quatrro
BUSINESS SUPPORT SERVICES

CASESTUDY

Accelerating sales, revenues and customer satisfaction for one of the **largest distributors of Microsoft Cloud Services**

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OVERVIEW

The client is one of the world's largest distributors of technology products, services and solutions. They have 115,000+ IT resellers around the world who rely on our client, to support the technology needs of end users of all sizes, including small– and medium–sized businesses (SMB), large enterprises, educational institutions, government agencies, and consumers. They are the partners in the Microsoft Office 365 Cloud Solution Provider (CSP) model that allows them to sell Microsoft solutions alongside their own offerings and services.

THE CHALLENGES

Microsoft requires Value–Added Resellers (VARs) and Managed Service Providers (MSPs), Distribution Partners, to expand their portfolio of services and increase revenues by bundling Office 365 with 24/7 support. Therefore, the client was looking for a cost effective support partner for Office 365 CSP model who can provide L1/L2/L3 support for technical issues in multiple languages. Additionally, the client wanted the service provider to provide the flexibility and scalability for a 24*7 operations in a short notice of time enabling its VARs and MSPs to better serve their customers, build loyalty and create new revenue opportunities.

After a detailed pilot due diligence process, the client chose Quatrro as its partner for

outsourced Office 365 *tech support.*

Key Services

General Tasks

- Create and manage user accounts

- Assign and manage licenses

- Address user password reset/change requests

- Setup and manage user roles

- Set up additional email domains, as required

- Manage DNS records for Office 365

- Coordination with Microsoft for additional support

- Generation of available reports on Office 365 portal

SharePoint Online

- Manage user and team site(s)

- Manage SharePoint site's user access

- Manage document libraries and user assignment

All Services Included in Exchange Online

Skype for Business and OneDrive

- Address conferencing related issues web, audio, and video

- Configure Outlook with SFB Online

- Manage external IM communication

- Setup and manage meeting rooms

- Manage custom SFB invites

- Configure folder sync with OneDrive utility

ABOUT QUATRRO

Quatrro is a tech-enabled outsourcing firm that's changing the way companies think about finance and accounting as well as technology services. You get world-class teams combined with highly personalized service and a portal that lets you see and manage everything online. *#GetMoreToGoOn*

Cloud Computing Services

| SMB Helpdesk Services | Server Management | Network Management | Desktop Management | NOC Services |

OUR SOLUTION

Quatrro analyzed the requirements of the client and proposed an innovative, fully white-labeled solution to provide Office 365 support through our skilled and certified engineers that are available by phone, chat and email 24/7/365. We offered to bundle the helpdesk support cost with the license fees for the partners and the end users, making it a unique offering for the VARs to sell Office365 licenses with the support included cost effectively. In addition to round-the-clock support, Quatrro offered fixed price services, responsive architecture, dedicated phone line for support including escalation to Microsoft, strict adherence to SLA's, provision for remote accessing for resolution, centralized support for Exchange Online and Lync Online to the client.

BENEFITS

Quatrro's unique model enables the client and its resellers to differentiate their Office 365 offerings with top-tier customer service, and grow their revenues with new premium services. There is a significant increase in the sales of the total number of Office 365 licenses each month resulting in a corresponding increase in the recurring revenue for both the client and its resellers.

Some of the other benefits realized by the client include:

- Enhanced ARPU and Customer Satisfaction
- Availability of certified engineers with deep technical knowledge base and expertise
- Ticketing, tracking and disposition of all issues
- Scalable, flexible and cost-effective model
- Expanded portfolio of services
- Increased customer touch points
- Better use of internal resources and skill sets

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