

With our Managed Services offering, Luza can proactively take care of the Microsoft apps of your company/ customer, including first-line, second-line and third-line support and training, ensuring high availability, optimized performance, and minimized disruptions, allowing your teams to focus on their core activities.

CORE SERVICES



Managed Services Ongoing app management, including upgrades and custom development.





Incident Management Rapid ticket handling and resolution with clear priority levels.



Proactive Monitoring Luza's Monitoring App ensures the persistence of logs from the selected Power Apps.



Notification System

The system sends email alerts for process or app failures, ensuring prompt response to maintain continuity and integrity of operations.



Purpose Developed by Luza, the

monitoring service is installed within the client's Microsoft 365 environment with the primary goal of tracking failures in processes and monitoring Canvas applications.



Proactive

Monitoring

health reports of the app and schedules proactive assistance to prevent potential issues that could disrupt daily operations.



Intake

STRUCTURED APPROACH



O User Support

STEP

Service Delivery

o Incident Management

System Enhancements

Continuous Improvement Feedback-based

and performance optimization **STEP**

service refinement

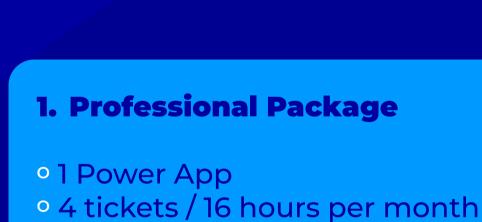
Contractual reviews

UNIQUE BENEFITS









1. Professional Package

SERVICE PACKAGES

Includes monitoring

Optional monitoring

- 3. Premium Package o 6 Power Apps

LANGUAGES COVERED

24 tickets / 96 hours per month

4. On-Demand

Bespoke tailored solutions.

Includes monitoring

2. Enterprise Package

• 12 tickets / 48 hours per month

Output
3 Power Apps

PORTUGUESE



Priority 1:

Response → <15 min → Resolution <4 hours

meeting evolving user needs and business goals.

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Priority 4:

security vulnerabilities. It also allows for the integration of new features,

Maintaining your Power Apps ensures they stay secure, efficient, and up-to-date. Regular maintenance helps prevent issues, improves performance, ensures compatibility with new technologies, and addresses

Response (-) <15 min (-) Resolution <24 hours

Focus on what truly matters - your company's growth and innovation. Get in touch and discover why our Managed Services offering is your best ally.

We are always here for you!



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