comms-care®
an **INGRAM MICRO** company

Overview of Comms-care's Microsoft Solutions and Services

Customer centricity at our core.

Microsoft

Delivering better outcomes together

Comms-care, an Ingram Micro company, is the UK's leading strategic, channel-only IT solutions and services provider. Our mission is to help partners thrive and grow, empowering them to scale and add further technical resource skills quickly and easily to unlock new opportunities. Collaboration is the key to providing standout customer experiences so, whatever the project, our solutions are focused on enhancing partners' services, boosting their skills and reputation, and ultimately adding more to their bottom line.

Through our outcomes-focused methodology, we enable partners to extend their capabilities across a breadth of technologies. Our vendor-agnostic, multi-technology approach ensures we blend the right technologies, services and support to deliver a quality solution to effectively address each individual requirement.

Working with channel partners from SME to enterprise-level, we deliver services on their behalf to thousands of end-user organisations across multiple industry sectors with site locations throughout the UK and into mainland Europe and North America.

Comms-care has a rich and scalable value-add portfolio which spans the entire IT lifecycle from Pre-sales and Professional Services to Managed Services and Maintenance, as well as a range of complementary business services such as Flexible Resourcing, Financial Services, and IT Asset Disposal. Our highly respected reputation in the channel has been built on a culture of trust, excellent service, and commitment to ongoing investment but what really sets us apart are our people, with experienced and talented teams in all areas of the business really making us unique in the markets we support.

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Our Services

Support Services

A comprehensive suite of support services delivered through a 24/7/365 technical support team and field-based technicians to provide efficient problem resolution and leading to reduced end user downtime.

- Hardware Maintenance
- Service Desk
- Engineering Dispatch

1

Professional Services

Our broad portfolio of Professional Services encompass the full lifecycle of a customer's IT infrastructure and provide specialist expertise to ensure the delivery of quality solutions.

- Consulting & Project Approach
- Time & Material
- Project Management & Co-ordination
- Deploy

2

Managed Services

A comprehensive suite of support services delivered through a 24/7/365 technical support team and field-based technicians to provide efficient problem resolution and leading to reduced end user downtime.

- Reactive monitoring
- Flex Support
- Packaged Specialised Services
- Proactive management

3

Flexible Resourcing

Lean on us to recruit the right technical resource at the right time in the right place.

- Meet short, medium, long-term or permanent technology resourcing needs.

4

Business Services

- Customer Experience
- Financial Services
- IT Asset Disposition & IT Purchasing (ITAD)
- Hardware and Software procurement

5

Logistics Services

Comms-care's value-added Logistics Services enable the delivery of industry leading support services. We're on hand to help maximise efficiencies and streamline the process for your end user customers.

- Device Staging
- Workshop / Systems repair
- Spares Management
- System Repair

6

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Solutions Focused

Modern Workforce
- Modern Workplace
- Modern Desktop
- Intelligent Collaboration

Modern Data Centre
- Multi-Cloud
- Software Defined Data Centre
- Workload Modernisation

Secure Enterprise
- Secure Endpoints
- Secure Content
- Secure Communications

Organisation Modernisation

Connected Networks
- Edge Connectivity
- Enterprise Networking
- Software Defined Networks

Intelligent Cloud
- Business Intelligence
- Modern Data Platforms
- Intelligent Applications

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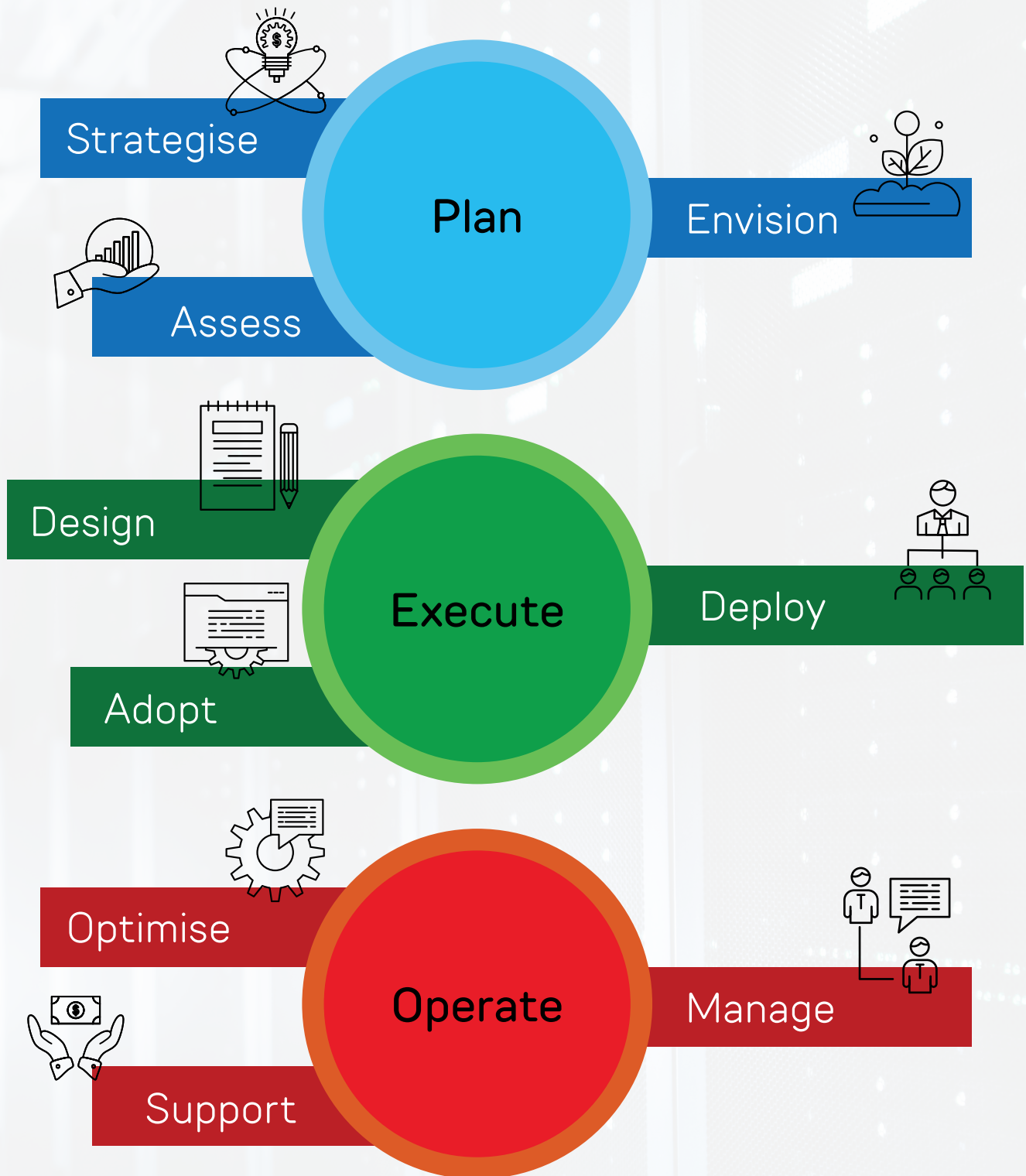an INGRAM MICRO company

Microsoft Relationship

Comms-care is a Microsoft Gold Partner with seventeen competencies and and three Advanced Specialisations placing it as the most highly Microsoft-accredited channel-only service provider in the UK and inside the top 0.1% of all UK Microsoft accredited partners. This success is testament to our depth of knowledge, experience and expertise of delivering solutions based on Microsoft technologies.

- x17 Microsoft Competencies (x15 Gold and x2 Silver)
- x3 Advanced Specialisations
- x25 accredited consultants (incl. MCSE & Expert)
- UK's exclusive channel-only FastTrack Ready partner
- UK's exclusive channel-only Azure Migration Programme (AMP) partner
- Microsoft Azure Expert MSP (via Ingram Micro)
- Approved to deliver Microsoft Deployment Planning Services (DPS)
- Approved for Microsoft End Customer Investment Funding (ECIF)

Our Competencies and Advanced Specialisations

- Gold Application Development
- Gold Application Intergration
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Collaboration & Content
- Gold Communications
- Gold Data Analytics
- Gold Data Platform
- Gold Datacenter
- Gold Enterprise Mobility Management

- Gold Enterprise Resource Planning
- Gold Messaging
- Gold Project & Portfolio Management
- Gold Small & Midmarket Cloud Solutions
- Gold Windows & Devices
- Silver Security
- Silver DevOps

Advanced Specialisations:

- Windows and SQL Server migration to Azure
- Teamwork Deployment
- Calling for Microsoft Teams

■■ Microsoft

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Engagement Lifecycle:

Plan

Strategise

Envision

Assess

Execute

Design

Deploy

Adopt

Operate

Optimise

Manage

Support

Depending on your project Comms-care selects the core phases and stages required to your specific needs. This can sometimes require reordering of the stages.

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Packaged Services

We provide a comprehensive set of value added services, consultancy and support services which span the majority of the Microsoft Solution Portfolio – from Office 365 to Azure. The core set of Services we provide include:

Microsoft Cloud I Microsoft 365

Well-Architected Framework and Microsoft 365 Productivity

Managed I Microsoft 365 Productivity

Managed Service for Microsoft 365 Productivity

Microsoft 365 Security & Compliance

Professional service for Microsoft 365 Security & Compliance, to help achieve a strong security posture

Enable I Microsoft 365 powered by FastTrack

A Microsoft-funded FastTrack programme, specifically designed to accelerate deployment and increase user adoption of Microsoft 365

- ### Managed I Corporate Data Protection

  Microsoft 365 Security and Compliance Managed Service

Microsoft Cloud I Microsoft Azure

Well-Architected Framework and Infrastructure as a Service

- ### Managed I Identity & Access Management

  Microsoft 365 Security and Compliance Managed Service.

Managed I Azure IaaS

Managed Service for Core Azure Infrastructure

- ### Managed I Endpoint Protection

  Microsoft 365 Security and Compliance Managed Service.

Solution I Microsoft Teams Communicate

Comprehensive services delivering end to end Microsoft Teams solutions with a focus on delivering voice and video collaboration

Lifecycle I Microsoft Endpoint Management

Microsoft Endpoint Manager (MEM) delivers the modern workplace and modern management to keep data secure, in the cloud and on-premises

Flex Support

Reactive token-based support service

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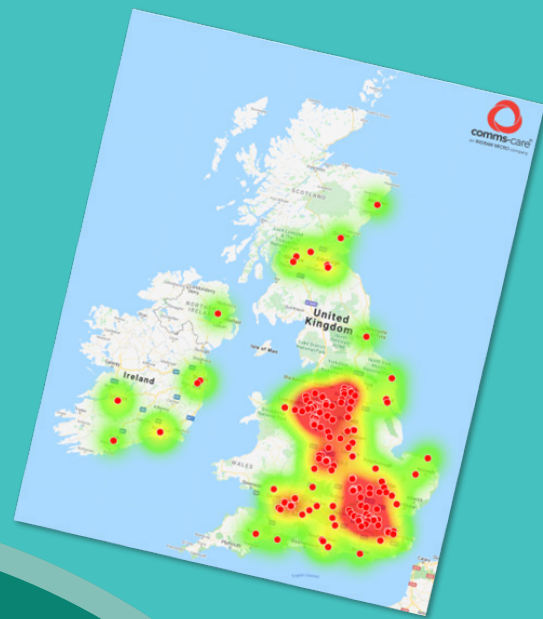
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Our Technical Delivery Team

Having the right people engaged with your organisation is critical in ensuring a successful outcome, whether that is advice and consultancy, support or a fully managed programme of works.

Depending on your engagement with us, you are likely to work with some or all the following key people:

Architecting

Technical Architect (TS10)	SFIA Level 6 follow

Consulting

Lead Technical Consultant (TS9)	SFIA Level 5 follow
Senior Technical Consultant – Specialist (TS8)	SFIA Level 4 follow
Senior Technical Consultant (TS7)	SFIA Level 4 follow
Technical Consultant (TS6)	SFIA Level 3 follow

Engineering

Senior Systems Engineer (TS5)	SFIA Level 3 follow
Systems Engineer (TS4)	SFIA Level 2 follow
Field Engineer (TS3)	SFIA Level 1 follow
Project Engineer (TS2)	SFIA Level 1 follow
Apprentice Engineer (TS1)	SFIA Level 1 follow

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Ability to scale

Contracting Pool

Associates Pool

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40 Consultants
110 Engineers

30+ Associate Organisations

'00s of Engineers / Consultants

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Our People – Project Governance

Our larger engagements, by default, have a dedicated named Project Manager assigned for the duration of the engagement who can either be responsible for managing the successful delivery of Comms-care specific deliverables (working in collaboration with the customer's own project management team) or for the wider team and deliverables as required. In addition, our engagements include an assigned project coordinator who is responsible for the day-to-day logistical coordination of the engagement delivery team.

At a high-level, the core responsibilities for the Project Manager and Project Coordinator include:

Technical Design Authority -
- Ultimate responsibility for overseeing the technical deliverables
- Provide overarching technical and strategic alignment and guidance
- Escalation point for technical clarity, guidance, concerns and issues
- Ensure solution requirements are met or achieved
- Owner of all technical decisions
- Review and take ownership of all technical design documentation

Project Management -
- Engagement Kick-Off
- Responsibility for the management of the engagement workstreams and deliverables
- Report engagement progress to key stakeholders
- Engagement / activity planning
- Risk / Issues logging
- Creation of a Project Initiation Document (PID)
- Identifying, measuring, managing risks and minimising uncertainty
- Cost estimation
- Assisting in managing budgets
- Timely and regular update calls/meetings with the stakeholders
- Engagement Closure

Project Coordinator -
- Completing back-office coordination tasks
- Resource scheduling
- Overseeing Business as Usual (BAU) work
- Processing individual and multi-site requests, ensuring open lines of communication, liaising with all parties in the supply chain
- Collation of site(s) sign-off

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Quality is everything.

We invest in quality so you can be confident of your decision to partner with Comms-care.

ISO 9001 – Quality Management

ISO 14001 – Environmental Management

ISO 20000 – IT Service Management

ISO 22301 – Business Continuity

ISO 22301 – Business Continuity

ITIL®   Alcumus SafeContractor   PRINCE2®

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Showase Projects

Cloud Adoption Framework – Multinational Professional Services Business with 3,500 end users

- Business outcomes-focussed engagement to design a cloud strategy and roadmap
- Bespoke Cloud Governance and Policy Control engine to automate compliance
- Microsoft Cybersecurity Reference Architecture – aligned security overlay
- Hybrid Cloud implementation of Security Information Event Management (SIEM)

Microsoft 365 Adoption – 2,500 Seat ICT Services Company

- Strategic alignment and roadmap development
- Design, deployment, migration and adoption services for all core Microsoft 365 workloads
- Identification of business process and user collaboration challenges, addressed through the business-wide adoption of Microsoft Teams
- Recognised increase in user productivity through modernisation and improved business process
- Increased cyber-security posture without compromising on business and user productivity

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Engaging with Comms-care for the first time.

1 - Initial call or meeting with your Comms-care Account Manager to understand your high-level requirements, and enquiry is logged with our Professional Services team (PSD) to understand the broad scope of the engagement

3 - Discovery Call (or meeting) with one of our Technical Consultants.

4 - Proposal / Scope of Work produced, reviewed and signed for acceptance.

5 - Purchase Order sent to Comms-care.

6 - Order passed to the delivery team.

7 - All relevant PM, PC and technical resources aligned.

8- Work is usually scheduled within a two to four weeks' lead time as per your requirements.

9 - Project Kick off and deliverables confirmed.

10 - Project Delivered in accordance with Scope of Works.

11 - Customer Feedback Form (to measure satisfaction) issued.

12 - Work is invoiced, and payment requested.

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Thank you

If you would like to explore more about how we can support your business and empower your growth, get in touch:

+44 (0) 870 264 4303
www.comms-care.com

Cheshire Avenue, Cheshire Business Park, Lostock Gralam, Northwich, Cheshire, CW9 7UA

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