

CPIo Managed Services and Microsoft 365 Frequently Asked Questions



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CPiO Managed Services FAQs

1. Is there a particular type of business suited to an IT Managed Service?

The IT Managed Service is really designed for the SME. Larger organisations typically have larger teams that can take the weight of *Business As Usual* IT management alongside project activity. Our experience of working with SME's across the UK is that they struggle to keep skills up to date and need their best technical people working on strategic projects. The CPiO IT Managed Service provides proactive support to companies looking to flat line spend on day to day technical support with improved user experience.

For any organisation working to particular compliance or quality assurance frameworks, the CPiO IT Managed Service is ideal as it will help you to stay on top of latest software updates and provide optimum protection against malicious threat.

2. How do you charge for CPiO IT Managed Service?

The CPiO IT Managed Service is based on a fixed monthly charge with a small onboarding fee for set up. The monthly charge is based on the level of service you have opted for and is calculated on a per device per month basis. You will be billed monthly in arrears on 14 day credit terms.

3. How does a user access the service?

All devices covered under the policy will have a service icon on their desktop that opens up the service portal and allows you to log a new ticket or communicate with the team. Alternatively, you can contact the CPiO hotline on **0344 880 6155** or by emailing hotline@cpio.co.uk

4. Can remote users access the service?

Yes. The policy covers the device and not the person. The CPiO IT Managed Service is ideal for those organisations that have remote workers who may normally struggle to get a head-office based technical resource to help them.

5. I am a CPiO Cloud Customer. Can I take advantage of the Managed Service Model?

Absolutely. We can roll your service contract into one solution and one monthly invoice. And even if your systems are hosted elsewhere, you can trust CPiO to help manage your remaining on premise technology.

6. I only want to pay when I need you. Why do I have to pay a monthly fee?

Our monthly fee covers a constant level of care and support with monitoring of your devices to help prevent issues. By flat lining your budget you can even out the costly bumps associated with reactive support giving you the reassurance that help is always at hand when you need it.

7. What if I want to include or exclude a user?

You are billed monthly in arrears for your usage. After we have set the benchmark service usage, you are free to flex both up and down up to that benchmark and only be billed for the devices covered that month.

8. Do you visit my office if I have a problem?

In 99.9% of the cases we see there is no requirement to visit you on site. All remedial and proactive maintenance can be done remotely. Normal service charges apply for on-site consultation.

9. What is included in the on-boarding fee?

Welcoming you to the service is fast and efficient. On-boarding begins with a full site audit to ensure that we understand your IT environment. The team then sets about planning the roll out before visiting you on site to update all of the devices included in your contract with our monitoring technology. After a short test period we launch and you can start to enjoy all of the benefits of CPiO Managed Services.

10. Is it easy to switch from my existing Managed Service provider to CPiO?

Yes. We would approach our on-boarding in exactly the same manner, working with both you and your incumbent supplier to ensure a smooth transition.

11. Do I have to sign a contract?

Whilst we are all about keeping it simple, we do need to ensure that there is a service contract in place. We want you to feel confident in the provision of our service and laying out what you can expect from CPiO and our commercial terms makes it easy for everyone to understand.

12. How do I cancel my contract?

We need 30 days' notice of your intention to cancel. You will be billed for the final month in advance of the service provision.

13. Is there a minimum term for a contract?

There is no minimum term for your contract. But a contract, once cancelled, will incur another on-boarding charge should you wish to re instate the contract more than 30 days after its cancellation.

14. What happens if my PC breaks?

If you experience an issue with your device we will investigate. Should it be diagnosed as a hardware issue then you are free to either arrange for it to be fixed or to purchase new hardware. The CPiO IT Managed Service does not provide hardware cover. However, we can always help you to source new kit, should you need more help.

15. Is there an SLA?

We want to keep our service provision as simple as possible. We don't have lengthy SLA's - we simply promise to respond to your enquiry within 3 hours of the issue being logged in contracted hours. Likelihood is that we have already spotted it before it has caused you such an issue.

Contract service hours are fixed as 08.00 to 18.00 Monday to Friday.

If you need out of hours support this can be organised too and will be subject to additional charges.

16. Can we trial your service before we buy?

We are confident that you'll get what you need from our Managed Service. But if you want to roll out a trial to check it covers what you need then this can be arranged subject to on-boarding and per device per month costs.

17. What if I already run Microsoft 365?

That's no problem. As part of our service we can take over the running and monitoring of your Microsoft 365.

Microsoft 365 FAQs

18. What is Microsoft 365 and how will I benefit from it?

Microsoft 365 is a productivity suite in the Microsoft Azure cloud. More than just the apps you know and love such as Word, Excel and PowerPoint, you'll also benefit from powerful cloud services, advanced security, online storage and collaboration tools like Teams and SharePoint.

19. What is the difference between Microsoft 365 and Office 365?

None. It's a recent name change from Microsoft but still includes all of the great collaboration and productivity tools as before.

20. How do I access Microsoft 365?

Sign up for Microsoft 365 with CPiO or migrate to CPiO for additional support and advice. CPiO will setup the Microsoft 365 tenant and then synchronise this to your Active Directory Domain, giving you the same single sign on facility to Microsoft 365 as that used locally.

As a Microsoft Gold Partner, CPiO is very experienced in all Microsoft technologies. As part of the onboarding process we will also set up the Microsoft 365 policies around application control, auditing and data loss protection, in line with your requirements and optionally enable Multi Factor Authentication via a mobile app, where appropriate.

21. How do you charge for Microsoft 365?

Microsoft 365 is a publically priced solution available from Microsoft. For a fixed monthly price, per user, you can access all of the great technologies included in Microsoft 365.

As a Microsoft Gold Partner, experienced in the set up and support of a range of Microsoft technologies, including Microsoft 365, we understand the complexities of set up and migration into the Microsoft Cloud. We have developed an onboarding programme to help our customers with the set-up of the solution. For a one off, upfront cost CPiO experts will get you up and running on Microsoft 365.

22. Is user training included with the Microsoft 365 migration?

You'll have access to a Microsoft online training course, designed to get your users up to speed on all of the functions within Microsoft 365. CPiO will also provide you with a training guide so that you can deploy Microsoft Teams to local PCs and a guide to help you to deploy the Microsoft client to your PCs.

In addition to the great online training website which is free to all users, CPiO can provide specific training services via a Support Plus package. Talk to us if you are interested in building a bespoke training package for your employees.

23. I am a CPiO Cloud customer. Does my Microsoft 365 migration differ at all?

CPiO Cloud customers will be migrated to Office 365 E3, an enterprise solution providing even greater benefits. However, the migration process is the same for CPiO Cloud and on-premise customers. In addition, CPiO Cloud customers will see the deployment of their Office client for 365 to the Remote Desktop Servers and benefit from the setup of an Office 365 data backup.

24. What specification of PC do I need to run Microsoft 365?

Please review the minimum specification of Microsoft 365 here <https://www.microsoft.com/en-gb/microsoft-365/microsoft-365-and-office-resources?ms.officeurl=systemrequirements&rtc=1>

Any PC upgrades and/or repairs or mobile device management required to run Microsoft 365 fall outside of the standard Microsoft 365 migration. But if you require more support from CPiO and would like us to help you with the management of your devices why not talk to us about our Technical Managed Service? ([See Managed Services FAQs](#))

25. Do you setup Microsoft 365 applications and services?

We will migrate existing user mailboxes to Microsoft 365 and provide access to the suite of solutions. However, the setup of non-core applications or services of Microsoft 365 including the deployment of SharePoint and OneDrive, creation and deployment of *custom* SharePoint implementations and/or the setup of *custom* Microsoft 365 features or add-ons would incur an additional charge. Integration with third party applications such as Sage is not included as standard but we can discuss your needs.
