

**CLIMB**  
**PARTNER**  
**SUMMIT 2024**

**Climb Global Services**  
**What we can do for YOU!**



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# CLIMB

## GLOBAL SERVICES

Migrate | Modernize | Manage



## Professional Services



### Solutions Team

- Accredited Architects & Engineers
- Technical Scoping
- Solutions Delivery
- Monitoring Services
- Technical Knowledge



### Pre-Technical Sales

- Specific Vendor Demonstrations
- Proof of Value



### Technical Consultancy

- Business Modelling
- Technical Roadmaps
- Solution Shaping

## Customer Support



### Technical Support Team

- 1st & 2nd Line Technical Support
- 24/7 Support Enabled
- Customer Portal
- Accredited & Qualified Technicians
- ITIL

## Services – Vendors



# Climb Global Services – Professional Services

## More margin, minimal effort



### Do you want to achieve more margin with little effort?

We not only increase your likelihood of selling a license, we also add opportunity to earn more GP from each license sale.

### Technical Pre-Sales Demonstration

Technical pre-sales demonstrations increase opportunity conversion for both license sales and professional services sales:

- Tailored to the client delivered by an accredited engineer.
- Online interactive booking system [CGS Interactive Calendar](#).
- Opens up cross sell and upsell opportunities – including professional services.
- Can lead to scoping and increased GP for everyone.

### Client Onboarding

Every quote, we add an extra line for Client Onboarding:

- Client gets 4 hour of our Bronze support (Mon to Fri, 9 to 5).
- Client is onboarded into the CGS Support Portal and shown around.
- Client spends an hour with our Technical Business Consultant who will talk through implementation best practices with the view of selling professional services or upselling more licenses.

### What do you need to do?

Very little, just do the following and leave the rest to us:

- Invite the client to have a technical demonstration – book it whilst on the call.
- Explain the benefits of having the onboarding and to keep it on the order.
- When we upsell, we will send you the quote, add your margin and send to your client.
- Sit back and watch the extra GP flow.

### What's in it for your customers?



Fast track to success



Maintain BAU – Climb takes the pain away



Faster and certified Delivery of the solution








Certified UK Based support



Simple and pain free engagement

# Professional Services

				
<ul style="list-style-type: none"> <li>• Planning</li> <li>• Installation</li> <li>• Configuration</li> <li>• Best practice workshops</li> <li>• Health checks</li> <li>• UK support</li> </ul>	<ul style="list-style-type: none"> <li>• Planning</li> <li>• Migrations</li> <li>• Support</li> </ul>	<ul style="list-style-type: none"> <li>• Planning</li> <li>• Installation</li> <li>• Configuration</li> <li>• Best practice workshops</li> <li>• Health checks</li> <li>• UK support</li> <li>• Monitoring services</li> <li>• Architectural design services</li> </ul>	<ul style="list-style-type: none"> <li>• Planning</li> <li>• Installation</li> <li>• Configuration</li> <li>• Best practice workshops</li> <li>• Health checks</li> <li>• UK support</li> </ul>	<ul style="list-style-type: none"> <li>• Planning</li> <li>• Installation</li> <li>• Configuration</li> <li>• Migrations</li> <li>• Best practice workshops</li> <li>• Health checks</li> <li>• UK support</li> </ul>

### **Azure Health Check**

- Scans the client's environment against Microsoft best practice.
- Outputs recommended actions in a report to the client.
- Climb Global Services can perform remedial actions.

### **Azure Monitoring Service**

- Fully scoped program of work tailored to the client's needs.
- Implementation of projects including full migrations.
- Full handover with documentation.

### **Azure Design Service**

- Engage with client to establish requirements.
- Outputs fully defined architectural design.
- Climb Global Services can implement the resultant design.
- Business and Enterprise levels.

### **DevOps**

- TFS to DevOps migration.
- Azure DevOps tenant migrations.
- Consultancy around best practice, reducing dev cycles including optimising monolithic apps to microservice apps.
- Full handover with documentation.

### **Azure Projects**

- Fully scoped program of work tailored to the client's needs.
- Implementation of projects including full migrations.
- Full handover with documentation.

### **Date Warehousing & IoT**

- Data warehousing for PowerBI, AI & ML.
- Azure Synapse pipelines to Data lakes using parquet file storage: ETL – bronze, silver, gold.
- IOT: real time data, sensors, telemetry information, edge compute.

### **M365 Art of the Possible**

- Interactive 1 day workshop with a demo and discussion including:
  - Collaborative Working
  - Compliance
  - Security
- Fully costed roadmap with phased projects costs and recommendations.

### **M365 Projects**

- Fully scoped program of work tailored to the client's needs.
- Implementation of projects including full migrations.
- Full handover documentation and knowledge share session.

[climbglobalservices.com/m365](https://climbglobalservices.com/m365)

**Email Migration to M365 from**

- Third-party provider (IMAP & POP)
- Google Mail (Gmail)
- On-Premise Exchange Server (2007+)

**Microsoft Tenant Migration from**

- Another M365 Tenant

**Implement Microsoft AD Recovery**

- Restore AD at least 5 times faster
- Extensive automation

**Microsoft AD Migration from**

- On-Premise AD Server (Windows Server 2003+)

**SharePoint Data Migration to M365 from**

- Dropbox
- Google Drive
- File Server

**Accreditations and Certifications held by the team**

- On demand onboarding
- On demand Migration pre-sales accreditation
- On demand M365 Implementation certification
- On demand Active Directory Implementation certification
- Recovery Manager for AD Forest and Disaster Recovery Edition implementation



## ServiceDesk Plus

ManageEngine's flagship service management platform for incident management, problem management, change management, asset management, and more.

## EndPoint Central

Automated patching, asset intelligence, remote troubleshooting, data security, attack surface management, ransomware protection, and more from a single console.

## Ad360

Manage identities, secure access, and ensure compliance. It comes with powerful capabilities such as automated identity life cycle management, secure SSO, adaptive MFA, approval-based workflows, UBA-driven identity threat protection, and historical audit reports.

## For new installations

We can assist with:






- Planning assistance
- Installation
- Configuration
- Best practice workshop
- Administrator training
- Health checks

## For existing solutions and trial versions

We can assist with:

- Health checks
- Best practice workshops
- Administrator training
- Configuration

# Professional Services

				
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# CLIMB

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