

# Cirrus - Support as a Service

**Through the Cirrus Partnership Programme, Riven Associates offers “Support as a Service” (SUaaS). This gives Westcoast CSP resellers the ability to deliver support services to their customers and the resellers themselves.**

**As a Cirrus Partner, you can access the SUaaS through the Westcoast CSP marketplace, offering flexible support services, billed on a monthly basis, similar other CSP services you use.**

## Who is this service for?

If you currently sell, or want to sell Office 365 services, but are not able to provide any support services to your end customers. Alternatively, you may want support from the Riven Associates team to help troubleshoot issues.

- Flexible - all services are month to month, so there is no long term commitment
- Consultative approach with you and your end customer
- Ability to earn additional revenue through support services

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## How do we go ahead?

### Step 1 - Discovery Day(s)

We assess what hardware/software we are supporting for the end customer. We will document the key information for carrying out effective support services. The size of customer and type of support dictates how many discovery days we will need.

### Step 2 - Define the Service

You, your customer and Riven Associates decide on what support services are required. From the Office 365 platform to end user support for all local devices and network.

### Step 3 - Block Hours

We recommend time blocks based on our discovery and service definition. If this time is exceeded, we will notify you so you can advise the customer to extend their time requirements.

## How does the support work?

Once you, or your customer, have agreed the parameters and the support package, your customer can raise support queries with us. The case is logged and handled by our engineers, who will see through the problem through to resolution.

We will keep you informed about any issues that arise, and let you and your end customer know if intervention is needed. We appreciate we are representing you, and working on your behalf – and that's something we take very seriously. We are passionate about support, and delivering a high quality service.