

Device-as-a-Service

Ensuring Success With Microsoft 365

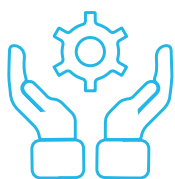
Many organisations are embracing the benefits of Microsoft 365, which include a reduction in costs and maintenance whilst increasing accessibility. With the flexibility to meet changing business needs, financially backed-up time guarantees and no requirement for advanced IT knowledge, Microsoft 365 is a compelling proposition.

Chess offers a series of complementary services which are specifically designed to help you understand, plan, migrate, support and adopt the services, in order to achieve a high return on investment.

As a Chess customer, you have direct access to our highly skilled and accredited UK Service Desk technicians for incidents relating to your tenant.

Our approach is to offer straightforward, templated support packages, with clear, well defined SLAs, roles and responsibilities. This means that incidents are resolved faster, and user services are restored more effectively.

Service Details



End User Support

Provides complete coverage for Office 365 and M365, keeping your people productive



Expert Resources

Packages are available to suit your business and your budget, ensuring that appropriate support from our Microsoft accredited team is available at all times.




Support and Service Level Agreements

Choose the best option for your business.

Microsoft 365 Support Packages

Technical Feature	Essential Support	Premium Support	Enterprise Support
Call Cap	2 per month	4 per month	Unlimited
Response Time	Mon-Fri 9am-5.30pm 8 hour response	Mon-Fri 7am-7pm 4 hour response	24 / 7 / 365 2 hour response
App Support	Essential	Premium	Enterprise
New User Onboarding	✓	✓	✓
Network and Endpoint Device Remote Support	-	✓	✓
Change / Network Admin	-	-	✓
Price	£11 per user, per month	£16 per user, per month	£22 per user, per month

Microsoft 365 Support Matrix

ESSENTIAL	PREMIUM	ENTERPRISE
 Word  Excel  Powerpoint  OneNote	 Planner  Streams	 Access  Forms  Visio  Sharepoint
 Outlook  To-Do  Yammer  Windows 10	 Publisher  MyAnalytics	 Sway  Delve  Lens  Project
 Exchange  Office Online  OneDrive  Advanced Threat Protection	 Teams	 Flow  PowerApps  PowerBI  StaffHub

Note: All support packages are based on a 12-month minimum term.

Excludes content and customisations, connectivity, backup, device and third-party application integration.

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