



LEADING TECHNOLOGY.

LASTING BUSINESS PARTNERSHIPS.



Utilize Ascend Managed Service Agreement

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



Utilize
Ignite





MAKING OUR
CUSTOMERS'
WORK - WORK



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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





TECH BAR

- 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

