



# Support+ services

For Microsoft Teams and Cisco Webex

## Handling the operational load so you can focus on your business

**Moving to the cloud is great news for your organization but there are still operational overheads to be considered. Administrative tasks need to be carried out, while troubleshooting and diagnostics across your cloud-centric environment require a specialist set of tools and skills that you may not have in your operations team. Support+ is a simple, proactive support and care package that allows you to let NTT take care of the operation of your Microsoft or Cisco environment, from incident management to service requests and customer success.**

**This allows clients to focus on what really matters to their business while we take care of the rest.**

**NTT owns and operates the relationships with carriers and vendors—Microsoft or Cisco—offering high-standard SLAs. These relationships, combined with our 24/7/365 service desk, save our clients from spending additional time escalating issues and making configuration changes.**

Organizations already on a cloud environment with Microsoft Teams or Cisco Webex solutions may also want to consider a support service. Microsoft and Cisco provide the platform and licenses and at NTT we deliver a comprehensive support service, meeting all clients' needs including day-to-day support for Cloud Meetings and Cloud Calling, so you only need to contact one provider if anything goes wrong.

### Enjoy business benefits

- Single point of contact for support: NTT will troubleshoot and diagnose all issues in your end-to-end environment.
- Accelerated incident resolution: NTT has established relationships with carriers and platform vendors.
- Reduction of internal resource requirements: NTT will handle all admin configurations tasks and changes (MACDs).
- Expertise and service provision on both Microsoft and Cisco platforms; ability to support both within the organization or provide consistency during migration.
- Expert advice: dedicated monthly call with a Customer Success Manager (CSM) to review accurate reports.
- Proactive voice quality tracking.

**We complement vendor modern workplace solutions with a comprehensive support service. By looking after the repetitive and time-consuming administrative tasks associated with the move to a cloud service, we enable clients to focus on their business priorities.**

**At NTT, we understand the challenges organizations face when setting out on the journey to the Cloud. With our global Support+ services, we simplify the administration of your vendor environment, reducing operational complexity and overheads.**

**Microsoft Teams and Cisco Webex Support and Administration, provided by Cloud Communications specialists**

- Our service desk operates 24 hours a day, 365 days a year.
- We support Microsoft Teams and Cisco Webex solutions in the cloud.
- We handle your support incidents and service requests.
- We provide reports so that you can track usage and drive end-user adoption more effectively.
- We ensure a simple, low operational cost support service so you can provide an optimal Cloud Meetings and Cloud Calling experience for your end-users while minimizing operational overheads.

Day-to-day support for **Cloud Meetings** and **Cloud Calling** can often be complex.  
Let us be your guide.  
**[Click here](#)** to contact us.



### Support+ services

Incident Management	Service Requests
Escalation to Microsoft & Cisco	MACDs
Dedicated CSM	Cloud PBX
Analytics	Voice Quality
SLAs	Meetings

**Global Service Desk**      **24/7/365 availability**      **Service offered in six languages**



As a Gold Microsoft and Gold Cisco partner, the Cloud Communications division of NTT Ltd. helps enable secure remote working for enterprises. Our Modern Workplace solutions and consulting-led approach help to map the path forward. Our teams then deliver and support you throughout your journey, taking the complexity out of your hands.