

## CLIENT STORY

# Getting More Out of Microsoft Teams and Licensing with MicroAge Services



## THE CHALLENGE

A nationwide engineering and construction firm originally reached out needing help with cybersecurity issues. They had recently lost most of their staff and the IT Director needed help finding a comprehensive solution for the organization's national, but now, disparate locations. After much investigating, turns out they had an even bigger problem: they were paying for a spotty video conferencing platform that was causing a decline in company productivity and a rise in headaches.

As it turns out, the firm actually had Microsoft Teams but was unaware of the full functionality of the software, thinking it could only be used inside the four walls of each physical office, not remotely. So, what do you do when you realize you have the 'Swiss Army Knife' of collaboration, but only know how to use a few of its tools?

## THE SOLUTION

The security issue was an easy fix. With Webroot cloud-based endpoint protection, they could guard their laptops, desktops, servers, and devices against ransomware, phishing, malware, and other cyberattacks.

With Microsoft Teams already in place, the MicroAge Services team trained the firm's IT department on how to manage and roll it out to users with the IT Pros Team Training.



MicroAge's own Modern Workplace Microsoft 365 Certified trainers also saw a way for the firm to save time and money by proposing to bring their Microsoft Teams licensing and support to MicroAge, through the Microsoft Cloud Solution Provider (CSP) program.

## THE BENEFITS

By coming in as a CSP client and purchasing M365 licensing from MicroAge, the firm was able to make financial gains while adding some big benefits such as:

- ✓ Same licenses you purchase from Microsoft, but at a discount
- ✓ Quick U.S.-based support; with MicroAge as your first point of contact (with higher-level support techs)
- ✓ No contracts; with the ability to scale up or down anytime
- ✓ Predictable, monthly billing
- ✓ Client portal for licensing changes and management (including usage and available licenses)
- ✓ No delay with immediate license provisioning

With an already reduced staff, the IT Director could lean on MicroAge Services for help handling everything on their plate and focus on other strategic initiatives.



MicroAge has the expertise, resources, and certifications to help you make the most of your technology investments. **Call us at 800-544-8877 or visit [microage.com](https://microage.com)**