Office365
Technical support

Do you want to manage your services and get maximum from Office 365 without expanding your IT staff?

We offer technology update to prepare your IT staff to maintain infrastructure confidently.

Preventive maintenance activities helps to prevent incidents and mitigate business risks.

In case of incident you need to be backed by strong team of experienced experts.

Easy to contact

You can contact our technical support engineer via any preferred means of communication

Flexible pricing

Noventiq engineers can be available up to 24 hours per day and 7 days per week (depending on the selected price plan)

Prompt response

Down to 1 hour minimal response time.

Why using technical support?

Even only one affected user account matters. Messages not sent or delivered by group of managers, missed event in a chief officer' calendar could bring great business impact. Let us help you configuring Office365 in a right way to rectify and avoid such incidents.

Number of Noventiq customers face incidents caused by implementing upgrades. Make sure new Office365 features bring value not a problem with proper change management.

Don't waste your time exploring stacks of manuals. Supposed to be easy some administrative tasks occasionally turn into a tricky and time-consuming. Administrate your Office365 easily with Softline advisory support and training.

Business solutions integration issues. Unsuccessful configuring message notification from accountant or HR systems. Print or export report templates in unexpected form. We face and correct such issues in our routine every-day work and ready to share our experience with you.

We aware that problems happen. We know how to overcome it.

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Corrective maintenance

24x7 global technical support team ready to help you minimize downtime.

Preventive maintenance

Customized solutions designed to help you maximize availability and reduce risks of your IT infrastructure.

Standard support

For those who use cloud based solution and need to be supported in a timely manner.

Advanced support

For those who use hybrid solution and need 24x7 response in case of severe business impact.

Premium support

For the mature customers that needs customized service to meet strong business requirements.

	Standard	Advanced	Premium
On boarding & activation support	✔	✔	✔
License & billing support	✔	✔	✔
Support time	8x5	24x7	24x7
Incident submission method	Web, Email	Web, Email, Phone	Web, Email, Phone
Response time (Severity A/B/C)	2/4/8 hours	2/4/8 hours	1/2/4 hours
Support Delivery Method	Email consultations	Email consultations Remote,	Email consultations Remote, On-Site
Managed escalation	✔	✔	✔
Advisory support Consultations on installation, configuration, and basic administration questions	✔	✔	✔
Assistance in installations and configuration			✔
The number of requests to resolve	Unlimited	Unlimited	Unlimited
Support Project Manager		Pooled	Pooled
Technology Update Training			✔
Reporting		quarterly	Online dashboard
Preventive Maintenance			✔
Supported Products	Office 365 Backend (except SharePoint)	Office 365 Backend (except SharePoint) Azure AD sync & SSO	Office 365 Backend (except SharePoint) Azure AD sync & SSO Client applications