



LIVETEAM ARE EXPERTS IN ADMIN, END USER SUPPORT, TRAINING AND USER ADOPTION FOR YOUR TECHNOLOGY SOLUTIONS.

LiveTeam is a modern approach to the issues many businesses face post IT-project deployment where there can be a shortfall in expert skills or resourcing.

With the experience to augment these knowledge gaps, and the strategic advice to keep your platform evolving, LiveTeam will help safeguard your investment for the long-term.

In addition, you can tailor your LiveTeam based on the type of support you need and we will assign you a Customer Success Manager at no additional cost.

LiveTeam is designed to significantly increase in value at each level.

ROLE	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
EXPERT ADMIN Designed to act as specialist support for your internal resource(s), your LiveTeam Admin assists with issues resolution, break fixes and troubleshooting.	• Based on 3 incidents per month	• Based on 10 incidents per month	• Based on 25 incidents per month	• Negotiable
END USER SUPPORT All the questions your users need answered on the spot are handled in a responsive, professional manner.	• Based on 30 chats per month	• Based on 100 chats per month	• Based on 250 chats per month	• Negotiable
TRAINING A LiveTeam Trainer ensures your team will continue to develop their Microsoft skills through quarterly training modules, covering the topics that are important to your business.	• 1 session (1 module)	• Up to 4 sessions (1 module)	• Up to 10 sessions (3 modules)	• Negotiable
YOUR LIVETEAM UA Guru performs quarterly qualitative and quantitative assessments of your platform to maximise adoption and utilisation.	• 1 Review Quarterly			

ABOUT RHIPE SOLUTIONS

rhipe Solutions is a multi-award winning cloud company and a business unit of rhipe (ASX: RHP).

We specialise in the delivery of modern business solutions built on Microsoft technologies, such as Office 365, SharePoint and Azure for businesses around the globe.

As a cloud first company we combine our SharePoint and Office 365 expertise with unparalleled industry knowledge and project acumen. This ensures your solution is well-adopted and delivers tangible business outcomes.

See how we can help your company to simplify business processes, improve collaboration and drive user adoption

WHAT MAKES US DIFFERENT

At rhipe Solutions we understand and recognise the problems facing modern IT departments.

The success of our projects is based on four fundamental principles that we seek to adhere to with every project and every client:

- Focus on individuals and interactions over process and tools
- Deliver working solutions over excessive documentation
- Prioritise customer collaboration over customer management
- Be flexible and agile, responsive and adaptable to change

rhipe Solutions' approach has been developed to accommodate the specific needs of each individual project. It ensures that the core focus areas are given the appropriate attention, while utilising the techniques and tools available for the task.

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