Simply Office 365
MSP Engagement

Simply Office 365 works in partnership with Managed Service Providers using a **simple, practical engagement model** designed to benefit all parties. Our objective is to add value to the MSP's Office 365 proposition by working with the MSP to help their clients use the features of Office 365 more productively. Above all, our partnership approach is aimed to create new revenue opportunities for MSPs that are driven by the clients themselves, whilst reducing the MSP's overall support overhead for managing uncontrolled development of Office 365 services such as SharePoint, Teams and Flow.

A   Client Discovery

1   Through you - the MSP - we provide the client with an initial half-day **Office 365 Discovery** session

2   The Discovery is designed to open the client's eyes to **new possibilities** and **new ways of working**

3   This enables the **client themselves** to **decide** which Office 365 features might be of benefit to their business

4   We provide you with a **report** capturing the client's decisions and feedback

5   The Discovery is a way for you to proactively **demonstrate value** as a result of the Office 365 project

6   We **substantially discount** the Discovery sessions, enabling you to add margin (**normal price** is £400)

7   The Discovery is particularly beneficial **prior** to decisions on the client's **data migration**

B   Project Opportunity

1   If the client decides to explore Office 365 in more detail then we have the **project services** to help

2   We can deliver **project design and build** services to enhance the client's use of Office 365

3   We have a revenue share arrangement and can bill through you, so you benefit from **new revenue streams**

4   We provide you with details of any **project outcomes** that **might impact support**

5   By working with us to deliver your client's projects, the potential for **downstream** support issues is reduced

C   Application Support

1   Any change to SharePoint, Teams, Flow, etc is building **business application** – typically outside of standard support

2   We can optionally provide **second line support** via you to your clients, on a low cost per user fee basis

3   Our support service can then be added as a simple **line item** to your existing **support model**

Office 365 Training

Training helps to reduce the number of Office 365 support calls you receive and the overall resource overhead required to manage the client. It is also one of the best ways to help clients to quickly gain more value from Office 365, which will reflect positively on your service.

SO SIMPLY OFFICE 365