

STAYING CONNECTED IN A CHANGING WORLD



Leverage Enhanced Communication & Collaboration Capabilities
With Our Core Teams Enablement To New and Existing Customers

With more employees working remotely these days, many organizations are quickly realizing the challenges of enabling and supporting their virtual workforce while ensuring security and maintaining licensing compliance. In this complex environment, SoftwareONE makes it simple for our customers to secure their business – now and beyond.

Complementing Microsoft's Free 6-month Office 365 E1 trial (including Microsoft Teams), SoftwareONE is ensuring all customers have the technology necessary to work from home no matter the current business situation.

We Empower You To Embrace The Benefits Of Microsoft Teams More Quickly

Our Future Workplace experts will help you to quickly uplift your current communication and collaboration set-up and empower you to react quickly to any new market developments. For those customers that take advantage of Microsoft's recent offer of a 6 month Office 365 E-1 trial we help you to easily switch on Teams with standard configuration. Our **Core Teams Enablement** included in our 365Simple Premium and Unified Support for 365 Premium Service provides you with:

Customers with CSP-licensed tenant

- › **Existing Customers* (< 3,000* Teams/E1 users):** First 6 months at no additional costs when upgrading to **365Simple Premium**.
- › **New Customers Using Microsoft Trial Offers* (< 3,000* Teams/E1 users):** First 7 months for free with a **365Simple Premium** contract (if signed for 12 or 36 months / Teams/E1 license is included).

Customers with Enterprise Agreement (EA)

- › **Existing Customers* (> 150 users - E1 direct):** 6 months at no additional costs when upgrading to **Unified Support for 365 Premium**.
- › **Customers Using Microsoft Trial Offers* (> 150 users - E1 direct):** First 7 months for free with a **Unified Support for 365 Premium** contract / E1 license 6 months free of charge (if signed for 36 months).

**Please speak to a SoftwareONE business development manager to understand the requirements necessary for the offer.*



Learn more about the details of our offer below. Depending on your licensing agreement we recommend either moving to 365Simple (CSP-licensed tenant) or Unified Cloud Support for 365 (with an Enterprise Agreement).

365Simple Service Overview | (licensed with CSP tenant)

365Simple PREMIUM	
365Simple ADVANCED	<p>INCREASE AVAILABILITY</p> <ul style="list-style-type: none"> › 24x7 support <p>REDUCE COST AND RISK OF DOWNTIME</p> <ul style="list-style-type: none"> › Migration services of Office 365 workloads › Health monitoring › Core security recommendations and support <p>IMPROVE BUSINESS PRODUCTIVITY WITH TEAMS</p> <ul style="list-style-type: none"> › Facilitate remote session on recommended core configuration › Core TEAMS enablement e.g. video conferencing (via link, no external calls) › Online on-demand learning for basic administration & getting started with Teams
365Simple	<p>INCREASE AVAILABILITY</p> <ul style="list-style-type: none"> › 24x5 support <p>OPTIMIZE COSTS</p> <ul style="list-style-type: none"> › PyraCloud <ul style="list-style-type: none"> › Adoption and workload usage › Real time vs. historical dashboard › Licensing cost dashboard
<p>LESS EFFORT DUE TO COMPLETE PACKAGE</p> <ul style="list-style-type: none"> › Incl. Office 365/M365 CSP licensing › Office 365 tenant provisioning (excl. migration of O365 workloads) <p>INCREASE AVAILABILITY & REDUCE RISK OF DOWNTIME</p> <ul style="list-style-type: none"> › 10x5 support (30 min SLA response for Priority 1) › Support incident response › Microsoft Premier Escalation Support <p>OPTIMIZE COSTS</p> <ul style="list-style-type: none"> › PyraCloud licensing overview › Pickit service for pictures on demand 	<p>Customer Success Manager ensures customer satisfaction</p>
<p>Cloud Support Team for 24x7 uptime of customer network</p>	

Unified Support for 365 Service Overview | (for EA licensing)

Unified Support for 365 PREMIUM	
Unified Support for 365 ADVANCED	<p>INCREASE AVAILABILITY</p> <ul style="list-style-type: none"> › 24x7 support <p>REDUCE COST AND RISK OF DOWNTIME</p> <ul style="list-style-type: none"> › Migration services of Office 365 workloads › Health monitoring › Core Security Recommendations and Support <p>IMPROVE BUSINESS PRODUCTIVITY WITH TEAMS</p> <ul style="list-style-type: none"> › Facilitate remote session on recommended core configuration › Core TEAMS enablement e.g. video conferencing (via link, no external calls) › Online on-demand learning for basic administration & getting started with Teams
<p>LESS EFFORT DUE TO COMPLETE PACKAGE</p> <ul style="list-style-type: none"> › Without CSP License (i.e. EA) › Office 365 tenant provisioning <p>INCREASE AVAILABILITY & REDUCE RISK OF DOWNTIME</p> <ul style="list-style-type: none"> › 24x5 support (30 min SLA for Priority 1) › Support incident response › Microsoft Premier Escalation Support 	<p>OPTIMIZE COSTS</p> <ul style="list-style-type: none"> › PyraCloud <ul style="list-style-type: none"> › Licensing overview and management › Adoption and workload usage › Real time vs. historical dashboard › Licensing cost dashboard › 3rd Party ISV add-ins (e.g. Pickit service for pictures on demand)
<p>Customer Success Manager ensures customer satisfaction</p>	<p>Customer Success Manager ensures customer satisfaction</p>
<p>Cloud Support Team for 24x7 uptime of customer network</p>	