



the results company

A high-angle, panoramic view of a city skyline, likely New York City, during the golden hour. The buildings are bathed in warm, orange and yellow light. Overlaid on the cityscape is a network of white, glowing arcs and nodes, suggesting a global or interconnected network. The bottom of the image transitions into a white, angular shape that frames the text.

HSO *Global Managed Services*



What is Global Managed Services?

HSO Global Managed Services consist of global support and maintenance services aimed to proactively support the Microsoft business applications of internationally operating companies.

Does your organization operate on a global scale? Is it critical that your business applications are always available and don't suffer from downtime? HSO understands your business. We know how much you rely on the continuous availability of your IT services and support for your business-critical processes.

To proactively support our customer's business critical applications HSO has introduced Global Managed Services. HSO service desk employees are now available to support you 24/7 across different time zones. This team of specialists enables our customers to work carefree, enabling them to focus on their core business to stay on top in an ever-changing world.

Benefits

- ✓ Trust in HSO as your proactive partner
- ✓ Rely on the health of your IT services and business processes
- ✓ Continuous improvement
- ✓ Benefit from a seamless Managed Services experience across the globe
- ✓ Stay in control with a single point of contact
- ✓ Get a grip on financial predictability with a single contract and invoice
- ✓ Pay-as-you-consume globally
- ✓ Focus on your core business

Why choose Global Managed Services?

24/7 proactive
& solution minded
support

HSO's Global Managed Services team provides a **seamless experience** when providing support & service across borders, 24/7. Proactive support activities include monitoring of your systems, plus regular reporting on your system's performance.

Besides handling all proactive support, the Global Managed Services team also takes responsibility for the support of roll-outs of new releases, solution-minded support, operational support, as well as 1st, 2nd and 3rd line incident management.

Supporting
Microsoft business
applications

Our Global Managed Services offering covers the **entire Microsoft portfolio**, including Dynamics 365, Dynamics AX, Dynamics CRM, Office 365 and BI solutions and related Azure Services.

You can decide to make use of support to solve questions or incidents, to use HSO as the link between your organization and Microsoft and/or other third-parties (Single Point of Contact), or to outsource their entire application management to HSO Global Managed Services.

Stay in control
& reduce risks

By choosing HSO Global Managed Services you are provided with the **best possible proactive support** available for your organization.

“We were impressed by the quality of HSO's proactive support approach and team.”

Jane Hawthorn, ERP Manager, Domino's



Advantages

HSO Global Managed Services offerings are all designed to provide you with a seamless Managed Services experience across the globe.

- ✓ Direct access to 24/7 support for your business applications
- ✓ 24/7 proactive & predictive monitoring services
- ✓ Prevent & reduce risks such as downtime of business critical applications
- ✓ Strong partnership with Microsoft
- ✓ Outsourcing of functional & technical application management
- ✓ Support with the roll-out of new releases
- ✓ Proactive and solution-minded 1st line incident management
- ✓ Easy access to our support registration tool
- ✓ 2nd & 3rd line support available in your timezone
- ✓ Support of Competence Centers



From Proactive Support to Continuous Innovation:
HSO Global Managed Services offers you
three different types of Service Level Agreements

HSO Essential Services
trust in proactive support

HSO Standard Services
rely on healthy services

HSO Advanced Services
continuous improvement & innovation

What makes HSO *truly different?*



25+ years of systems integration experience



Proven **industry-focused expertise** with solutions powered by Microsoft technology



In-house developed IP for industries including Field Service, Equipment Rental and more



Global capability with **international references** (our team has completed hundreds of international projects in over 60 countries)



Skilled competency and strong understanding of **market needs**



Predictable, process-oriented **results**



A **client-centric** technology practice



Want to learn more?

Contact HSO

Ready to take the first step in getting proactive support for your Microsoft solutions?
Contact us today to discuss your needs.

contactus@hso.com



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www.hso.com | contactus@hso.com

HSO is a Business Transformation Partner with deep industry expertise and global reach, leveraging the full power of Microsoft technology to transform the way you work and improve business performance. We help companies modernize business operations, adopt intelligent automation, deliver real-time performance insights and connect the enterprise – accelerating the impact of digital transformation. Founded in 1987 and recognised as a trusted advisor, HSO is one of the world’s top business solution and implementation partners, *large enough to serve, small enough to care.*

www.hso.com