

Managed Services for Modern Work

Optimizing the value out of your Microsoft 365 subscription and applications by working continuously with your Digital Employee Experience.



What do we offer

The Digital Employee Experience is a key part of operating a modern business. Everything from day-to-day teamwork and collaboration to large scale document management and corporate information flows can be based on Microsoft 365. However, if your governance is not up to par and you do not keep up to date with the updates from Microsoft, chances are that your employees are not working efficiently. For complex solutions for your business requirements, it is important that issues, updates and support are handling proactively.

We work hand-in-hand with you to achieve just that, keeping your goals and users in mind. We call it Connected Managed Services with strong services within Success Management, Business Continuity and Business Optimization.



The benefits

- Access to skilled support and knowledge that can resolve incidents and complex support requests in an efficient way
- Improved user experience through analysis of incidents and behaviour leading to ongoing suggested improvements
- Resilience by ongoing proactive work with roadmap and insights into future updates and technological developments focusing on the implications for your digital employee experience
- Create more business value and realize your ambitions and goals by leveraging our skilled Fellows and insights for the ongoing development and customization

 **Microsoft**
Solutions Partner
Modern Work

In short, we call it **continued value creation!**

Fellowwind

World-class services

Success Management

- Single-point-of-contact, service management and customer collaboration based on customer objectives.
- Management and reporting of service level agreements.
- Access to customer support portal with knowledge database.

Business Continuity

- Ongoing monitoring and maintenance of Microsoft 365.
- Reactive and proactive handling of incidents, problems and maintenance to avoid and handle business interruptions.
- Add-on solutions for back-up and Microsoft 365 security.

Business Optimization

- Ongoing optimization and innovation of employee experience solutions through structured follow-up.
- Development and optimization based on business requirements, technology innovations and user feedback.
- Structured approach to roadmapping, application lifecycles and ongoing adoption.
- Optional dedicated customer team for maintenance and development.



We have a tight relationship with **Microsoft** as a designated support partner with access to Premier Support.



Our **processes** are based on a customer-centric and lean implementation of ITIL v4 in a lean and customer-centric implementation. This ensures efficient processes for service requests, incidents, problems and changes.

Hi, how can we help you?

Search for solutions, services and tickets

Our **customer portal** provides quick access to interactions and knowledge and gives you an overview of everything relevant.



Our **information security** is based on ISO27001 with ongoing audits from external auditors. We embed security in everything we go.

Scalable services

Choose between our Basic, Premium and Enterprise package.

We have a setup that will meet your requirements.

		Basic	Premium	Enterprise
Success Management	Service Desk	X	X	X
	Service Manager		X	X
	Service Levels		X	X
	Customer Portal	X	X	X
	Reporting		X	X
	User Support	Add-on		
Business Continuity	Incidents & Problems	T&M	T&M	X
	Monitoring & Events		X	X
	Backup	Add-on		
	Security	Add-on		
Business Optimization	Changes	T&M	T&M	X
	Roadmap		X	X
	Dedicated team			X

Fellowwind

As one of Europe's leading Microsoft partners, we guide businesses to digital readiness with in-depth industry knowledge and scalable Microsoft Cloud solutions.

Want to learn more? Don't hesitate to contact us.

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