



MANAGED SERVICES FOR MICROSOFT 365

Enable dynamic teams and improve the employee experience.



74%

of IT decision makers agree they cannot meet their organization's demand for IT expertise with internal resources only!

EXECUTIVE SUMMARY

Rapid digital transformation has become an imperative to businesses across industries, especially in the last year as companies grapple with pandemic-related issues. New demands from employees for anytime, anywhere accessibility to workplace applications and online tools are putting increasing pressure on IT. The need for online collaborating and sharing capabilities are adding to IT requirements as businesses opt to continue supporting a distributed workforce.

Many companies have turned to Microsoft 365 (M365) featuring Teams, SharePoint, Exchange, and Office to improve employee productivity and collaboration in virtual office environments, but this cloud solution still adds responsibilities to IT departments. At the same time, many companies have been unable to expand their IT departments or have chosen not to have in-house IT staff due to budget constraints and other factors resulting in a skills and knowledge gap.

According to a recent Forrester online survey, the number one hurdle IT services providers help IT decision makers (ITDMs) overcome is the lack of in-house technology skills or knowledge.¹ This applies to managing the full scope of the M365 environment, including planning, administering, monitoring and reporting. By ensuring that employees achieve the best use of the full suite of their M365 tenant and workloads, businesses can achieve greater employee productivity, increased employee satisfaction, and overall greater security and compliance.

In fact, maintaining security and compliance is one reason why more businesses are turning to managed services.¹ The

Top Three Business Benefits of Managed Services for M365



sophistication and pervasiveness of today's cyberattacks are making it more difficult for internal IT to ensure business continuity and resiliency. As a result, three quarters of ITDMs surveyed opted for managed services to cover all IT security and risk requirements and identify best practices.¹

Dell Managed Services for Microsoft 365 exist to address these issues and provide high-quality support as an adjunct or alternative to traditional IT departments. Our experts ensure that your M365 instance is managed properly, providing your company with consistent and secure access to data and applications at an affordable cost. Our focus is to ensure that we maximize the value of your Microsoft 365 investment with proactive monitoring and issue management.

Key Features of Dell Managed Services for Microsoft 365

Proactive and Reactive Problem Management for IT

including L2 and L3 support, monitoring M365 tenant services, response to administrative and technical service requests, proactive and predictive issue management and liaising with Microsoft Support

Tenant and Workload Administration

for Azure AD, Exchange Online, SharePoint Online, Teams, OneDrive for Business, etc.

Security and Compliance Administration

including SecureScore Assessment, roadmap implementation, and advanced threat protection with proactive intelligence monitoring

Reporting and Monitoring

including health monitoring and analysis of license usage, service request processing, issues/events status, changes to plans

Adoption and Productivity Management

with support for workload usage, adoption and planning; productivity planning, measuring, and trending

Dedicated Account Management Team

to orchestrate the planning, delivery, and reporting of Services

EXPERT MICROSOFT OFFICE 365 MANAGEMENT AND SUPPORT

Think of Dell Managed Services for M365 as an extension of your IT team. With professional administration, support, and management of your M365 tenant and workloads, the service helps increase end-user productivity and ensures that you get the most from your M365 experience. By using this managed service as a supplement or an alternative to a traditional IT department, companies can free resources from day-to-day IT tasks and instead invest more in core business needs.

Managed Services for M365 provide you with ongoing administration, support, and management of your Microsoft 365 instance in the cloud. From assigning users to channels in Teams to provisioning a shared Exchange mailbox to managing OneDrive for Business storage policies, we take care of day-to-day tasks so that your team can focus on leveraging IT to innovate and enhance your business, ensuring that your workloads and data are ready whenever you need them.

Dell managed services are delivered through service hours broken into fifteen-minute increments, and the term length is twelve months. Service includes all meetings, research, correspondence, administration, and tasks directly related to your M365 environment.

Key service areas include:

- Service-management consultant
- Proactive and reactive support of the Microsoft 365 tenant
- Identity, account, and workload administration (covering Exchange, Teams, SharePoint, and Microsoft 365 services)
- Security and compliance administration
- Adoption and productivity management

With Managed Services for M365, we customize your plan to fit your specific needs, business objectives, and budget. As part of that plan, we deliver the following three critical features to get the most out of your investment in M365 collaboration and productivity software:

1. Managing your Microsoft 365 tenant to ensure the availability and performance of your M365 instance in the cloud

We provide proactive planning, management, monitoring, and reporting for your M365 cloud applications. We initiate, plan, and set up processes and procedures for the service and respond to service requests to provide assistance and problem resolution. Our proactive monitoring and issue management help minimize your downtime (reference Table 1, page 4).

2. Administrating application workloads to optimize how users and teams collaborate

Our team helps to identify the right M365 features, tools, and applications to best complement your workplace. We manage the growth of messaging and collaboration apps. Some examples include managing setup and changes to users, groups, and policies for M365 applications; managing the administration of collaboration capabilities via Teams, SharePoint, or Exchange; and leveraging reporting and analytics to understand clearly how changes affect your organizational productivity.

The amount of administration time depends on your particular environment—the number of services you have purchased, the number of users you have, and similar parameters. The end result is that individual users and entire teams collaborate more effectively and improve productivity.

3. Quickly detecting and addressing threats and vulnerabilities to help ensure security and compliance

We do so by focusing on four important factors:

- ✓ First, we manage sharing policies for documents using Azure Information Protection so that your data remains in the hands of only authorized users.
- ✓ Second, cloud-based monitoring looks for advanced threats, risks posed by insiders, and users whose credentials have been compromised.
- ✓ Third, we constantly monitor customer data in cloud applications. This data is at risk from cyber threats and unauthorized applications, but it may also carry compliance risks and the possibility of information exposure. Our monitoring protects against all of these issues.
- ✓ Fourth, we recommend security improvements based on Microsoft Secure Score. Through all of these approaches, Dell's managed services give you confidence that your data, users, and cloud applications are secure and compliant.



Table 1. Impact and response based upon varying levels of severity

SEVERITY	IMPACT AND RESPONSE
01 CRITICAL	Business and/or operations outage: Call SMC directly and work until relief is provided.
02 HIGH	Business or operational hindrance: Call or email SMC, respond within 4 hours, and work business hours until relief is provided.
03 NORMAL	Service request or IT incident: Call or email SMC, respond within 8 hours, and work business hours until relief is provided.
04 MONITOR	Service request or IT incident: Call or email SMC, respond within 24 hours, and work as the status changes until relief is provided.

COMPREHENSIVE ACCOUNT MANAGEMENT

Managed Services for Microsoft 365 include account management as a key function so that you can realize the full value of our services. Your designated team oversees account performance and ensures a positive customer experience for the life of the contract. Your Account Management Team includes an onboarding manager and an experience manager. Your onboarding manager will make sure that you can get up and running quickly by overseeing all phases of the process, facilitating needed changes in your IT department, and communicating to end users about any new processes. The onboarding manager will ensure that you are ready to transition to production.

At that point, your experience manager will take over responsibility for your service contract. Your experience manager functions as your single source for accountability, communication, and governance for the life of the contract. A designated team will actively manage your customer experience, monitor your service for any issues in order to resolve them quickly, and provide billing, account true-up, governance, and service-performance reporting, ensuring that you get the maximum value from your contract.

Technology & Services Industry Association (TSIA) 2020 Awards



Hall of Fame Lifetime Achievement

Awarded for 30 or more STAR Awards

Best Practices in Field Services

Digital Repair

Innovation in Leveraging Analytics for Service Excellence

Predictive Case Intelligence

Innovation in Leveraging Customer Outcomes

Client Deployment Assessment

Innovation in XaaS Product Management

Subscription Services

A TRUSTED PARTNER

Entrusting another company with device management is a major decision, especially when those tasks directly affect end users, but Dell Technologies has the knowledge and the experience to be an effective and valuable partner to your IT department and your business as a whole. We have decades of experience successfully delivering managed services for end users. With more than 200 million assets supported, no one is better qualified to manage Dell devices.

Our long relationship with Microsoft ensures that we are among the first to know of any changes to Microsoft 365 and that we have priority access for emergent issues, and our decades-long track record demonstrates that we will be there when you need us. We deliver the most consumable and actionable automated, proactive, and predictive AI-powered support on the market today. The same processes we use to manage our own global resources provide the basis for our service to you.

Our award-winning ProSupport and ProSupport Plus deliver a consistent end-user support experience with a customer-satisfaction score of more than 94%. We have won more than 30 partner-of-the-year awards from Microsoft and gained worldwide recognition for our innovative solutions for deploying and managing PCs. We have also won multiple awards from the Technology & Services Industry Association (TSIA), including 41 star awards, Hall of Fame Lifetime Achievement, innovation in leveraging analytics for services excellence, and innovation in leveraging customer outcomes.

To learn more about Dell Managed Services for Microsoft 365, contact your local Dell Technologies representative today.



[Learn more](#) about our
Managed Workplace Services



[Contact](#) one of our
experts

1. "IT leaders leverage outside expertise to achieve business outcomes: A spotlight on IT Services Providers." A Forrester Consulting Thought Leadership Spotlight Commissioned By Dell Technologies, 2021

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