

# Ultima's CSP Workspace Packages



Ongoing digital transformation means that no customer is too large to maximise the benefits of CSP and as one of Microsoft's fastest growing programmes, it is ideal for businesses looking to accelerate their journey to the cloud. At Ultima, we have adopted the CSP programme as it allows us to provide your business with value added services and support when it comes to advising, purchasing and supporting your environments.

With an in-house technical team who hold **Microsoft Gold Status in all M365 related competencies** and as a **13x Microsoft Gold Partner**, Ultima are the ideal partner to support your workspace environment. As an Ultima CSP customer, you'll receive access to management portals for billing, reporting and self-serve, alongside licensing expertise to optimise your environments and **increase user productivity by up to 200%**.



250,000+ hours of workspace implementation over the past 2 years



8000+ days of consultancy delivered per year by our Modern Workspace consultants

## CSP Essentials



As part of your CSP licensing you'll gain access to Ultima's support offering designed for customers with extensive technical skills that only require licences and limited support. You will have access to Ultima's licensing team for all product queries and programme restrictions, as well as our 24x7 CSP support team. Benefit from Ultima's monthly Microsoft Newsletter to keep up to date with the latest licensing changes and hardware updates.

Take full advantage of our FastTrack Team who will provide remote advice and support to help you deploy and adopt Microsoft 365, promote effective teamwork and keep your devices and apps up to date.

## CSP Essentials Plus



In addition to your CSP essentials support, you gain access to our Licensing Optimisation Service, which reduces your subscription spending and overhead. You'll gain access to our Online Learning Portal, which delivers hundreds of MVP certified training modules to upskill your employees and you'll be assigned a dedicated Licensing Specialist to help you with your transition and onboarding.

To complement your transition to the cloud, we'll also assign you a dedicated FastTrack Programme Manager to help you move to the cloud with confidence. Finally, benefit from our T-12 programme as we provide you with a 12 month plan to help you maximise the value of your Enterprise Agreements.

Ultima's CSP Support and Value Added Services	Essentials	Essentials Plus
Onboarding into CSP Programme	✓	✓
Billing and Subscription Support	✓	✓
Access to Ultima's exclusive Webinars, Events and References	✓	✓
Unlimited Licensing Support via a dedicated Licensing Team	✓	✓
2 Hour SLA on Provisioning Licences via Inbox	✓	✓
Customer Usage queries	✓	✓
Monthly Billing Report (All)	✓	✓
24 x 7 x 365 Break Fix Phone/ Email support for Microsoft 365 - Essential	✓	✓
Access to self-serve portal to adjust Microsoft 365 licences	✓	✓
Quarterly Report and Analysis of Support Tickets	✓	✓
Monthly Microsoft Newsletter	✓	✓
Access to Ultima's Extensive Service Catalogue	✓	✓
Referral into Ultima's FastTrack Team*	✓	✓
Dedicated Licensing Consultant for Roadmap, Cloud Planning and Reviews (100 users and above)*		✓
Onboarding into Ultima's T+12 Lite Model for Microsoft 365		✓
Microsoft 365 Licence Usage and Optimisation Reports and Best Practices		✓
Dedicated FastTrack Programme Manager		✓
Ultima's Licensing Optimisation Service		✓
Microsoft Certified MVP User Training Portal		✓

\*For Essentials Customers Only Spending More Than £5,000 per monthly billing schedule

To learn more about our **CSP Azure Offerings** and **Autonomous Workspace**, click on the buttons

Discover Autonomous Cloud for CSP

Learn more about Autonomous Workspace

# Why Choose CSP Workspace with Ultima?

## Manage your Licence Subscription

Broken into two platforms, our Azure management portal gives you the reporting and **cost management** for your Azure consumption through visual dashboards and exportable files. Our Microsoft 365 Management portal allows users to **adjust the licences** that they have under CSP with Ultima to see an overview of license quantities.



### Self Service

Take control of your licensing subscriptions with our Microsoft 365 portal. Scale as needed.



### Self Managed

Completely customise your reporting dashboard to showcase the data you need.



### Real Time Data

Get a **real time view** of your licensing consumption to make actionable insights.

## Optimise your Licence Consumption

Ultima has the required tools to monitor and measure your licensing consumption. This results in **better subscription management** and **cost reductions** due to software over-provisioning, incorrect licensing being allocated and lack of usage.



### Dedicated Tool for M365

Get a single, detailed view of all subscriptions and usage with detailed reports that offer actionable insights.



### Make the right decisions

Get transparency in the apps and services people actually use, then get recommendations for **lowering your licensing plans** accordingly.



### Microsoft FastTrack

Access to our Microsoft FastTrack team to advise and help to deploy the workloads you're eligible for under your licensing bundles.

## Upskill your Employees

Our Online Learning Portal delivers hundreds of short training modules which have been certified by the Microsoft Valued Professional (MVP) Community. Our learning portal can extend the reach of the training beyond the classroom whilst providing a **very cost-effective ongoing service** to customers to cater to the needs of new joiners or employees that change roles, ensuring training is not just a point in time solution.



### Self Learning Portal

Get access to our always on portal to help skill up on the latest Microsoft applications, anywhere, anytime.



### The Latest Resources

Keep up to date with the **latest Microsoft releases** and resources with our always on learning platform.



### Automate The Tedious

We have the professional services and automation platforms to help you automate those tedious tasks.

### Head Office

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