

# Who's Your Best Partner for Microsoft 365?

## 8 Questions to Get the Answer

POINT ALLIANCE



How do you know if you're maximizing your investment in Microsoft 365? It can be difficult to tell if you're navigating the solution on your own. Or perhaps you're working with a technology partner like a managed services provider (MSP) who is a great resource for your network technology but isn't necessarily super skilled in Microsoft Cloud solutions. Either way, you can use an expert cloud solutions provider (CSP) like Point Alliance to help you get the most out of your Microsoft 365 solution.

Ask yourself the following questions to determine if you could use some help maximizing your software investment.

### Know the Difference Between MSPs and CSPs

An MSP is an infrastructure partner who manages your networks, hardware, firewalls, and more.

A CSP is a partner who specializes in cloud technologies. For example, Point Alliance is a Microsoft Cloud Solutions Provider specializing in Microsoft Cloud Solutions.



#### 1 Do You Know What You're Entitled to Through Your Microsoft 365 License?

The licensing aspect of Microsoft 365 is not straightforward, most of the time. If you have never been walked through exactly what license you own, what it offers you, and how you can best leverage it, you're not as productive and efficient as you can be. The right consultant can help you understand what your license offers and how to best use the tools that come with it.

#### 2 What Sort of Document Governance Do You Have in Place?

If the partner you used to migrate your files to Microsoft 365 simply put them into a single SharePoint site in the same folder structure that you had previously, you could be missing out on the best use of your tools. Your files might be more appropriate for Teams or OneDrive, or they might even need to be restructured. Your permissions might also need a review.



#### 3 Do You Have the Right Security Protocols?

We've seen many businesses assume that when they enter the Microsoft cloud, they're automatically secure. If you don't turn on the right features and options, that is not the case. An expert like Point Alliance can perform a tenant assessment to help you find the security holes in your business—and fill them.

#### 4 Are You Using Teams Correctly?

Understanding Teams can be tricky—especially when it's not clear if SharePoint would be a better collaboration option. A certified Microsoft expert can help you know when is best to use Teams, where you should allow your staff to share content externally, and how to set up intranet and extranet.

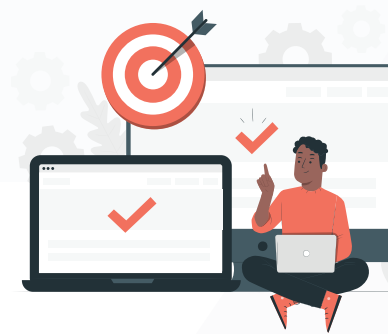


#### 5 Are You Getting Enough Value out of Your Annual Support Costs?

Many businesses make the mistake of paying their technology partners the same monthly fees without discussing the new support services that are required in the cloud. Traditional support for solutions like Microsoft 365 is no longer sufficient because of how fast the technology evolves and the level of certifications needed to adequately support it.

#### 6 Have You Been Getting the Help You Need?

The type of support you receive for those costs is also important. If your technology partner doesn't offer post-implementation support, then you're left a bit hung out to dry as far as figuring out the solution. Cloud Solution Providers like Point Alliance offer user training to ensure your user adoption of Microsoft 365 is high and effective.



#### 7 Are You Using Business Process Automation and Workflows Correctly?

If you've ever run into a roadblock in Microsoft 365 where you wished a tool performed differently or you lamented a lack of functionality, it's possible you weren't leveraging the right tool to begin with. To get the highest level of productivity from Microsoft 365, you need a guide to show you what business processes are best automated in the solution—and which tools are the right ones to do it.

#### 8 Is Your Technology Partner Continuously Certified in Microsoft?

Microsoft certifications require annual re-education. If you're working with an infrastructure provider or someone like a managed services provider (MSP), it's unlikely they've kept up on this expertise because they work with multiple technologies. At Point Alliance, we are 100% Microsoft-certified as a team. Our job is to keep up with complicated environments in the cloud and how businesses like yours can best leverage Microsoft solutions to simplify them.



If you suspect you could be getting more for your money out of your Microsoft 365 investment, get in touch with Point Alliance at [www.pointalliance.com](http://www.pointalliance.com).