

Microsoft Support

You rely on Microsoft products and solutions to keep your business operational and your team productive. It therefore makes sense to partner with a highly experienced and accredited Microsoft partner to ensure that you are getting the most out of your investment.



Our experienced engineers provide technical support for all versions of Windows and a full range of additional Microsoft software and services, helping to keep your business-critical applications available and your data secure. Whatever your needs, we'll provide you with the expertise that you need to keep your Microsoft infrastructure running smoothly.

We will support everything from your local Windows Servers, Surface tablets and workstations, to your Office 365 for Business and SQL databases. If it is Microsoft, we have the highly accredited and experienced engineers needed to support you.

Our Microsoft solutions are tailored to your business requirements and are fully supported by our local support team. They will help drive down your cost of ownership, ensure that you are licensed correctly and will help ensure your return on investment.

We can provide you with Microsoft hosting support and can help integrate your Microsoft services, such as Exchange, SharePoint and Skype for Business, as well as provide you with flexible support options for Office 365.

Microsoft Support Benefits

- ✔ **Experience fast response and resolution times from our experienced Microsoft support team.**

When you and your team need support for your Microsoft products and solutions, you need to have engaged with a partner who can help you quickly and effectively. We will use our extensive knowledge and experience, built up over many years, to ensure you get the support service you need.
- ✔ **Take advantage of our strategic expertise and combine that with our proactive support service.**

We will help keep your Microsoft technology healthy and up to date. We will use our advanced access to Microsoft's product roadmap and technologies and will leverage our strengths and experience to ensure that you are always getting the most out of your Microsoft technology investment.
- ✔ **Keeping your Microsoft solutions available, with a direct escalation path if necessary.**

We work hard to ensure that your critical Microsoft solutions remain available to your team and your business. When things do go wrong and on the odd occasion we can't overcome your issues, you are assured of a solution as we have a defined support escalation path directly with Microsoft.
- ✔ **Know that you have a Microsoft support partner who can meet all of your changing business needs.**

We can provide you with the confidence that you need to grow and take on additional Microsoft products and solutions, safe in the knowledge that we can quickly and effortlessly scale the delivery of our support services to meet your business needs.

Discover the business benefits of Microsoft support for yourself.

Our diverse team of Windows professionals will keep your business systems operational.

Discuss your Microsoft Support needs by calling us on +44 203 034 2244 or +1 323 984 8908, or emailing hello@cardonet.com

Our Technology Partners



Microsoft Support Features

- ✧ 24x7 Microsoft support: Product, solution and end-user.
- ✧ Microsoft monitoring, incident logging and tracking.
- ✧ Advice on the best operating systems, software and upgrade paths.
- ✧ Microsoft licensing advice.
- ✧ Incident escalation to Microsoft Support Team.
- ✧ Access to a team of experienced Microsoft experts.
- ✧ Bespoke service level agreement (SLA), backed by guarantee.

Microsoft Support Options

- ✧ Flexible and bespoke support packages to suit your requirements.
- ✧ Product or solution specific support.
- ✧ 24 hour, out of hours or business hours Microsoft support.

Allowing you to do more

- ✧ Enjoy responsive and transparent support for your Microsoft solution.
- ✧ Delivering the right skills and expertise without the hassle.
- ✧ Help you achieve superior outcomes from your Microsoft investment.
- ✧ Keep your technology available and your people productive.
- ✧ Giving you the confidence, reliability, flexibility and agility to grow.
- ✧ Focus on the bigger picture knowing your technology is in safe hands.

Trusted to deliver expert IT Services by



Why Cardonet

 TRUE 24X7 OPERATIONS	 PROVEN TRACK RECORD	 SINGLE POINT OF CONTACT	 VENDOR NEUTRAL	 CUSTOMER FOCUSED
 PASSIONATE & EXPERIENCE	 TRUSTED PARTNER	 FOCUSSED ON QUALITY	 AGILE AND AWARE	 FULLY ACCOUNTABLE

Awards



Accreditations



Our Commitments

<h3>Our Team</h3> <p>We employ friendly professionals who have well-rounded experience, the ability to work in a team and a desire to be helpful.</p>	<h3>Our Processes</h3> <p>We continue to invest in our systems and have the standards in place for effective, streamlined and consistent service, customised to meet your needs.</p>	<h3>Our Mission</h3> <p>We are dedicated to providing remarkable IT services that improves your performance, increases your productivity and protects you.</p>	<h3>Our Promise</h3> <p>We value long-term relationships built on trust. To achieve that, we deliver fully supported vendor neutral solutions that are essential and reasonably priced.</p>
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Your IT Services Partner for

 IT Support	 IT Consultancy	 Managed IT	 Managed Cloud	 Communication	 Cyber Security
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Enjoy Microsoft support from an experienced team of Microsoft experts

Call us on +44 203 034 2244 or +1 323 984 8908 or email us at hello@cardonet.com to start the conversation.

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cardonet
at the heart of IT