### Utilize Technology. Together.

#### LEADING TECHNOLOGY.

#### LASTING BUSINESS PARTNERSHIPS.

#### Utilize Ascend Managed Service Agreement

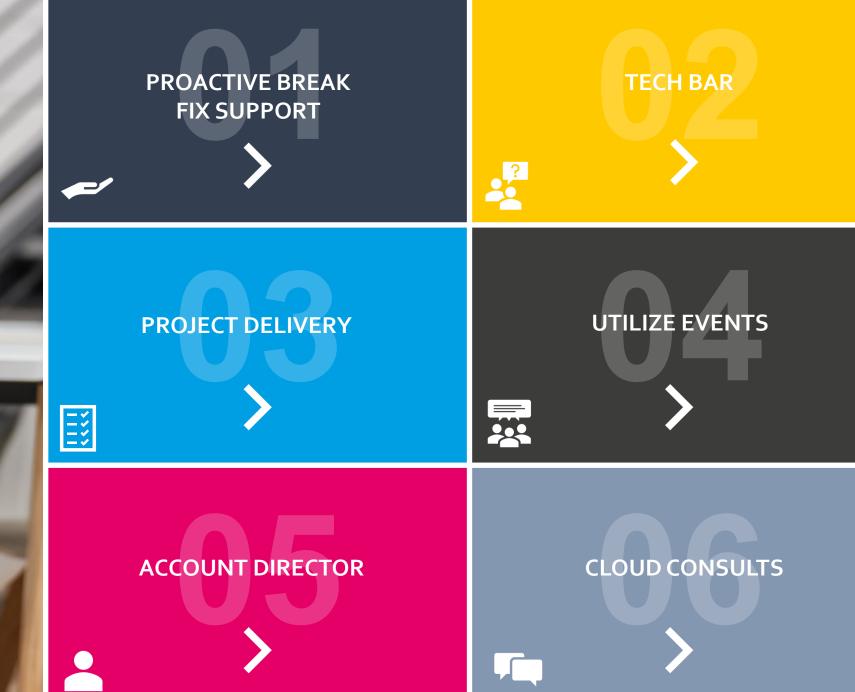
Assured support, strategic advice and inclusive project delivery for business critical workloads





#### MAKING OUR CUSTOMERS' WORK - WORK

# ASCEND



#### PROACTIVE BREAK FIX SUPPORT



- Open tickets and receive IT support for your on-premise and cloud incidents across the Microsoft platform including Office 365, Teams, SharePoint and Azure
- Support for your IT team and end users
- UK based support team with over 50 engineers
- Telephone and remote support with a 1hr response SLA
- Engineer site attendance if required
- Log calls via web, email or phone
- Escalation to Microsoft Advanced Support if required
- Proactive infrastructure monitoring included





- Virtual 'walk-up' tech bar staffed by experienced engineers
- "How do I?" service to help solve those difficult business challenges
- Flexible, scheduled engineer time slots to suit your working schedule





#### **PROJECT DELIVERY**



- Labour inclusive project delivery for major and minor projects
- Includes planning, project management and delivery
- Enables clear IT budget forecasting
- Accelerates modernisation projects and streamlines business efficiency
- Fair use policy



# UTILIZE EVENTS



- Priority access to all Utilize events
- Includes other Utilize departmental events
- Special invitations to vendor events
- Showcases emerging technology relevant to your business





# ACCOUNT DIRECTOR



- Vertically focused, business goal led Account Director
- Regular review meetings to guide your business transformation
- Point of contact at Utilize for escalations
- Road-map and strategy planning
- Notification of upcoming events



# CLOUD CONSULTS



- One-to-one, in-depth technical consultations with Utilize Cloud Experts providing best practice guidance to optimise your cloud projects
- "How should I?" scenarios
- Accelerate stuck or problematic projects
- Focus areas based on industry segment

