DTS OFFICE 365 HELPDESK CREDITS

How much time do your employees lose due to challenges with Office 365 applications? When users are left to their own devices, every hour of downtime costs valuable productivity. Our Office 365 Helpdesk Credits prevent this through structured ticketing and quick solutions.

Your IT help desk is an investment that must be available at all times – but not always at full capacity. Our flexible solution combines the best of both worlds: professional support with an optimized cost structure. With our DTS Office 365 Helpdesk Credits, we are there for your users as an experienced Microsoft partner for all challenges in their everyday work relating to Microsoft Office 365. To this end, we guarantee continuous operational support via remote maintenance.

The initial number of credits is determined during onboarding. This allows you to purchase support based on your actual needs, starting with a minimum package of 20 hours and adjusting the available hours on a quarterly basis. You benefit from significantly reduced hourly rates for continuous support. In addition, you can balance out your peak loads with the standard rates for services.

Of course, this includes access to qualified first-level experts for your common Microsoft Office 365 applications: Word, PowerPoint, Excel, Outlook, Teams, OneNote, OneDrive, without macro programming and VBA. We resolve your requests directly and easily. This minimizes your downtime and ensures that your employees can work without interruptions.

As a central point of contact, DTS Office 365 Helpdesk Credits combine a high first-level resolution rate in first-level remote support with standardized onboarding and transparent ticket documentation – for faster problem resolution, reduced IT workload, and higher user satisfaction.

We offer the O365 Helpdesk on weekdays, Monday through Friday, from 8:00 a.m. to 5:00 p.m. It is preferably accessible by phone. In addition, you can contact us at any time by email or ticket system.

AT A GLANCE
- Centralization & standardization of the help desk
- Access to qualified O365 experts
- Location-independent support, fast onboarding & growth without complex infrastructure
- Access to top expertise and modern technologies without your own recruiting and training efforts
- Scalable: package can be adjusted quarterly

YOUR ADVANTAGES:
- Transparent monthly hourly billing
- Ideal for new customers: test first, then scale
- Increase at any time as demand grows