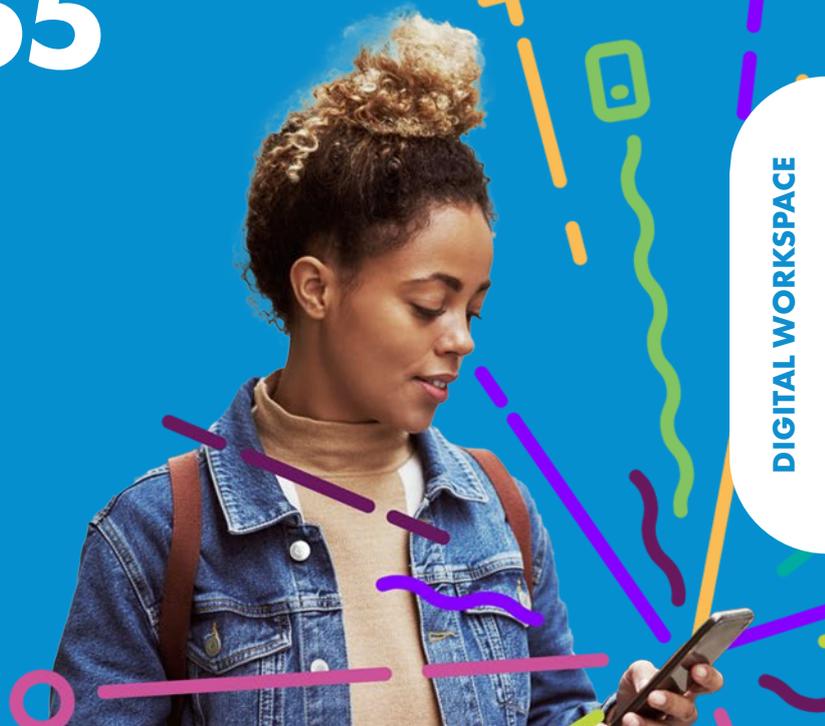# SAAS M365 SUPPORT SERVICE

Softcat

Enables you to monitor Microsoft 365 usage, find optimisation opportunities, manage entitlement, and report on spending for all M365 subscriptions.

HOW DOES THE SERVICE WORK?

Following an onboarding process, a dedicated customer success manager will conduct a comprehensive orientation session, acquainting you and your stakeholders with our SaaS M365 Support Service. This step ensures that all involved parties clearly understand the essential prerequisites, including allocating technical resources where necessary.

Subsequently, Softcat's highly skilled technical team will establish your bespoke instance, configuring user profiles and permissions to align with your organisational structure and security parameters. Furthermore, our team will ensure the integration of the platform with your existing environment, thereby cataloguing the Microsoft 365 applications currently active within your ecosystem.

Moving forward, our 24/7 operations centre provides guidance when you need it, ensuring the platform's alignment with your evolving needs.

BENEFITS TO YOU

People

Softcat will provide expert support to help you manage the product and full discovery of all the Microsoft 365 applications in use, giving you complete visibility of your usage.

The service will support joiners, movers, and leavers processes.

Technology

Detection of duplicate applications that achieve the same goals, such as messaging apps.

The service will suggest potential security risks within the apps used based on events, shared data, compliance, and security probes.

Commercials

Full spend reporting, enabling the tracking, managing and prediction of your M365 spend across the organisation.

Visibility of renewals, enabling renewals to be forecasted and optimised with cost savings achieved where available.

SUITABLE FOR YOU IF...

✓ You are looking to gain visibility and control of your Shadow IT and M365 spend.

✓ You want to proactively manage your M365 renewal.

✓ You want to be able to manage, control and forecast your M365 spend.

✓ You need to optimise your M365 estate by identifying under-usage and unallocated licensing to reduce spend.

✓ You're looking for consolidation across multiple applications that deliver the same outcome, driving further cost savings.

WORKS WELL WITH

SaaS Discovery & Optimisation Assessment

A comprehensive assessment of your Software as a Service (SaaS) estate for your chosen vendors. The service includes an easy-to-digest bespoke report that gives you full visibility of your SaaS assets along with actionable recommendations on optimisation and renewals management.

Cloud Fundamentals Service

Provides ongoing cloud governance support, visibility and financial operations to help you make significant improvement to your costs, security, reliability and sustainability.

License Baseline & Optimisation Assessment

Providing a view of your current licence position, to help you identify potential cost savings and optimisation within your IT estate.

WHAT'S INCLUDED

Industry-leading platform - Helps manage your M365 usage, promoting cost saving.

Automated reports – Produces high-granular reporting highlighting efficiencies and saving opportunities.

M365 estate management – Provides you ease of access to view your entire estate so you can ensure users have the correct license set.

License management – The ability to easily downgrade candidates or upgrade where needed and understand renewal information.

SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.