

Managed Services for Office 365

Bridge the gap from Office 365 migrations to full managed services with MSPComplete.

Wrap managed services around every onboarding project and build recurring revenue with Office 365.

With MSPComplete®, you can deliver immediate and ongoing value with turnkey managed services across the Office 365 suite, whether your customer has already migrated or is scoping their move to the cloud.

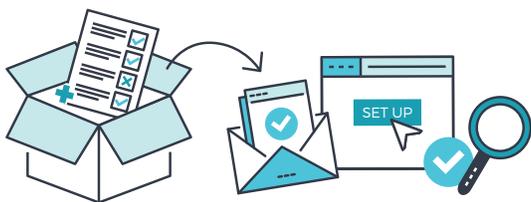
Launch automated, market-ready services for onboarding, management, help desk, and more for Exchange Online, Skype, OneDrive, SharePoint, and Advanced Threat Protection.

Don't shut off the profit stream after onboarding.

Reselling Office 365 licenses and performing migrations used to be a profitable business. Extra profits could be collected by adding additional workloads like documents or personal archives to email projects.

As cloud adoption continues to rise and less break/fix projects are needed in the marketplace, the long-term profitability of this business model is increasingly threatened. Recurring revenue is crucial to finding opportunities for business growth in the digital era.

Fortunately, the IT services marketplace is conditioned for the recurring revenue model. Providers often find that their customers prefer predictable, monthly charges to large, up-front capital outlay and the risk of unbudgeted project fees.



The challenge for IT service providers is often in building out and ensuring consistent delivery of managed services wrapped around an onboarding project.

Defining, pricing, and training for confident delivery of new services takes time and resources that many providers don't have—at least not without threatening their day-to-day operations.

Even within product ecosystems like Microsoft Office 365, where providers already have familiarity and expertise, it hasn't been simple to launch an offering that keeps providers relevant and deeply engaged with their customers beyond onboarding. Not every partner has been able to take full advantage of the Microsoft CSP program, and when discouraged, tend to stick to the status quo.

Partners like this can turn to BitTitan, and through the MSPComplete platform, build a profitable business with out-of-the-box managed services for the Office 365 suite.

Launch a managed services business around Office 365 with turnkey service bundles

Office 365 Tenant & Microsoft CSP

- Assess cloud readiness and inventory users, computers, and groups
- Manage Office 365 users in the environment
- Become a Microsoft CSP Partner

OneDrive

- Set up OneDrive, migrate documents to OneDrive from nearly any source
- Provide ongoing management and resolve sync issues

Exchange Online

- Migrate from nearly any source to Office 365
- Perform management tasks, including managing Groups
- Provide help desk services including AD cleanup, fixing corrupted Outlook profiles, and mail flow troubleshooting

SharePoint

- Migrate files to SharePoint Online and maintain file hierarchies and permissions
- Manage SharePoint Online and external sharing

Skype, Cloud PBX, and PSTN

- Set up Skype for Business Online, Cloud PBX, and dial-in or PSTN conferencing
- Deliver ongoing management services for Skype for Business, including troubleshooting

Advanced Threat Protection

- Enable Advanced Threat Protection
- Perform management tasks

Office 365 Pro Plus

- Onboard Office 365 Pro Plus
- Configure update settings for Office ProPlus
- Troubleshoot Office 365, Office 2016, and Office 2013 installations



Enjoy new streams of predictable, recurring revenue with higher margins.

MSPComplete simplifies, automates, and removes risk from what can be a complex, time-consuming, and stressful process—building managed services.

Step-by-step instructions to execute best practices through every service means you'll deliver an amazing customer experience—consistently, efficiently, and profitably.

The Office 365 managed services in MSPComplete allow you to reengage past customers or present new customers with a strategic offering as they migrate to Office 365. You can also take full advantage of the Microsoft CSP program.

Expanding your expertise into emerging technologies such as Skype Cloud PBX also provides an opportunity for you to ride the wave of new Microsoft investments in the telecom space.

MSPComplete can help you take the next leap forward in the evolution of your business.

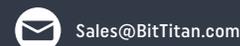
Learn more about MSPComplete and get started free!
www.bittitan.com/mspcomplete/platform

About BitTitan

BitTitan is the global leader in Managed Services Automation, transforming technology services providers into modern managed services providers. We create a world where organizations can focus on what they do best; a world where people can focus on what makes them successful. Our MSPComplete® platform empowers organizations to realize their maximum potential through business process automation. Technology is invisible. Companies work better. People are happier.



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