



Managed Services from Aspect

Aspect understands that keeping your SharePoint or Office 365 environment up and running can tie up valuable resources inside your organization. Let Aspect's SharePoint expert team do the work for you!

Aspect's Managed Services allows you to optimize your environment resulting in predictable costs and less headaches. Aspect offers three support levels to give you exactly what you need for your environment. Organizations can select our 24/7 support option, and help from Aspect is always just a phone call away!

Managed Services Focus Areas

Maintenance (On-Premise Environments Only)

Aspect will perform weekly health checks on your environment to ensure that your investment is performing efficiently. Any deficiencies will be reported along with suggested remediation actions. In addition, Aspect will handle the maintenance of SharePoint servers to the OS level, along with SharePoint specific application and database patches.

Production Issue Support

Aspect will provide production break and fix support for your environment. The support includes resolving production issues as well as performing a root cause analysis of the issue with suggested remediation steps.

Configuration and Administration Support

Aspect can handle the system level requests that your SharePoint Administrator must perform today. This includes needed configuration of SharePoint applications, provisioning of Site Collections and Sites, and administration of user permissions.

Direct End User Support

Are your IT resources overloaded or non-existent? Aspect can help by fielding support requests directly from your end users. This includes the creation and customization of Libraries and Lists, assistance with Site build-outs and content population, troubleshooting, and assistance with SharePoint workflow creation and automation.

Managed Services Support Levels



The Silver Level provides environment and server support and maintenance.



The Gold Level provides production issue support, as well as configuration and administration support.






The Platinum Level adds direct end user support to enable your collaborative environment to thrive.

Aspect Managed Services Comparison Chart

The following chart highlights the differences between the Silver, Gold, and Platinum support levels.

SharePoint and Office 365

 SILVER LEVEL	 GOLD LEVEL		 PLATINUM LEVEL
<p>Maintenance (On-Premise environments only)</p> <ul style="list-style-type: none"> • Weekly SharePoint health check • SharePoint log maintenance • SharePoint server maintenance • SharePoint database maintenance • Service pack planning • Patch planning 	<p>Production Issue Support</p> <ul style="list-style-type: none"> • 800 number to report outages or issues • Issue progress and resolution updates • Root cause analysis of resolved issues • 24x7 support available 	<p>Configuration & Admin Support</p> <ul style="list-style-type: none"> • Annual assessment and roadmap planning • SharePoint administration support • SharePoint configuration support • Site and user provisioning 	<p>Direct End User Support</p> <ul style="list-style-type: none"> • Lunch and learn events quarterly • Site build out assistance • Content population assistance • SharePoint library customization • SharePoint list customization • SharePoint workflow support

* Silver support level is required for On-Premise environments and can be added to the Gold or Platinum support levels.

** Office 365 support includes the SharePoint, OneDrive, and Yammer workloads. Support does not include Exchange or other workloads that are a part of Office 365.

Organizations at the Gold and Platinum levels have an opportunity at contract signing to purchase a set number of hours at a greatly discounted rate to be used for any other consulting services across the organization.

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About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

