SherWeb
Premium Services

Service Description for SherWeb’s Office 365
Premium Support and Migration
Office 365 Premium Support Description

For subscribing partners and customers, SherWeb will act as the primary point of contact with the end-user for questions, support, and troubleshooting regarding Office 365. This includes basic installation, setup and general technical matters.

Basic installation and setup includes all account-related activities such as:
- Moving the account/licenses
- Adding new products or licenses to existing products
- Modifying product plans (upgrades, downgrades, etc.)
- Disconnecting accounts

Technical support/troubleshooting includes:
- Remotely accessing the customer’s computer and analyzing the issue
- Identifying the cause of the issue
- Building a solution to resolve customer issues
- Testing to ensure the issue is fully resolved

A. OFFICE 365 PRODUCTS SUPPORTED

1. Installation and setup
   1.1 Exchange Online
       - Office 365 mailbox migration
       - Recipient configuration (mailbox permissions, mail forwarding, shared mailbox)
       - Autodiscover configuration
   1.2 SharePoint Online
       - Permissions and user groups
       - Configuration of external users
   1.3 Skype for Business Online
       - Installation and contact creation
   1.4 Microsoft Office
       - Assistance for installation and setup

2. Configuration
   2.1 Service configuration failure issues
       - Provisioning
       - Domain setup and delegation
   2.2 Service configuration issues
       - Single sign-on (SSO)
       - Active Directory synchronization

IMPORTANT NOTE: Technical Support for Office 365 does not include troubleshooting third-party services or add-ons.
3. Troubleshooting

3.1 General issues
- Provisioning
- Domain
- Single Sign-on

3.2 Email issues
- Domain verification
- Outlook connectivity
- ActiveSync
- Transport rules
- Exchange control panel
- DirSync
- DNS manager and delegation

3.3 SharePoint issues
- Site collections
- Quota management
- User Group management
- Vanity domain

3.4 Visio and Project issues
- Assistance with installation and activation
- Troubleshooting error messages related to product

3.5 Skype for Business
- Installation
- Contact creation
- Connectivity

3.6 OneDrive
- Installation

3.7 Office ProPlus
- Installation

3.8 Intune issues
- Basic installation
- Basic configuration

Included
- General basic usage assistance (e.g., “How do I change my page in Word to landscape mode?”)

Excluded
- General “How to” information and in-depth training and usage assistance for Office applications (Word, Office, Excel, Project, Visio, etc.)
- In-depth training and usage assistance for administrative functions

B. OFFICE 365 PREMIUM SUPPORT PROCESS

1. Support agents responsibilities

1.1 Respond to tickets submitted via branded phone and email
- Phone system IVR (Interactive Voice Response) can include partner’s brand

1.2 Identify themselves as “Office 365 Support”
- DID (Direct Inward Dialing) Line Provided
- Support ticket queue included

1.3 Gather information about the problem and open ticket

1.4 Try to resolve issue on the spot
- Search FAQs for answers
- Search web

1.5 If resolved, close ticket

1.6 If not resolved, escalate via internal process

1.7 If not related to Office 365, transfer to partner for resolution
C. OFFICE 365 PREMIUM SUPPORT FOR SINGLE INCIDENTS

1. **One-off support**
   1.1 A one-time support request for one (1) organization or user issue
   1.2 Contact by phone and email
   1.3 Partner must agree to one-time fee in advance
   1.4 Refer to Office 365 Premium Support Description for details
Office 365 Premium Migration Description

1. **First contact**
   Our MIDAS team contacts the customer within 3 business days to determine the client’s needs and develop a customized migration strategy. A dedicated migration agent is then be assigned to the client’s account as the main contact for the entire migration process.

   After an initial scoping with the MIDAS specialist, the client will determine the migration timeframe, which will normally take between 7 to 10 days.

2. **Pre-migration**
   SherWeb will review the customer’s current environment and advise the customer of any potential issues. The MIDAS specialist will also prepare the customer’s Office 365 subscription by recreating the users and profiles within the newly created tenant.

3. **Migration**
   SherWeb will start migrating the customer data. On the day of the migration, the email service will be rerouted to the client’s Office 365 tenant after the client modifies his DNS. Our migration specialist keeps the customer posted every step of the way. All server-side emails, public folders and contacts are migrated.

4. **Local set-up**
   The MIDAS specialist will provide customer with a one-click application to help set up the new email service on a local desktop. It simplifies the end-user configurations of email clients, such as Outlook. The MIDAS specialist also ensures the customer’s mobile devices are configured properly.

5. **Post-migration**
   Two business days following the migration, our migration specialist will contact the customer to confirm that the process went smoothly. He makes sure the customer has no outstanding issues or concerns before closing the migration ticket. He will send the customer an email containing contact info for regular technical support.

6. **Migration Service Includes:**
   - Creating new email profiles
   - Configuring the Office 365 profile to send and receive email
   - Setting new email profile as the default profile
   - Attaching any existing PST files
   - Copying signatures
   - Copying auto-complete
Premium Services Operation Metrics

TECHNICAL SUPPORT MONTHLY KPIs

- Average response time of less than 90 seconds, 80% of the time
- Average email answer time of less than 8 hours

For Partners
SherWeb will provide a monthly support report to all partners with the following information:

- # of calls received
- Phone answer time statistics
- Average ticket answer time
- Average ticket resolution time
- # of escalations to partner

For Direct Clients
All direct SherWeb customers with less than 150 users will share a phone number for premium services. Only global call statistics will be provided.

Direct SherWeb customers with 150 users or more will get a dedicated phone number. This will enable you to have dedicated call statistics.

Call recording retrieval
Direct customers or partners can ask to retrieve a call recording by providing the following information:

- Originating phone number
- Date and time
- Agent name
Minimum System Requirements for End Users

Our support will be limited for any technology that is no longer supported by the original manufacturer. Please refer to Microsoft guidelines for minimum system requirements and support. [https://products.office.com/en-us/office-system-requirements]

Remote access is used when appropriate to meet a customer’s request for device assistance. Unless otherwise noted, tablet support is provided primarily through telephone support.

**General Service Exclusions**

The services will not include any tasks that:

- invalidates or could potentially invalidate manufacturer warranties
- constitutes or could potentially constitute rooting or jailbreaking
- replaces or upgrades an existing OS installation

The services will not be performed on devices that have been rooted or jailbroken, or if the manufacturer’s warranty has been invalidated. Services will not be provided on illegal or unlicensed copies of applications, including OS software. In addition, unless otherwise noted, the following activities are excluded:

- troubleshooting and resolution of Internet connectivity issues between the modem/router and service provider’s network (these issues will be directed to the service provider’s support organization for resolution)
- resolution of hardware issues (these issues will be directed to the OEM’s support organization for resolution)

**Tablet / Mobile App Support**

We will support Office 365 applications that are downloaded only from the operating system’s official app store (e.g., Windows Store, Google Play, or iTunes) using a customer-authorized account. We do not support third-party applications that do not meet the requirements in the scope of support, but will use commercially reasonable efforts to assist, including referral to the application supplier for resolution.
# Premium Services Pricing Model

## Office 365 Support and Migration

<table>
<thead>
<tr>
<th>Service</th>
<th>Price Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office 365 Premium Support Branding Setup</td>
<td>One-time fee per brand name</td>
</tr>
<tr>
<td>Office 365 Premium Support</td>
<td>Monthly fee per user</td>
</tr>
<tr>
<td>Office 365 Premium Migration</td>
<td>One-time fee per user</td>
</tr>
<tr>
<td>Office 365 Premium Support for Single Incidents</td>
<td>One-time fee per request</td>
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