

ENGAGEPRO: SHAREPOINT ASSISTANCE & SUPPORT



Managing a SharePoint system requires a broad range of skills to get the most of its extensive features and functionalities. Our Dedicated SharePoint Helpdesk provides direct access to these skills to **advise, help and support** you in enhancing and managing your system.

Access Key Skills

Employing a complete SharePoint Team or contracting on-site skills can be expensive. So we invented engagePro, a Dedicated SharePoint Assistance and Support Helpdesk.

Not only do we provide support when something goes wrong but we also offer assistance; perhaps you are planning a new portal or creating a new workflow. This way, you can enhance your own team with access to a variety of skills including Microsoft Accredited SharePoint Solution Architects, Designers and Developers.

On Demand SharePoint Assistance

An engagePro plan consists of a number of hours, typically in blocks of 25, 35 or 45. Draw down on time as required whether its 10, 20 or 30 minutes. For every query we will advise you on how long the task will take.

Before embarking on your engagePro plan, we will send one of our SharePoint consultants to your site to discuss your system and understand your specific requirements. Recommendations can also be made on how your SharePoint system could be improved.

"It was getting expensive hiring consultants to site to solve SharePoint issues. With engagePro we have these issues sorted in minutes, as and when required. We can now get on with our work, while massively saving on costs."

An engagePro plan also includes:

Health Checks. We will remotely connect periodically to check your system event logs and advise on any areas of concern.

engagePro Portal. This is your own secure area for reviewing all assigned tasks and to keep a full history of work completed and time spent on your system.

Benefits

We see the many benefits of engagePro, but here are just some of them:

- Save money on external contractors
- Save time searching for answers, contact us direct
- Design your own engagePro plan
- Access a wide range of SharePoint skills
- Microsoft Accredited SharePoint Consultants
- Dedicated SharePoint Help Desk

To Contact Us

To discuss your requirements, please contact us:

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About ISC Software Solutions Ltd

ISC was one of the earliest adopters of Microsoft SharePoint in the industry. Our first SharePoint project was conducted in 2003 as part of a Microsoft BETA program, since then we have assisted hundreds of organisations to deploy, develop and support their solutions.

In recognition of our expertise, the company has recently qualified as Gold for Portals and Collaboration for SharePoint 2010 within the new Microsoft Partner Network program which replaces "Microsoft Gold Certified Partner".