



# Unified Support

## About ECNO

The Education Collaborative Network of Ontario (ECNO) is proud and fortunate to play an important role in the education system by providing information technology leadership for Ontario's K-12 educators to empower student success while enabling school Board efficiencies and savings.

As we embrace more change in how we teach, learn, and communicate, there will be critical need for innovative IT leadership that empowers student success while ensuring privacy and safety.

ECNO has a variety of products and services to help Ontario school Boards meet these needs.



Technology Leadership for Ontario's School Boards



[www.ecno.org](http://www.ecno.org)  
office@ecno.org | (519) 568-7899

**ECNO is a virtual organization.**



## Summary of Service

ECNO is pleased to offer its **ECNO Unified Support Service** to school Boards as a program that allows for affordable access to Microsoft Unified Support Services. Unified Support is Microsoft's most modern and innovative form of IT support and enablement. Unified provides access to the right resources to quickly accelerate your time to value and achieve your business goals.

With comprehensive reactive and proactive support across all Microsoft technologies, Unified helps customers reduce costs, optimize solutions, and move forward confidently.

### These resources are:

- Strategy aligned
- Effectively priced
- Proportional and relevant to your current situation/needs

## Overview

The **ECNO Unified Support Service** is an end-to-end support platform that helps member Boards maximize the value of their on-premises and cloud-based software investments managed by a Customer Success Account Manager (CSAM).

The result is reduced risk, improved system reliability, and more productive people. Unified Support makes long-term support experiences available to almost any organization, regardless of size or location. The 3 Core Pillars of Unified Support are to protect your organization, accelerate your outcomes, and enable you to do more.

### Strategic Alignment

- End-to-end strategy aligned Account Team to deliver support/enablement.
- In-depth technical guidance and increased access to Support experts through Account Team.

### Cost

- Flexible and effectively priced based on your Microsoft Spend (Azure, User, and On-Prem).
- Ability to fund additional services with a flexible credit.
- Relevancy to situation.
- Outcome-driven solutions through strategic partnership across entire Account Team.

## Benefits

- **Increase productivity** – Streamline operations and help IT become a strategic asset.
- **Reduce business costs and risks** – Proactively identify operational risks to minimize costly disruptions.
- **Optimize your IT environment** – Access in-depth expertise and enhance your in-house IT skill.
- **ECNO Unified Support Service** does not replace existing support contracts that the largest school Boards have with Microsoft, but rather provides access to Microsoft Unified Support to medium and smaller school Boards.

## Access to

- **Proactive Services & Enhanced Solutions** – Relationship-driven, expert-led solution-specific or custom engagements to onboard and optimize across your IT environment.
- **24/7 Technical Support & Escalation Management**
  - Severity 1 (15-min goal for Azure).
  - 1-hr for all other products.
  - An Incident Manager to help manage the support issue.
- **On-demand Education** – Leverage thousands of on-demand and live services across your organization to help build new skills and test ideas to ensure every project starts right.
- **IT Health Assessments** – Complete in-depth assessments using advanced tools to understand your current and desired future state and address potential issues.
- **Advisory Support Calls** – Resolve short-term and unplanned IT issues and expert guidance in a timely manner.

## 3 Core Pillars of Unified Support

Protect your organization	Accelerate your outcomes	Enable you to do more
---------------------------	--------------------------	-----------------------

