

The Advanced Managed Cloud Solution Partnership

Advanced are globally recognised as a Microsoft Tier 1 Cloud Solution Provider, delivering outstanding support in connection with Microsoft Cloud technologies. The Advanced Managed Cloud Solution Partnership provides these technologies, with round-the-clock support coming from our dedicated specialists within our Managed Services team.

Through our partnership with Microsoft, Advanced have inherited a deep understanding of the services and licensing models available, recognising how exactly different options benefit the broad range of organisations we have worked with.

We know that organisations need to consume modern technologies such as the Cloud to remain competitive and ensure growth into the future. We understand that the adoption of such technology can be daunting and full of risk. IT is not your specialty; of course Cloud adoption appears complex and difficult, with the assurance of a definite ROI being shadowed by those concerns. We specialise in simplifying the complex.

The Advanced Managed Cloud Solution Partnership delivers the licenses to use the familiar Microsoft 365 with Office applications, Enterprise Mobility, Security, Dynamics ERP and Dynamics CRM along with Managed Services to enhance the technology. The additional services we offer are specifically chosen to enrich your

experience with the technology you're used to. We're here to simplify the complexities of the Microsoft world for you, working with you as an individual to meet your specific needs.

From the initial transition to the necessary ongoing support, Advanced has a dedicated team of fully Microsoft trained and accredited UK based support staff who are available 24x7x365. We're always here to help, unlocking the value of your use of the Microsoft Cloud portfolio.

Advanced's Pace Programme

We offer our customers a personalised route to the future, enabling and encouraging them to be agile and act with Pace.

The Advanced Pace Programme offers an easy way for organisations of all sizes to adopt new technology. We cover all of the essentials you need: implementation, training, licenses, support and updates and enhancements to ensure your organisation can scale and grow.

"The Cloud takes away a lot of the pressure from service because things like security are dealt with by the third party."

Rob Bing > Head of IT Service Management > St Andrew's Healthcare

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Through our vast experience, we understand the different needs that individual organisations have. This is why our Pace Programme delivers a breadth of options and support.

Working closely with you and keeping your goals at the centre of planning, a route forwards using Cloud technology will be developed. If a Public Cloud environment is deemed to be best for your organisation, our Managed Cloud Solution Partnership team will be there for you. Currently, we Microsoft have certified over 60 members of our teams and awarded us 63 Gold Star specialisms.

Why the Advanced Managed Cloud Solution Partnership?

Superior Visibility and Control

We will be able to provide greater insight into how your CSP licenses are being consumed, and can offer the expertise to enable the optimisation of that consumption more effectively. This insight comes from the Cloud More Portal. This Portal is built to your organisation's requirements and allows broad visibility, as well as the ability to turn your Azure usage on and off, and purchase more as necessary.

Uncapped Technical Cloud Support

Our Cloud Specialists are on hand to support you every step of the way. Advanced are one of the few CSP partners who have a Microsoft Premier Agreement in place with Microsoft. This means we can provide an expert level of support to our customers for services purchased under CSP. If we can't resolve the issue, we escalate it to Microsoft Premier Support for truly specialist issue resolution from escalation and ownership.

Optimised Cost Management

CSP license charges will be calculated on a daily basis, giving you the ability to optimise

your Cloud service consumption and realise potentially significant cost savings.

Proactive Governance

Your CSP license consumption will be managed proactively through periodic review cycles, both for optimisation and cost control purposes. The Advanced self-service portal will enable you to manage and report on license consumption in real time.

Easy Changing of Provider

We simplify the transferring of your licensing model from the incumbent provider to Advanced through understanding exactly where you are, to properly move you on. This ensures a lack of disruption to your business-critical activity.

Advanced has over 15 years of experience as a Managed Service Provider. Our capabilities include the management of everything from desktop to data centre and into the Cloud. Our specialists are particularly skilled at taking out-of-the-box features such as security and archiving, handling user calls, and administering Exchange and Active Directory and enhancing them. For example, we can extend the 30-day archiving capability provided by Microsoft to any length of time you require.

The proven methodology we use in the design and implementation of your Microsoft-based environment is rooted in PRINCE2 standards, while the management is aligned with ITIL global best practice. Through this you are delivered commercial and operational efficiencies. Investing in this delivers expertise, service reliability and futureproof technologies that will work for you. Partnering with Advanced enables you to maximise and improve productivity and collaboration whilst driving a more seamless and secure solution.

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The Advanced Managed Cloud Solution Partnership Includes, but is not limited to:

- > Microsoft Technical Resources
- > Microsoft Premier Support for Cloud Services
- > Billing Transparency
- > Self-Service Management
- > Software Asset Management
- > Custom Azure and Microsoft 365 Billing Reports
- > Environment Knowledge
- > License Management
- > Support 24x7x365
- > 1st-3rd Line Service Desk
- > Managed Email and Email Archiving
- > Managed Teams
- > Managed Active Directory
- > Sharepoint
- > Additional Security Services

At Advanced, IT is our core business and we specialise in simplifying the complex to deliver solutions that deliver globally revered technologies on a local level that works specifically for your individual requirements.

Contact us to find out more about you can achieve secure, collaborative, truly mobile working that will remain up-to-date and deliver you a guaranteed return on investment.

The Microsoft technologies may be familiar to you, but the Cloud environment is not. Let our experts manage that experience.

More information

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