

Microsoft 365 Licensing

Microsoft Partner

Purchasing your Microsoft 365 licenses via Convergence provides many advantages over direct with Microsoft.

Included:

- **User Administration**
e.g. user creation, removal and licensing
- **Exchange Online Support**
e.g. shared mailbox creation, email forwarding setup, email delivery investigation, in-place archiving setup
- **1 x Remote Support Ticket** (per user) to assist with the first installation of Office*
- **Tenant Management Telephone Support**
 - SharePoint / OneDrive / Teams setup and permissions
 - Multi-Factor-Authenitcation implementation advice
 - Making best use of your 365 tenant
- **Escalated Ticket Management**
Submission and monitoring of tickets raised with Microsoft support

**Non-transferable*

Exclusions:

On-site, remote and telephone support for Microsoft applications

Please ask for information on our monthly support packages for help desk support