

Ensure optimal business performance - anytime, anywhere

HSO Global Managed Services: 24/7 support for your entire Microsoft portfolio

In today's global, mobile business world, organisations must always be available.

Digital technology helps make this possible. But in doing so, it creates more demanding customers, more disparately located employees... and an even more competitive commercial environment.

These people expect up-to-date information wherever they are, anytime, on any device. So, business applications and services must be flexible, tailored, cost effective and well-supported.

Without proper support infrastructure:

 Users are quickly frustrated	 Operational performance suffers	 Innovation doesn't happen
 There's too much to manage	 Regulatory requirements are harder to meet	 Costs are higher, and less predictable

Why does this happen?

1 A lack of resource

Existing support is locally-based, and only available during working hours in a single time zone.

What happens when the locals log off? Who provides ongoing service?

2 A lack of specialist knowledge and skills

Dealing with so many different departments and solutions requires a deep technical and product understanding.

This isn't possible without comprehensive support and team experience, which is difficult to find - and expensive to hire.

Bridge the support gap... with HSO Global Managed Services

Benefit from dedicated support and application management for all HSO Microsoft business applications, including Microsoft Dynamics 365, Dynamics AX, Dynamics CRM, BI, Office 365, and Azure.

Enjoy peace of mind that your solutions are monitored and maintained from the moment they're deployed.

Experience 24/7, seamless support from teams located both locally and globally. One world, one team, always there for you.



One world, one team, one point of contact



HSO Global Managed Services

 24/7 (global) support	 +200 customers	 Satisfaction score of support customers: +8	 >120 support professionals around the globe	 Support provided in 3 languages
 ISO 27001 certified	 Offices in the United States, Europe and Asia	 Average resolution time: 90% of business standstills resolved within an hour	 Single point of contact for support of Microsoft Dynamics 365, MS Office 365, BI and Azure.	 HSO voted most customer-focused Microsoft partner

Some of our customers that currently benefit from HSO's Global Managed Services



"The Dynamics AX platform is critical to Domino's success now and in the future, so it is vital we have a Support partner who understands our business and can move at the same pace with us. During our extensive selection process, HSO showed us that they are a great fit and more than up for the challenge"

Barry Wiech, CIO, Domino's Pizza UK & Ireland Ltd.



Who is HSO?

HSO is a leading provider of innovative enterprise business solutions. Founded in 1989, HSO specialises in implementing, integrating, optimising and maintaining Microsoft ERP, Customer Engagement & Productivity solutions and are the trusted Microsoft Solution Integrator for multinational enterprises in industries such as Distribution, Retail, Manufacturing and Service.

Learn more at Hso.com/managedservices

Sources:

¹ Add Source