

Guide to ZNetLive Support Services for



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Introduction

Microsoft Office 365 – the business productivity and collaboration suite, that enables users to work in new, smart and productive ways, is a bit complex to manage.

With it being constantly evolving, organizations require advanced expertise and dedicated IT resources for its implementation, customization, deployment, troubleshooting and of course, for keeping up with the constant changes.

And if they don't, then challenges in adjusting can keep them from successfully operating and realizing the true value of their cloud investment.

As organizations' Office 365 support backbone, ZNetLive can help them overcome key challenges with a proven, holistic approach to cloud-based support, so that they get the maximum out of their Office 365 investment.

ZNetLive will closely associate with you for understanding your exact Office 365 business requirements and our team of Microsoft certified engineers will help you in every step of the way – from Office 365 setup/ migration to implementation to training and managing upgrades. With our hosting and Microsoft cloud products' expertise, you can rest assured that you are in safe hands.

SUPPORT FEATURES

Specialized Assistance + deep expertise + insights

With every Managed Office 365 account, you are assigned a dedicated Technical Account Manager (TAM), specially trained in Office 365 to help you or your team to manage a cloud-based environment.

TAM will support you consistently in the planning and mitigation of business challenges, delivering proactive services and will be your primary contact for migration, onboarding and setup, incident notification, resolution updates and post-incident reviews.

Direct one to one communication

We do not use scripts to communicate. We listen to you actively, understand your needs and respond accordingly. We are responsible for your Office 365 accounts and your support needs and so our support team responds to you patiently, irrespective of the complexity of questions.

Proactive and quick crisis management

Our dedicated technical support team provides speedy resolution, hands-on assistance and immediate escalation for urgent issues related to any Office 365 plan by live chat, phone or tickets. Our Office 365 subject matter experts know how to identify problems and offer solutions round the clock. They recommend best practices for your cloud environment and Office 365 services based on their technology expertise.

Dedicated support promise

We provide dedicated support for the world’s leading clouds and our results-obsessed technical team takes care of your business and smoothen things 24x7x365. We take immediate action to help resolve your issues anywhere, anytime.

Service and Support Responsibility Matrix

Scope of Services	Responsibility
Office 365 Advisory services from ZNetLive managed services team	ZNetLive
24x7 access to a team of support specialists for Office 365 via phone, ticket and/or chat	Customer Initiated ZNetLive Executed
24x7 access to dedicated Office 365 Technical Account Manager	Customer Initiated ZNetLive Executed
Office 365 introduction with onboarding meetings for speedy deployment	ZNetLive
Quarterly technical reviews and new feature training	ZNetLive
Proactive product and support notifications	ZNetLive

Admin center Assistance	ZNetLive
Training on new features and changes	ZNetLive
Licensing	
Adding or modifying user licenses purchased through ZNetLive	Customer Initiated ZNetLive Executed
Adjusting licenses bought via Microsoft or other partner	Customer
Migration*	
Planning & execution assistance	ZNetLive & Customer Collaboration
Verification of domains	Customer
DNS record changes	Customer
Creating users, lists, groups, contacts through Active Directory or Office 365 portal	ZNetLive & Customer Collaboration
Assistance for entire migration process with troubleshooting	ZNetLive
Assistance & direction on creation of users, lists, groups, contacts through Active Directory or Office 365 portal	ZNetLive
OneDrive for Business	
Train IT staff & end-users to help them navigate and perform basic activities for best utilizing OneDrive for Business	ZNetLive
Migrating content from storage to OneDrive for Business	Customer
SharePoint Online	
Defining complete Scope of Work (SoW)	ZNetLive & Customer Collaboration
Executing SharePoint site build-out	Customer
Train IT staff & end-users to help them navigate and perform general activities in SharePoint	ZNetLive
Troubleshooting to include direct paths to Microsoft if needed	ZNetLive
Exchange Online	
Set up user's Outlook & local environments	Customer
Implement Data Loss Prevention policies, third-party applications, public folders, spam filter settings, shared mailboxes and resources	ZNetLive & Customer Collaboration
Assistance in setting and creating Data Loss Prevention policies, third-party applications, public folders, spam filter settings, shared mailboxes and resources	ZNetLive
Troubleshooting to include direct paths to Microsoft if needed	ZNetLive
Implementing & Managing MDM software or applications	Customer
Assistance in management of MDM software	ZNetLive
Office 2016	
Download Office applications	Customer
Assistance in implementing downloads across organization	ZNetLive
Troubleshooting to include direct paths to Microsoft if needed	ZNetLive

Skype for Business	
Assistance to enhance adoption rates	ZNetLive
Deploy Skype for Business	Customer
Train IT staff and users	ZNetLive
Assistance in partnering Skype for Business with outside sources	ZNetLive
Partnering Skype for Business with outside sources	Customer
Assistance in integrating VoIP System	ZNetLive
Troubleshooting to include direct paths to Microsoft if needed	ZNetLive
Integrating VoIP system	Customer
Identity	
Active Directory sync & modifications	Customer
Configuring Active Directory with Office 365 environment	Customer
Implementing Single or same sign-on*	ZNetLive & Customer Collaboration
Managing Active Directory users and groups	Customer
Assistance in integrating Active Directory with Azure	ZNetLive
Assistance in syncing Active Directory to the Office 365 environment	ZNetLive
Troubleshooting to include direct paths to Microsoft if needed	ZNetLive
Assistance in developing a single Active Directory for your organization	ZNetLive
Azure Rights Management	
Troubleshooting to include direct paths to Microsoft if needed	ZNetLive
Assistance in using RMS	ZNetLive
Managing and configuring RMS	Customer
Assistance in implementing REM extension & document security	ZNetLive

*Service may be chargeable.

About ZNetLive

Incorporated in 2009, ZNet Technologies Pvt. Ltd. is an IT and Cloud solutions provider that has empowered more than 100K websites, applications and hosting running worldwide. Our clients comprise enterprises, SMBs, software vendors and system integrators.

Delivering services worldwide through its different ventures and by collaborating with partners, ZNet works closely with vendors like Microsoft, Acronis, AWS, Google Cloud and IBM on cloud technologies, along with Artificial Intelligence (AI) and Internet of Things (IoT) focused enterprise solutions in India and across the world.

A member of NASSCOM, ZNet's expertise is backed by awards like Microsoft Channel Partner (IAMCP) P2P Bronze award, CRN Award in Excellence for IP creation, SME Channel Enclave Application Specialist Award and more.

For more information, visit: <https://www.znetlive.com/microsoft-office-365/>

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