



 supportservices

# managed support

[www.sharingminds.com.au](http://www.sharingminds.com.au)

## YOUR EXPERT SUPPORT TEAM

Getting the right support is critical for making the most of your Microsoft 365, Dynamics 365 and Azure environment, with a premium Provider who delivers meaningful value. Finding the balance between using your in-house resources vs. bringing in specialist support can be challenging to navigate. So, to make it easy, we've streamlined our support packages to fit different usage levels:

- » **1-500 users (small to medium enterprise)**
- » **501+ users (large enterprise)**

We understand that different organisations require different levels of support, so that's why each of our packages include tailored support hours for your needs.

*Sharing Minds have a range of different support options, so we could choose which would suit us best, at a price that was lower than hiring a technical resource. We know that there are many moving parts to SharePoint technology, and we value that Sharing Minds stay up to date with maintaining the moving parts, so we don't have to.*

*John Granzow  
Manager IT, Whitehaven Coal*

## BENEFITS TO MANAGED SUPPORT

By giving your IT staff more time to focus on innovation and reducing unexpected costs, our managed services provide businesses with the support and room they need to thrive. Some of the immediate benefits you'll gain by outsourcing your SharePoint support needs:

- Predictable and controlled monthly costs
- Australia-based Support Desk with staff in Brisbane, QLD
- Experienced and qualified support technicians
- Keep up with industry standards of expertise and certifications
- Service scalability for peak periods and sudden growth
- Microsoft Gold Partner with a proven track record



Microsoft  
Partner



Gold Cloud Productivity  
Silver Small and Midmarket Cloud Solutions  
Silver Collaboration and Content

## OUR CORE SERVICES

Here's how we can help:

- Expert Microsoft365, Dynamics365 and Azure certification and capabilities
- Industry leading experience and knowledge
- Guaranteed response turnaround times
- Monthly Activity Report
- Quarterly business reviews
- Access to Sharing Minds' client promotions and discount block hour
- Flexible use of hours

MANAGED SUPPORT MATRIX	ADVANTAGE	PREMIUM
Target organisation size	< 500	500+
Service level agreement (SLA)	Same business day	4 hours
Support and administrative hours included	20 hours	40 hours
Log calls via phone, online or email	Included	Included



## PREMIUM 365

Our most popular and advanced coverage solution, the Premium option provides support of your environment along with reduced response time and hours to work on advanced issues. By taking advantage of support and administration, the included hours can be used to work on point solutions to assist the continuous development of the platform, design and implement new add-ons, or support active projects within your environment on an ongoing basis.

## ADVANTAGE 365

Our essential solution, that integrates an “all bases covered” approach. The Advantage 365 Support package is designed for organisations that require specialist support, that compliments your technology environment and needs. This cost-effective package provides valuable, managed support services to ensure your company is productive and empowered.

## OTHER OPTIONS

If your organisation requires something a personalized solution to these packages, please talk to a Sharing Minds Account Manager about your requirements.

**Service Add-ons:** Nintex Platform, Back-Up and Governance Services, Nucleus Cyber Security, Microsoft Teams, Microsoft Power Platform (PowerApps, PowerAutomate, Power BI), Dynamics 365, Engage RM, Live Tiles and more.

**Additional Professional Services:** Microsoft 365 Tenant Management, Adoption and Change Management, Azure AD, Inture, Exchange Online, User Training, Microsoft 365 Custom Development.

**Block Hours:** Supplement your support needs with additional 50-hour, 100-hour, 200-hour blocks for leveraging our full suite of professional services.

**Migration Services:** Provision of end to end solutions for any On-premises to SharePoint Online, M365 Migration projects, including Oracle, Salesforce, Objective and more, to M365.

## CONTACT US

Managed support services help by simplifying IT operations and improving the productivity of your environment. If you'd like to stay focused on growing your business, why not let us take care of your IT support needs.

Talk to a Sharing Minds Account Manager

**Phone: 1300 611 359**  
**Email: [info@sharingminds.com.au](mailto:info@sharingminds.com.au)**

# Managed Support Product Features

## PREMIUM 365

## ADVANTAGE 365

## BASE 365

	12 months (paid quarterly in advance)	12 months (paid quarterly in advance)	12 months (paid quarterly in advance)
Contract Engagement	< 4 Hours	Same Business Day	Next Business Day
Response Time SLA	Up to 40 hours	Up to 20 Hours	Up to 10 Hours
Support and Administrative Time included per month	✓	✓	✓
Professional Managed Support for M365, D365, Azure, SharePoint Online / On-premises, Power platform	✓	✓	✓
Log support incidents by phone, email and online portal	✓	✓	✓
Ability to increase Support Time at discount rates into core contract (discuss with your Sharing Minds Account Manager)	✓	✓	✓
Monthly Activity Report of actions, performance, environment status and recommendation of actions	✓	✓	✓
Outbound scheduled phone support and case management	✓	✓	✗
Access to Sharing Minds exclusive client promotions and discount block hour purchases (including Consulting Time)	✓	✓	✗
Access to Sharing Minds support online portal to log and manage support tickets. Access to information and expert knowledge base.	✓	✓	✗
On-boarding process to establish environment baselines and configurations	✓	✓	✗
Ability to use Support and Administrative time to work on point solutions to support development of the platform, design and implement new add-ons, or support active projects within the environment	✓	✓	✗
Quarterly Business Review	✓	✗	✗
12 Month Strategic Road Map	✓	✗	✗
Technical Account Manager	✓	✗	✗