

PlanB. M365 Modern Managed Service

– aligned to your digital transformation strategy.

Our mission is to provide outstanding digital products for our customers that inspire and excite users and bring them closer to their goals. Based on this, digitization always means more to us than successfully implementing new technologies. Equally important for our overall success is the satisfactory user experience and productivity of your employees. We ensure both by supporting you with a differentiated M365 Modern Managed Service tailored to your company needs.



Using PlanB. M365 Modern Managed Service leads you to take advantage of more than just standard IT-Outsourcing and Operation-Support. Our M365 experts will proactively recommend actions based on your requirements so that you can take advantage of new Microsoft services and features as quickly as possible. With our User Centered Experience Approach, we also focus on your employees and their work processes. Based on Experience Level Agreements (XLAs for short), we take the users along on the journey and concentrate on ensuring that new technologies are understood holistically, used comprehensively and sustainably.

In a nutshell:

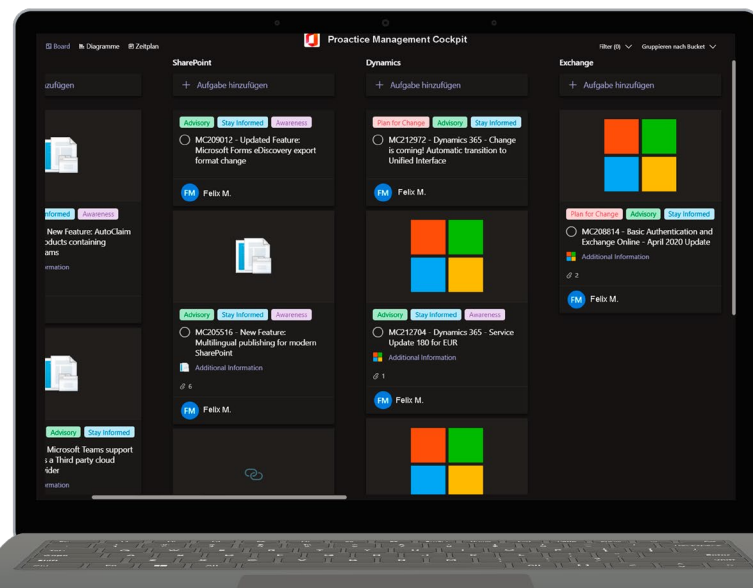
M365 Modern Managed Service up to 24x7x365 operation aligned with your digital transformation strategy at 100% budgetable costs.

You can concentrate on your core business.

PlanB. M365 Modern Managed Service in concrete terms means:

Proactive Management .

According to our self-image of a strategic partnership PlanB. is willing to give proactive recommendations for continuously actions improving the user satisfaction, stabilize ongoing operations and to take advantage of new Microsoft services and features as quickly as possible. Beside technical necessary changes the findings are also used to control the User Adoption Process.



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Monitoring Management

PlanB. will provide Monitoring Management within the M365 environment and will pro-actively monitor 24/7 different aspects of the involved systems through available tools to minimize the adverse impact on business operations. This will ensure that the best possible levels of service quality and availability are maintained. In case any anomaly is recorded during the monitoring, an incident will be triggered to the Incident Management team (with appropriate priority) for resolution.

Incident Management

PlanB. is responsible for the incident resolution process of the contracted services and ensures customer access to status updates through mails/phone and Customer Service Management Tool (which is owned by the customer).

Problem Management

PlanB. will be examining the root cause of incidents by executing a Root Cause Analysis ("RCA") and will initiate the necessary actions to improve or correct the situation.

All solutions or workarounds are subject to the change management process and will be implemented by the Modern Managed Service team. The Problem ticket will be closed if the problem is fully solved and approved by customer.

User Adoption & Change Management as permanent process.

User adoption means much more than just providing end user training, but an ongoing process. Therefore, we recommend the integration of several feedback loops in order to analyse again and again whether the derived measures meet the different needs and requirements. Adjustments to the "scope" and content must be carried out continuously and the knowledge must be passed on efficiently.

Differentiated M365 Modern Managed Services strategy tailored to your company.

PlanB. M365 Modern Managed Service is always considered holistically with your value chain. With our approach, we are close to you, to

- drive innovation
- inspire your users
- recognize needs and trends
- react quickly to your requirements
- achieve our common objectives

Our modern managed service approach and underlines the necessary flexibility, which is also positively valued by our customers in projects.

Whether personally or virtually, a short contact is enough. We are looking forward to it!

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Why PlanB.

PlanB. is a strategic partner for digitization and associated digital transformation based on Microsoft technologies. Thereby we not only think on innovative software solutions, but always on the future of our customers as a digital company.

Our 100% commitment to Microsoft Technologies leads us to rely on decades of product experience in all areas of Modern Workplace based on recognized experts paired with expertise in enriching our solutions through Artificial Intelligence/Smart Assistance.

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