



Microsoft 365 Cloud Solutions

As a Microsoft Cloud Service Provider (CSP), iT1 offers comprehensive support and services solutions complimenting Microsoft 365 and other cloud-based services and applications. This includes licensing, strategic alignment, design, and implementation.

Our Value:

- One Point of Contact for onboarding, billing and support
- Multi-Cloud Architects on site
- iT1 Tier 1 Basic Support



Gold Cloud Platform

What Comes with 365?

- Onboarding
- Migration
- Basic Administrator Support
- Simplified Monthly Billing

365 Onboarding to the Cloud

- Customer Environment Analysis
- Account set-up or Tenant delegated admin authority
- Current licensing and tenant review
- Subscription type to tenant onboarding session
- User productivity and adoption
- Existing environment, method of licensing

Migration

- User Profiles -No need to recreate your Active Directory
- Mailboxes -All email and data from virtually all email platforms
- Microsoft 365 -Transfer Microsoft 365 tenants from one provider to another

iT1 Microsoft Services

- Assessments and Reviews
- 365 Support Services
- 365 Managed Services
- Microsoft Authorized Premier Support

Ready to Get Started?

Turn your goals into a plan with actionable data and powerful insights Contact iT1 today.



Microsoft 365 Cloud Solutions

iT1 365 Support Services

- 24/7/365 U.S.-based administrator technical support regardless of Microsoft plan purchased
- No routing – support agents answer the phone
- Free Tier 1: Help and “how-to” support for basic administrator functionality

365 SUPPORT SERVICES		
Service Highlights	Basic	Standard
Per User Pricing	Included	Starts at \$8/user
Microsoft Premier Support Coverage	24x7	24x7
Ticket Response Time - 15 Minutes	✓	✓
Reactive Support	✓	✓
Licensing Support	✓	✓
Microsoft 365 Review	✓	✓
Microsoft Licensing Review	✓	✓
O365 Backup	Paid Add On	✓
Proactive Support (Scoping Required)		✓
On-Premises Support		✓
Hybrid Support		✓
Autopilot i.e. device registration		✓
Intune Support		✓

iT1 Managed 365

iT1's 365 Managed Services deliver support for businesses across every component of the Office 365® environment. We provide customers with several options for managing environments with the support of their choice.

MANAGED 365	
Service Highlights	Starts at \$32/user
Microsoft Premier Support Coverage	24x7
Ticket Response Time - 15 Minutes	✓
24x7x365 Support	✓
On-Premises or Hybrid Support	✓
Autopilot & Intune Support i.e. device registration	✓
O365 Backup	✓
Proactive Support (Scoping Required)	✓
Email services support	✓
Office applications	✓
OneDrive	✓
User/Group Creation or deletion	✓
Licensing Management	✓
Policy Creation or deletion	✓
Advanced Threat Protection	✓

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