

MANAGED MICROSOFT 365 SUITE

THE CHALLENGE

You have migrated to the Cloud for some version of the Office 365 suite. The hard work is done, right? You soon realize that the administration of all things Office 365 can be very tactical in nature. Also, your team is not constantly being updated on all the new features, functionality and benefits that exist or will exist in the Suite. Small things happen such as a user group wanted to add new features such as TEAMS, Groups, Planner and Video. Others run into issues with applications they do not use every day such as SharePoint or Skype for Business Conferencing and just need help. Many times users change mobile devices and really do not remember how to set up 365 or want to now use it on every device, from anywhere at any time (sound familiar?).

How does your team stay up to date on all the TechNet articles, new features? How often do you just simply add and delete users? How much time are you spending doing the basic administration tasks daily, weekly or monthly while other, more strategic objectives are setting and waiting on technical time slots to be accomplished?

THE SOLUTION

United Data Technologies (UDT) has deployed over 1 million entitlements within the various Office and Microsoft 365 suite. Our team has trained many companies on the administration and governance around these suites and constantly stay up to date on the most recent functionality and benefits as well as use cases for the various workloads that exist, and that you are paying for each year. We can help you free up your team's time to focus on more strategic business objectives that the business units are pressing to bring to market.

What we can do for you: Take the Administration of O365 off the plate of the IT Department:

- Custom onboarding to meet your needs
- Administration of the solution including email, telephony, UC, Internal and External Collaboration & User Adds/Deletes
- Allow for Phone and Email support requests 24/7/365 for IT and End Users
- Trouble ticket requests to an expert organization including Management of escalation tickets to Microsoft
- Consultation on Tier 1 and Tier 2 "how to" requests
- Quarterly Reporting to understand SLA performance, Proactive reviews of Microsoft Admin Portal announcements
- Yearly Office 365 Roadmap Deep Dive with Whiteboarding session to align your unique needs

Add-on Solutions:

- Managed Security
- Managed Desktop
- Lifecycle Management of hardware/Site level
- Smart Hands Field Support

"You won't regret your decision to work with UDT - they make the process and setup easy. You'll be pleased with the outcome. Here is the list of what UDT does better than other IT firms I've worked with: Documentation of solutions, attention to details, knowledge of the solution, availability, flexibility and dedication to the project."

Clint Kinsey
Manager, IT Services
Front Burner Brands

"UDT makes a complex, very involved process, smooth. You feel like you are working with a team that is confident and experienced. As the customer, we feel like UDT is a trusted partner, they went over and above to make the project a success. They have a "Long term relationship mindset."

Robert Gonzalez
Director IT Infrastructure
SBA Communications

"The skill and proficiency of the UDT project management and technical teams is second only to their commitment to customer satisfaction. I've been in IT for almost 20 years and this was hands down one of the best, if not THE BEST, experience I've ever had working with a vendor, and I wouldn't consider UDT a vendor--they are a true partner."

Gilmore Lee
Manager, Enterprise Active Director
Fidelity National Financial



UDT SOLUTION OFFERINGS

UDT works closely with Microsoft and their sales and technical teams to deliver “Best of Breed” solutions. As part of that engagement we will do our very best to secure co-funding incentives to offset the costs of discovery assessments and architecture workshops to enable these solutions.

QUICKSTART FOR OFFICE 365

Migrating mission critical business solutions to the cloud is one of the biggest challenges IT company's face in today's 'Cloud Everything' environment. Email, app access to data, end user security & mobile access. Let UDT help you reduce your TCO by moving to Office 365.

MANAGED SECURITY FOR OFFICE 365

Securely configuring, managing and monitoring Office 365 is a challenge for all organizations. Let UDT help secure your data, devices & users utilizing our SOC to manage and monitor your environment, which provides 24x7x365 coverage.

MANAGED MICROSOFT 365

You've migrated to Office 365 Suite and now you have to manage features like adding & removing users, setting up Teams & Groups and helping users configure UC. You'll need to stay up to date on latest updates and integration. Let UDT take the Administration of O365 off the plate of the IT Department.

QUICKSTART FOR AZURE SITE RECOVERY

Creating a solid Disaster Recovery solution for your environment is a critical piece to any organization no matter how big or how small. UDT can help your company design, plan, deploy and manage this solution.

CLOUD RECOVERY SERVICES

Disaster recovery is mission critical for any organization that needs to provide continued service to employees, partners and customers. UDT can help your company design, plan, deploy and manage this solution.

QUICKSTART FOR ENTERPRISE MOBILITY

As employees BYOD to work adopting readily available apps, maintaining control across your datacenters and public platforms has become a significant challenge. Let UDT help you address the challenges in a mobile first, cloud first world.

QUICKSTART FOR SYSTEM CENTER

Managing, updating and monitoring a Microsoft environment can be a daunting task to any organization no matter how big or small. Let UDT help setup a solution capable handling Windows patching, Device Compliance, Software Deployment and more.

SQL SERVER HEALTH CHECK

As organizations continue to depend on increasingly complex datasets and large data warehouses, finding areas for optimization and resolving performance problems can make all the difference. SQL Health Checks should be performed periodically, work with UDT to implement.

MANAGED AZURE SQL

You have moved your SQL database into Azure. Now comes the challenge of keeping that database running perfectly. UDT can help manage performance, 24x7x365 using ITIL standards, while still being budget friendly, freeing up internal resources.

MANAGED IAAS

Now that you have data in the cloud in Azure, the real challenge to manage, secure and maintain your cloud environment. Let UDT utilize our SOC to manage and monitor your environment, which provides 24x7x365 coverage.

QUICKSTART FOR OMS

All Information Technology solutions are critical to the operations of any business. Troubleshooting and remediating issues could be even more challenging if there isn't a well-defined and visible health baseline. UDT can help you plan, design and deploy a solution to meet Operations Management needs.

QUICKSTART FOR SKYPE FOR BUSINESS

Deploying UC solutions is one of the biggest IT challenges organizations face in today's mission critical application environment. Let UDT help you organization communicate by phone, voice mail, instant messaging & web conferencing.

QUICKSTART FOR WINDOWS DESKTOP

Windows 10 provides enhanced security features that come standard with Windows like Windows Defender, Credential Guard, Device Guard, Windows Hello, and UEFI. Let UDT configure your corporate image to deploy to your users.

QUICKSTART FOR MICROSOFT TEAMS

Teams, the newest app in Office 365, combines workplace chat, meetings, notes, and attachments for online, cross-domain collaboration. Let UDT securely connect your end users, their partners and customer to this seamless tool.



UDT is an award winning, Microsoft Technology Solutions Provider based in South Florida. We consult, assess, design, deliver, secure, manage and support solutions built on Microsoft's Cloud Platform delivering solutions for Unified Communications, Collaboration & Messaging, Storage and Security.

Field Managed with Gold Competencies across all of Microsoft's Cloud and Platform solutions, our sales and technical staff are certified as Partner Solution Sales Specialists (P-SSP) & Partner Cloud Solutions Architect (P-CSA) engaging on Microsoft's behalf to help companies better understand the breath and depth of solutions offered on the Microsoft Cloud Platform.

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