-house IT team who provide the day-to-day end user support.**

Through the Escalated Support Pack Chess will assist with escalated incidents from named contacts within the in-house technical team, taking on the role of an external 3rd line technical support team.

We help you with the complicated issues you may not be able to solve using your available resource and knowledge.

## **Support covers:**

- Service Desk - Monday – Friday 08:30 – 17:30
- Advanced Technical Incident Support
- Microsoft 365 Services
- Standard Office Applications
- Exchange Online
- SharePoint Administration
- Teams Administration (excludes Voice)
- Azure Active Directory (Identity & MDM)
- Endpoint Management (Intune)



# Chess Cloud Adopt

## Change Adoption: The Key to Your Microsoft 365 Success

Chess Cloud Adopt powered by Brainstorm Inc, is a cloud-based training platform that accelerates learning and improves your employee proficiency in Microsoft 365 applications.

Its interactive training, how-to-guides, instructional videos, and customised learning paths give employees hands-on experience that better equips them for their role.

While your people are learning, Chess Cloud Adopt transforms insight on employee training into usage reports that include employee adoption of tools and an overview of progress.

### Benefits:

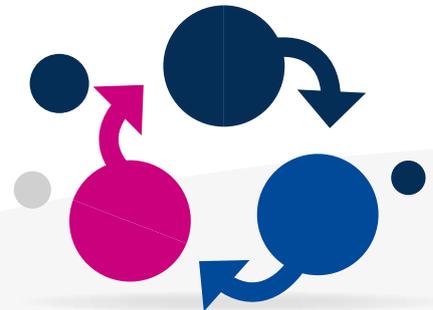
- Reduce security risk in your business by ensuring your people are aware of best practices
- Increase productivity and protect return on investment
- Robust and flexible training content
- Increase employee knowledge on tools they use everyday
- Employee guided learning paths are customised to different learning styles and roles within your business

“Organisations that implement digital tools and self-serve tools to make information more accessible to staff are twice as likely to report their digital transformation journey as success.”

*Unlocking success in digital transformations,  
McKinsey, 2018*

“Just 45 percent of respondents at larger firms, compared with 58 percent at smaller firms, say frontline employees are visibly engaged in transformations.”

*The people power of transformations,  
McKinsey, 2017*



# Chess Cloud Adopt Packs

	Business	Enterprise	ACM+
Access to 5000+ Microsoft micro learning videos	✓	✓	✓
Expert led training – live and virtual	✓	✓	✓
Hundreds of practice guides and written materials	✓	✓	✓
Auto communications driving user engagement	✓	✓	✓
Single sign on for ease of user access	✓	✓	✓
Bi monthly content updates	✓	✓	✓
Reporting and tracking of user learning progress	✓	✓	✓
Upload custom content	✓	✓	✓
Gamification	✓	✓	✓
Searchable content	✓	✓	✓
Shareable content	✓	✓	✓
Standard skills paths	✓	✓	✓
User onboarding guide	✓	✓	✓
Tailored skills path creation	✓	✓	✓
Initial consultation		✓	✓
Microsoft graph integration		✓	✓
Dedicated virtual adoption consultant for ongoing support		✓	✓
Advice and guidance on skills paths development		✓	✓
Communications plan & assets		✓	✓
Management reporting		✓	✓
Dedicated adoption consultant, engagement strategist and change consultant			✓
Custom workforce analysis			✓
Custom communications planning strategy			✓
Quarterly service reviews and user insights			✓

# Track and Report with the Enterprise and ACM+ Packs

**The learning and adoption platform is fundamental to the remote enablement of users.**

Not only can you ensure that a consistent and high level of enablement is being delivered but you can also track and monitor every step of the process users go through, including:

- User application understanding
- User perception of training
- Quality of training
- Relevance to their role
- User engagement with communications
- User engagement with learning materials
- User pass / fail rates (where appropriate)
- User confidence with key applications
- Software utilisation
- The engagement of your users via communications
- User engagement with the training
- The measurement of success criteria

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“Companies of all sizes can benefit from creative, more digital approaches to engaging employees in a transformation.... More advanced communication tools will be especially helpful in large companies that struggle to engage the front line and in companies with many different sites or locations.”

*The people power of transformations, McKinsey, 2017*

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Source: <https://www.businesswire.com/news/home/20170918005033/en/Information-App-Overload-Hurts-Worker-Productivity-Focus>

# Chess Voice+ Support

**Chess Voice+ support for Microsoft Phone System, Audio Conferencing or Microsoft Business Voice for inbound and outbound calling features within the Microsoft Teams add-on.**

The pack also covers Chess Teams Direct Routing integration, if this has been set up and configured by Chess.

## Support Covers

- Service Desk  
Monday – Friday | 08:30 – 17:30
- Phone number assignments
- Emergency dialing policies
- Call queues
- Auto attendants
- Call park policies
- Calling policies
- Caller ID policies
- Voicemail and audio conferencing

“67 percent believe it would be easier to focus on work if important information from all of their apps appeared in a single window”

*Business Wire, 2017*

Source: <https://www.businesswire.com/news/home/20170918005033/en/Information-App-Overload-Hurts-Worker-Productivity-Focus>



# Pricing

## **Chess End User Support Packs** (per user per month)

Business Support for Microsoft 365 £10.00

Enterprise Support for Microsoft 365 £20.00

## **Chess Tech2Tech Support Pack** (per user per month)

Escalated Support for Microsoft 365 £4.00

## **Optional Add-ons** (per user per month)

Chess Voice+ Support for Microsoft 365 £2.00

Chess Data Protect for Microsoft 365 £1.99

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## **Chess Cloud Adopt Packs** (per user per month)

Business Pack\* £2.50

Enterprise Pack\* £3.50

ACM+ Pack\* £5.00

\*if purchased on their own

# Chess is a Gold accredited Microsoft partner

We are on the Microsoft Technology Adoption Program (TAP) which allows our technical architects and solution specialists to work together with Microsoft on new features, advise on new developments and be the first to test the new releases.

Microsoft  
Partner



Gold Small and Midmarket Cloud Solutions  
Gold Cloud Productivity  
Gold Datacenter  
Gold Cloud Customer Relationship Management  
Gold Cloud Platform  
Silver Collaboration and Content



# About chess®

Chess is one of the UK's leading independent and trusted technology service providers, employing 480 skilled people across 6 UK sites, supporting a wide range of organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive.

At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts. We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.



**chess**<sup>®</sup>  
**helps you**

REDUCE YOUR COSTS

WORK BETTER TOGETHER

PROTECT YOUR DATA

GROW YOUR BUSINESS

CONNECT YOUR PEOPLE

**chess**  helps You

Reduce Your Costs

**Contact Our Team Today**

 [WorkFromAnywhere@ChessICT.co.uk](mailto:WorkFromAnywhere@ChessICT.co.uk)

 0808 252 0755

 [ChessICT.co.uk/](http://ChessICT.co.uk/)

**chess** 