Maximize Microsoft with AppDirect

Your trusted partner for Microsoft licensing and support

CLOUD SOLUTIONS ARE COMPLEX

Implementing, maintaining, managing, and ensuring the security of your solutions can be a full time job for an IT team.

APPDIRECT MAKES IT SIMPLE

We provide expert guidance and professional and managed services to help you evaluate, implement, manage, and support your IT solutions.

96%

GREATER ROI WHEN COMPANIES PURCHASE AND MANAGE TECH SPEND WITH A PARTNER

01 LEAN ON OUR INDUSTRY EXPERTISE



Tailored guidance

Benefit from expert evaluations and recommendations for customized solutions that align with your business goals.



Optimized subscriptions

Make the most of your subscriptions by staying up to date and trained on the latest tools and services with the help of our Microsoft experts.



Simplified vendor management

Whether it's Microsoft, add-on software, or services, let AppDirect manage all the vendor relationships under a single MSA, saving you time and effort.

02

FIND PEACE OF MIND WITH COMPREHENSIVE MICROSOFT SUPPORT

Don't let software issues slow your team down. Our SmartSupport offering provides robust helpdesk support for both end users and administrators, minimizing downtime.

END USER SUPPORT

- Email password reset requests
- Activesync setup issues with mobile devices
- Mailbox archiving
- Application troubleshooting and reinstallation
- Getting started with core Microsoft applications
- Troubleshooting for applications, performance & connectivity
- Installation or reinstallation of Microsoft 365 Apps such as Outlook, Word, Excel
- SPAM and email security troubleshooting
- MS Teams connectivity or quality issues (Microsoft Calling Plans only)
- Outlook issues associated with Microsoft Office 365

ADMIN SUPPORT

- Microsoft Office 365 subscriptions / licensing management including creation of new user accounts and retiring old accounts
- Group management
- Password management
- Management of Exchange Online including shared mailboxes and mailbox permissions
- Teams external communications configuration
- SharePoint permissions and user groups
- Domain verification issues
- Active sync issues (setup and troubleshooting)
- Transport rule issues
- Exchange Control Panel issues
- DNS manager

ESCALATIONS

As a Microsoft, CSP Partner, AppDirect will manage any required escalations to Microsoft Premier Support and will ensure the problem is solved to your satisfaction.

- Provider of record to over **2 million** Microsoft users
- **14K** customers migrated to cloud productivity tools
- **96%** issues solved on first call
- **<1 min** time for us to answer

03 EXTEND YOUR TEAM WITH PROFESSIONAL SERVICES

AppDirect offers deep expertise in the management, implementation, and security of Microsoft initiatives.

MICROSOFT 365

Migration services

- Email migration: From On-premise, 3rd Party, Tenant to Tenant
- SharePoint, Onedrive migration: Enablement, deployment, configuration, migration (from Box, Dropbox, Google Drive, FileShare)

Device management

Intune Device Management: Mobile Device Management, Mobile Application Management, Windows Autopilot

Cloud and virtualization services

Windows 365 Cloud PC: Enablement, deployment, configuration

Collaboration and communication

MS Teams Collaboration and Voice: Enablement, deployment, and configuration

AI

Copilot

Security services

Defender: Enablement and configuration for Endpoint, Email, Identity, Cloud Apps

Compliance services

Compliance: Data Loss Prevention (DLP), security baselines, Purview Information Protection, tagging, lockbox

MICROSOFT AZURE

Migration services

- Assessment and Migration: Cost, security, migration assessments, migration, inventory and discovery
- SharePoint, Onedrive migration: Enablement, deployment, configuration, migration (from Box, Dropbox, Google Drive, FileShare)

Identity and access management

EntraID (Active Directory): Identity and Access Management (IAM), Role Based Access Control (RBAC), Single Sign On (SSO), Multi Factor Authentication (MFA)

Cloud and virtualization services

Virtual Desktop, Virtual Machines: Azure Virtual Desktop (AVD), deployment, scalability

Web application services

WebApps: Deployment, configuration

Networking services

Virtual Desktop, Virtual Machines: Azure Virtual Desktop (AVD), deployment, scalability

Disaster recovery and backup

Disaster Recovery (DR): DR, backups, Azure Site Recovery (ASR)

Security services

Security Configuration: Defender for cloud, compliance, governance, baseline configuration, PKI

Monitoring and troubleshooting

Monitoring and Troubleshooting (Log Analytics, Monitor, Advisor): Azure Monitor, Azure Advisor, Sentinel

AI

Copilot: Readiness, implementation, best practices