



CASE STUDY

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

OVERVIEW

Our client is a global leader in distributing technology products, services, and solutions. With a network of over 115,000 IT Resellers worldwide, they are trusted by businesses of all sizes, including small and medium businesses (SMB), enterprises, educational institutions, government agencies, and consumers. As partners in the Microsoft 365 Cloud Solutions Provider (CSP) model, they have the unique advantage of offering Microsoft solutions in conjunction with their own products and services.

THE CHALLENGES

In order to enhance their range of services and boost profits, Microsoft mandates that Value-Added Resellers (VARs) and Managed Service Providers (MSPs), Distribution Partners, incorporate 24/7 support for Microsoft 365. Consequently, our client sought a cost-effective support partner for the Microsoft 365 CSP model, capable of providing comprehensive technical assistance in multiple languages (L1/L2/L3 support). Furthermore, the client required a service provider that could be flexible and scalable for a 24x7 operations, ensuring their VARs and MSPs could deliver exceptional customer service, cultivate loyalty, and seize new revenue prospects.

After a detailed pilot due diligence process, the client chose Quattro 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

Microsoft Teams and OneDrive

- Address conferencing related issues web, audio, and video
- Configure Outlook with Microsoft Teams
- Manage external IM communication
- Setup and manage meeting rooms
- Manage custom Microsoft Teams invites
- Configure folder sync with OneDrive utility



ABOUT QUATRRO

A technology enabled value partner that's changing the way companies think about Technology services business outcomes. **The right Agile Business Enablement partner transforms your organizations ecosystem & business strategy trajectory up and to the right. #GetMoreToGoOn**

Cloud Computing Services



Helpdesk
Services



Server
Management



Network
Management



Desktop
Management



NOC
Services

OUR SOLUTION

Quattro conducted a thorough analysis of the client's requirements and put forth an innovative, fully white-labeled solution. Our aim was to provide top-notch Microsoft 365 support through our team of skilled and certified engineers, who are available 24/7/365 via phone, chat, and email.

To make our offering even more enticing, we proposed bundling the helpdesk support cost with the license fees for both partners and end users. This unique approach allows VARs to sell Microsoft 365 licenses with the added benefit of cost-effective support.

In addition to round-the-clock assistance, Quattro also provided fixed price services, a responsive architecture, and a dedicated phone line for support, including the option for escalation to Microsoft. We were committed to strict adherence to SLAs and offered remote access for efficient issue resolution. Furthermore, our centralized support covered Exchange Online and Microsoft Teams for the client's convenience.

BENEFITS

Quattros' unique model empowers clients and resellers to distinguish their Microsoft 365 offerings through exceptional customer service, ultimately boosting their revenues with innovative premium services. This approach has led to a substantial monthly surge in the sales of Microsoft 365 licenses, consequently driving a corresponding growth in recurring revenue for both the client and their 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