



Managed Services for Office 365

Microsoft's Office 365 is designed to move businesses forward by giving them the tools they need to solve their mobility, communication, collaboration and productivity challenges. Is your small or mid-sized business ready to take the next step with O365?

Arraya's Managed Services can help. Whether the goal is helping your organization migrate into O365 or enabling new features in an existing tenant, Arraya provides the tools, resources and support you need to realize the full value of the solution.



Making Technology Work for Business



Arraya's Managed Services for Office 365 delivers value in three unique areas:

LEVEL 1 SUPPORT— for users and endpoints, including workstations, tablets and smartphones

LEVEL 2 SUPPORT — for managing the infrastructure, including daily administration and maintenance

LEVEL 3 SUPPORT — for driving the adoption of new features and functionality

We combine Levels 1 & 2 to deliver end-to-end protection for your email, messaging, collaboration and file sharing services. Our team is ready to respond 24x7 to issues and problems, and combat outages and service disruptions that cost time and money. We also provide Customers the opportunity to add Level 3 support to help existing IT teams champion new services and realize additional value from the platform.

LEVEL 1: END USER SUPPORT

Arraya's End User Support is focused on solving problems on the frontlines. It provides around-the-clock application assistance for end-users throughout your organization. This ensures help is always there when users need it and IT can expend its resources on innovation and improvements. Among the issues this level covers:

- Anytime a user is unable to access emails in Outlook or webmail
- Email issues affecting more than one user such as access problems or bounce-backs from specific domains
- Forgotten passwords and locked user accounts
- Multiple users who are struggling to save to SharePoint or access it internally
- When a user is unable to login to Skype for Business, create or join a meeting

LEVEL 2: INFRASTRUCTURE SUPPORT

The next step up is supporting the technology itself. That's why Arraya's managed services team is dedicated to handling daily administration and maintenance needed to keep your Office 365 tenant secure and running at full efficiency. This includes:

- Adjusting mailbox usage policies and delegation rights
- Modifying existing admin and user roles
- Generating needed reports and audit logs
- Updating IP allow/block lists
- Modifying Spam policies and quarantine actions
- Updating existing mobile device mailbox policies



LEVEL 3: ENABLEMENT SUPPORT

Arraya's third level of support deals with expanding service capabilities, aiding in the migration process, spinning up new features and more. This level of support is ideal for customers who are looking to get full value from their investments in Office 365. Enablement Services help customers:

- Interested in expanding O365 beyond Exchange to include SharePoint or other solutions
- Looking to interface Skype for Business with their corporate phone system
- Who want their calls, no matter where they're placed from (home, on the road), routed through their desk phone so they have access to IM, desktop and app sharing, etc.
- Looking to spin up Yammer and integrate it to an existing SharePoint deployment to further increase collaboration abilities
- Experiencing issues where Exchange isn't working, but only for certain users

DISCOVER ARRAYA

At Arraya Solutions, we began with a simple vision: To combine technological expertise and personal service that would empower our customers to solve their individual IT challenges. The result is more than 15 years of growth and solutions-driven results that have made us one of Microsoft's best partners.

Serving the mid-Atlantic region, we work with clients of all sizes, across all industries. Our passion for superior knowledge of the IT industry has led us down a path of tremendous growth, but we still make it a priority to keep our small-business roots—ensuring every customer receives the personal attention it deserves. Our success stems from our experienced and highly trained staff, our innovative outside the box approach and our partnerships with the industry's leading technology providers.

What Sets Us Apart



Our Managed Services team works closely with customers to get to know their business, their industry and their unique pain points.



Managed Services team members undergo a rigorous selection process to ensure customers receive a "superhero" level of service.



Arraya's Managed Services team has been named year-over-year to The Channel Company's CRN Managed Service Provider (MSP) 500 list as one of the MSP Elite 150.



Arraya's Managed Services incorporate our enterprise-grade Alert platform to monitor designated systems and applications for availability, health and performance.



Arraya's team is available 24/7, 365 days a year to investigate alerts, resolve issues and manage changes according to industry best practices.

We've worked hard to give our diverse customer base customized IT solutions.

How can we help you?

Microsoft Partner

Gold Cloud Platform
Gold Cloud Productivity
Gold Datacenter
Silver Messaging