



Strategic Break/Fix Microsoft and Infrastructure Services for the Midmarket

support365 from **Softwerx** is a flexible, retainer-based break/fix service solution that gives Midmarket organisations direct access to highly experienced Microsoft support specialists and infrastructure engineers – giving you the peace of mind that comes from knowing that your IT infrastructure – both standard and tailored projects – is being professionally supported, keeping your business running optimally.

Built primarily for organisations that rely on Microsoft technologies, **support365** ensures you can reduce risk, and keep your technology investments up and running, without necessarily having to do it all yourself.

Why support365?

Midmarket organisations are under increasing pressure to modernise - adopting Microsoft cloud, AI, and security solutions and being able to effectively support them while maintaining operational resilience and regulatory compliance.

However, many face common challenges:

- ▶ Limited in-house expertise and constrained IT, leading to problems supporting tailored business systems as well as the infrastructure they run on
- ▶ Underuse of tools bundled in Microsoft licences

support365 is designed to bridge this gap - providing the expertise, structure, and delivery capability that can remove some of the day-to-day burden of infrastructure support from overstretched IT teams.

A smarter way to support infrastructure

With **support365**, Softwerx acts as an extension of your IT team, by providing foundational break/fix support services for your Microsoft environment and underlying infrastructure, as well as for tailored systems resulting from a Softwerx **consult365** project:

- ▶ By removing the need for your IT teams to support your basic IT infrastructure directly, they can be freed up for higher added value work elsewhere in the business

If you are planning a major transformation initiative, **support365** is a flexible and easy way to support your project on an ongoing basis – we adapt to your priorities.

Predictable, and aligned to your needs

support365 is delivered through a simple **retainer-based model**, giving you:

- ▶ Access to expert resources only when needed
- ▶ Flexibility and scalable support in line with demand

support365 was designed, amongst other things, to complement the project work in a **consult365** engagement. Once the project is deployed, **support365** steps in and takes it from there

Matt Smith
CTO, Softwerx

Built for the Microsoft-powered organisation

Modern IT environments are complex - spanning cloud, digital workplace, security tooling, and AI.

support365 helps you take control by:

- ▶ Supporting solutions across Azure®, Microsoft 365®, and Microsoft Security® and emerging technologies such as Copilot, as well as others
- ▶ Covering secure, compliant and well-governed, tailored migrations, modernisation, and optimisation programmes

The best, most capable Microsoft infrastructure services, at a price you can afford.

Expertise you can rely on

Softwerx brings deep, specialist support expertise across the Microsoft ecosystem, making enterprise-grade capabilities accessible to the Midmarket.

- ▶ UK-based, Microsoft-accredited engineers, highly experienced in complex infrastructure support
- ▶ Proven track record in supporting security, cloud, and digital workplace transformations

We can provide world-class break/fix support for your Microsoft business infrastructure, **so you don't have to.**

Softwerx **support365** is a 'Break/Fix' service designed to work reactively to keep businesses and users up and working. Delivered by an experienced team of UK - based Softwerx engineers, **support365** concentrates primarily on Microsoft environments, infrastructure and the ongoing support of tailored solutions coming from Softwerx **consult365** engagements.



Simple, transparent retainer model:

Paying for peace of mind with a **support365** contract couldn't be simpler: pay an upfront retainer fee for service access and a guaranteed SLA, add it to your estimated number of service hours for the year, then divide by twelve to determine your monthly fee. If you consume more hours than expected, then simply top up your banked hours to compensate – simple!

support365: Key Areas of Expertise

Including support of:

- ▶ **Azure IaaS:** virtual machines, storage, networking.
- ▶ **Azure PaaS:** automation, identity (Entra), SQL, virtual desktops.
- ▶ **Azure SaaS:** Advisor, Backup/Site Recovery, Sentinel, Update Manager.
- ▶ **Microsoft 365:** Copilot, Exchange, SharePoint, OneDrive, Teams, etc.
- ▶ **Intune:** MDM, MAM, Windows 365.
- ▶ **Endpoints:** eg. Microsoft Windows (client/server), MacOS, mobile devices, etc.
- ▶ **Backup failures.**
- ▶ **Corporate Network Infrastructure:** eg. firewalls, switches, network access points, etc.
- ▶ **Ancillary services:** CloudAlly, Fortinet Fortigate, Keeper, Meraki, Mimecast, Veeam, Zscaler, and others.

For more information, and to discuss your specific requirements, please contact us at: info@softwerx.com

support365: Solution Scope

Including:

- ▶ Team of expert UK-based Microsoft and infrastructure engineers.
- ▶ Service hours Monday – Friday (UK business hours). Optional out of hours support.
- ▶ Simple to use: phone/Email/chat/ticketing portal to raise an issue or request a minor change
- ▶ Issues are triaged and ranked based on business impact (Priority 1-4, 1 being critical), with response backed by a guaranteed financial SLA
- ▶ Usage reporting to track service hours used and the individual requests/issues being raised.
- ▶ Regular reviews, including recommended improvements to reduce ticket count/issues
- ▶ Devices managed by Enterprise-grade Remote Monitoring and Management solution, utilised by both Softwerx engineers and the customer's internal IT team for full collaborative transparency
- ▶ Full system lifecycle management

Softwerx: a Cambridge phenomenon

At Softwerx, we empower Midmarket-scale organisations to unlock the full potential of Microsoft environments through expert consultancy, strategic guidance, and hands-on support.

We make enterprise-grade functionality accessible and affordable – tailored specifically for the needs of security-conscious Midmarket organisations



UK-based



Microsoft accredited



Highly qualified



Highly experienced

Part of the Softwerx '365' portfolio:

secure365 – 24x7x365 MXDR; **remediate365** – Cyber Essentials-compliant vulnerability management and patching ; **consult365** – bespoke project-based Microsoft professional services; **support365** – tailored, multi-tiered 'break/fix' services