



HSO Global Managed Services

FACTSHEET HSO GLOBAL MANAGED SERVICES

WHAT IS HSO GLOBAL MANAGED SERVICES?

HSO Global Managed Services are global support and maintenance services aimed to proactively support the Microsoft business applications of internationally operating companies.

WHY CHOOSE HSO GLOBAL MANAGED SERVICES?

- ✓ Trust in HSO as your proactive partner
- ✓ Rely on the health of your IT-services and business processes
- ✓ Continuous improvement
- ✓ Benefit from a seamless Managed Services experience across the globe
- ✓ Stay in control with a single point of contact
- ✓ Get a grip on financial predictability with a single contract and invoice
- ✓ Pay-as-you-consume globally
- ✓ Focus on your core business

Does your organization operate on a global scale? Is it critical that your business applications are always available and don't suffer from downtime? HSO understands your business and is fully aware of the importance of continuous availability of your IT-services and support of your business critical processes.

To proactively support our customer's business critical applications HSO has introduced Global Managed Services. HSO service desk employees are now available to support you 24/7 across different time zones. This team of specialists enables our customers to work carefree, enabling them to focus on their core business to stay on top in an ever-changing world.

24/7 PROACTIVE & SOLUTION-MINDED SUPPORT

HSO provides a seamless support & services experience across borders 24/7. Besides handling all support activities,

the Global Managed Services team also takes responsibility for the support of roll-outs of new releases, proactive and solution-minded support, operational support, as well as 1st, 2nd and 3rd line incident management.

SUPPORTING MICROSOFT BUSINESS APPLICATIONS

Our Global Managed Services offering covers the entire Microsoft portfolio, including Microsoft Dynamics 365, Microsoft Dynamics AX, Microsoft Dynamics CRM, Office 365 and BI-solutions and related Azure Services.

Customers can decide to make use of support to solve questions or incidents, to use HSO as the link between their organization and Microsoft and/or other third-parties (Single Point of Contact), or they can choose to outsource their entire application management to HSO Global Managed Services.

STAY IN CONTROL & REDUCE RISKS

By choosing HSO Global Managed Services you are provided with the best possible proactive support available for your organization.

THE BENEFITS FOR YOUR ORGANISATION

- ✓ Direct access to 24/7 support for your business applications
- ✓ 24/7 proactive & predictive monitoring services
- ✓ Prevent & reduce risks such as downtime of business critical applications
- ✓ Strong partnership with Microsoft

- ✓ Outsourcing of functional & technical application management
- ✓ Support with the roll-out of new releases
- ✓ Proactive and solution-minded 1st line incident management
- ✓ Easy access to our support registration tool
- ✓ 2nd & 3rd line support available in your timezone
- ✓ Support of Competence Centers

FROM PROACTIVE SUPPORT TO CONTINUOUS INNOVATION

HSO Global Managed Services offers you three different types of Service Level Agreements. Whether you choose to trust in proactive support (HSO Essential Services), want to rely on healthy services (HSO Standard Services), or are looking for continuous improvement & innovation (HSO Advanced Services) the HSO Global Managed Services offerings are all designed to provide you with a seamless Managed Services experience across the globe.



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Do you want more information regarding HSO Global Managed Services? Please don't hesitate to contact us via info-usa@hso.com.



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