

# WHY INTERLINK IS THE BEST MANAGED SERVICES PARTNER



When choosing between Managed Service providers, there are a lot of factors to consider when deciding on the best partner for your organization.

## INTERLINK'S SERVICE DESK WILL BE YOUR PRIMARY O365 SUPPORT TEAM WITH ACCESS TO ESCALATE DIRECTLY TO MICROSOFT TIER 3:

- ✓ U.S. Based — English is our primary language
- ✓ We know your account and keep detailed notes on your environment
- ✓ We work the way you need us to 24x7x365
- ✓ Our experts manage everything from Office 365, Disaster Recovery, Azure Backup, Help Desk, to Managed Security, and more

## AN ELITE MICROSOFT PARTNERSHIP

- ✓ We offer a Microsoft Premier Support Agreement, the highest level that Microsoft offers. Issues can be escalated directly to Microsoft Tier 3 support which brings the fastest resolution times
- ✓ Interlink is a 100% Microsoft-based Solution Provider, one of the top 30 nationally managed Microsoft partners with 8 gold competencies
- ✓ We have 4 Microsoft Cloud Licensing Experts on staff to help you navigate the complexity of licensing. Our relationship with Microsoft allows for direct purchasing, which helps reduce your overall spend

## OUR APPROACH IS PROACTIVE AND UTILIZES ROOT-CAUSE ANALYSIS

- ✓ We know how to look at the source of an issue. We provide support and fix the fundamental problems your organization faces – not just the day-to-day hinderances
- ✓ Interlink offers automatic patching and software updates to help ensure your network is protect and defended from malware, spyware, and viruses
- ✓ Interlink provides a dedicated account manager, and we allow you to save valuable time by escalating significant tickets directly to our expert project team

## TRUSTED PARTNER TO BRING THE MOST ROI FOR YOUR ENVIRONMENT

- ✓ Interlink takes care of what your business needs in a timely and reliable way, so you don't have to worry or deplete resources
- ✓ Increase business productivity in a secure environment and ensure peace of mind with a predictable monthly spend

## "ESCALATE TO THE ENGINEER"

- ✓ The same people that know your environment and performed much of your POCs, assessments and migrations can be engaged for further diagnosis

Microsoft  
Partner



Gold Cloud Productivity  
Gold Cloud Platform  
Gold Enterprise Mobility Management  
Gold Datacenter  
Gold Collaboration and Content  
Gold Messaging  
Gold Communications  
Gold Windows and Devices

## CONTACT US TODAY

to determine if our managed services are right for you



Microsoft Adoption and Change Management Specialization

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