

# SharePoint Support Options



Skyline Technologies has been providing SharePoint Support since the inception of SharePoint. Whether you're looking to expand and evolve your current SharePoint environment or supplement your busy IT staff, we offer the right support option for you.

## Ad-hoc Support

Within our Ad-hoc support option, we have three tiers of support to best suit your company's needs: scheduled, unscheduled and emergency. Requests will be triaged quickly and you will be provided options to schedule any needed work, however urgent issues can be addressed the same day.

## Business Support Package (BSP)

Our Business Support Package is designed to help your team drive usage, adoption and productivity. By using pre-scheduled resources, our team of technical experts will help you determine priorities while providing the right team member for the right task.

## Managed Services

Let your team focus on work that adds value to your organization's core business; our team will provide your company with cost-effective, 24/7 assistance to keep your SharePoint environment up and running.

## Support Options Matrix

Services	Ad-Hoc Support	Business Support Package	Managed Services
Rate Discounts		X	
Consistent Resource		X	X
Service Level Agreements			X
24/7 Technical Support			X
Office 365 Support	X	X	
Term	Ad-hoc	Month to Month	Two Years
Pricing	Per Hour	Per Month (Based on Schedule)	Per Month (Based on Servers)

For more information on Skyline's SharePoint Support Options or other consulting offerings, visit [www.skylinetechnologies.com](http://www.skylinetechnologies.com) or call (920) 437-1360.

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Gold Cloud Productivity  
Gold Collaboration and Content

## How Can Our Team Help?

### 1. Need to extend your current environment?

Support isn't just for fixes. Our team of experts will help you extend and expand SharePoint to get the most of out of its out-of-the-box features.

### 2. Want to keep things running smoothly?

Skyline will analyze performance and productivity and recommend ways to increase your SharePoint environment's effectiveness. Plus, we'll help keep SharePoint up-to-date with scheduled patches and hot fixes.

### 3. Need to drive user adoption?

We'll help you extend your environment with a well-planned roadmap strategy designed ensure maximum user adoption.

## Enhancements

Looking for other types of support or guidance? Skyline offers the following enhancements:

- SharePoint Health Check
- Nintex Jump Start
- Deployment Planning