ByteSpeed
making waves in technology since 1999

SkyNorth SOFTWARE

Trusted Advisor Program Overview

All too often, we see partners or consultants implement solutions without transferring the proper knowledge and documentation to their client. Whether it is helping your team resolve an escalated issue or implementing a new complex solution, our goal is to train and empower your staff to be successful. **Your success is our success.**

WHAT IS TRUSTED ADVISOR?

Trusted Advisor is an annual service contract that provides a dedicated resource that can be contacted via phone, email, or Teams for expert assistance across many Microsoft Cloud technologies such as:

- Microsoft 365 (Exchange, Teams)
- SharePoint / OneDrive (On-Prem / Online)
- Autopilot & Intune
- Power Automate / PowerApps
- EntraID / Identity Management
- Microsoft Azure IaaS/PaaS

We have experience in many other areas. If you don't see it listed above, please feel free to ask.

EXAMPLE BENEFITS AND AREAS OF EFFORT

- Environment Stabilization
- Grow Health Index
- Proactive Planning
- Problem Resolution
- Decreased time to deploy new technologies
- Reduce costs of managing the environment

Design and Architecture
We provide expertise in planning, design, review, and deployment of your Microsoft solutions that meet best practice standards. We will work with your supporting staff to ensure a product that fits both IT and Business requirements.

Deployment
Defining a scope and timeline is critical to business success and a key factor in any Deployment. We assist stakeholders with creating deployment goals that span from inception to completion. Once the initial deployment strategy is complete, we continue to assist throughout testing & implementation.

Proactive Services
Partnering with our expert resources, we will help you identify and predict end-user complaints and concerns before they occur, instead of reacting to the problem. Product limitations, capacity planning, and regular maintenance are key to ensuring that your end-users can trust and rely on your technology solution.

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Staff Enablement
ByteSpeed and SkyNorth value and promote the development of end-user teams as part of any engagement. It is our goal to ensure your team is as self-sufficient as possible after an engagement. Not only does this provide maximum value to the client, it often exposes new high-value opportunities that we may be able to assist with in the future.

TRUSTED ADVISOR DETAILS

How to Contact, Support Hours, and Response Time:
Your dedicated resource can be contacted directly via Teams, phone, or email throughout the workday (8 a.m. to 5 p.m. Central). After-hours and weekend support is available at a 20 percent upcharge, but must be scheduled in advance and is subject to resource availability.

Please understand that your Trusted Advisor is a shared resource and may be engaged with another end-user when contacted. In the event of an emergency, they will make every effort to prioritize your issue or re-assign it to a resource who can react immediately.

Weekly Team Sync
We recommend scheduling a weekly sync call with your Trusted Advisor for updates and discussion. Your trusted advisor will also provide a weekly status email with detailed areas of effort.

On-site Engagements and Cost:
Your dedicated resource is available to go on-site as needed. There is no additional charge for this. However, hours consumed in addition to Travel & Expense costs are deducted from the hours remaining on your contract.

Trusted Advisor vs. Project Work
Your Trusted Advisor resource works with you in a very flexible and agile manner and may be assigned project work. However, this is different than a project contract delivered through a Statement of Work with specific deliverables and timelines. ByteSpeed resource can be contracted for projects if you are interested in an additional engagement that provides a more end-to-end solution.

Assumptions:
- If required, ByteSpeed will deliver an estimate and Statement of Work for projects with scopes independent of Trusted Advisor engagement that adhere to specific deliverables and timelines.

Microsoft Support Issues
There may be times when direct support from Microsoft is required. We maintain close relationships with Microsoft's internal resources and may be able to help decrease time to resolution.

Hours and Invoicing
Trusted Advisor engagement starts at 50 hours to be used over 12 months, invoiced in equal monthly installments. Should hours contracted be consumed prior to term end the remaining balance will be added to the next month’s invoice.

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