

SERVICE BRIEF

Consultancy Support.



Three tiers of expert Microsoft consultancy on tap
predictable annual fees, fast response times.

THE PROBLEM & THE APPROACH

Specialist Microsoft expertise is hard to retain in-house at SMB scale. Ad-hoc support requests turn into unpredictable cost, and critical fixes stall.

CNNECT's Support Services provide three tiers of expert consultancy Essential, Priority and Premium with monthly hour pools, fast response times, and fixed annual fees. CNNECT engineers act as escalation for your in-house IT team, with Microsoft Certified specialists on call.

Key challenges addressed

EIGHT COMMON RISKS

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|--|---|
| 01 Specialist Microsoft skills hard to retain in-house at SMB scale. | 05 Internal IT overwhelmed by escalations they cannot progress alone. |
| 02 Ad-hoc support requests becoming unbudgeted, unpredictable cost. | 06 Burst capacity needed for projects, but baseline doesn't justify a hire. |
| 03 Critical fixes stalled by SLA-less support arrangements. | 07 Compliance and audit questions need expert review on demand. |
| 04 Re-fixing the same problem because no proactive guidance is in place. | 08 Strategic decisions lacking a senior Microsoft advisor on call. |

SERVICE OVERVIEW

Expertise on tap, on call.

CNNECT Support Services act as an escalation point for [Client Name]'s in-house IT team. When triage stalls or specialist Microsoft input is needed, your team raises a ticket and engages CNNECT engineers within the agreed SLA. Hours log against the monthly pool.

Three tiers are available Essential, Priority and Premium. The two prominent tiers below are the most common selections; Essential is available for lighter advisory needs.

■ TIER 01 · PRIORITY

Priority.

Up to 24 consulting hours per month, 1 business day response, email/phone/Teams. Intermediate problem-solving, project support and planning across Azure, M365 and the wider Microsoft stack.

- 24 hours per month
- 1 business day response
- Quarterly review meeting
- Roll-over up to 3 months

■ TIER 02 · PREMIUM

Premium.

Up to 40 consulting hours per month, 4 business hour response, full proactive consulting. Complex challenges, strategic initiatives, emergency guidance and an annual strategic review.

- 40 hours per month
- 4 business hour response
- Proactive consulting
- Annual strategic review

TYPICAL TIMELINE

12-month term

Annual minimum term, rolling thereafter.

INVESTMENT

From £15,000

Final price agreed after scoping.

WHAT'S INCLUDED

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| 01 Welcome onboarding | 02 Service runbook | 03 Monthly hour pool | 04 Quarterly reviews | 05 Proactive consulting |
|-----------------------|--------------------|----------------------|----------------------|-------------------------|

FIVE DELIVERABLES

NEXT STEPS

Discuss your support needs or request a tier comparison.

hello@cnnect.com

+44 20 7173 5320

[CNNECT.COM](https://cnnect.com)