PR★ Professional Services

What is PRO?

The PRO pillar packages up our technical expertise and services and provides our partners with the technical help they need, when they need it. Our dedicated team is available to provide professional services and support through our 'PRO' program, 24 hours a day, 7 days a week.

In addition to the wide range of technical presales and professional services, we provide and deliver a portfolio of managed services that partners can resell. All Partners have access to these services as well as to our 24*7 technical support which is available from day one.

Who is PRO for?

Whether it is to help fill capability or capacity gaps, or a simple steer on the best solution option, our cloud experts in the PRO team are here for you. Our Managed Services can free up your engineers and architects from mundane tasks such as backup monitoring and management, allowing them to focus on higher value solution delivery.

Benefits of PRO

Technical Support

24*7 UK-based technical support to report incidents, raise queries and obtain advice and guidance on issues to support your team.

Managed Services

Our managed services supports partners through providing proactive monitoring and remediation activities alongside reactive support.

Presales Advice

PRO can provide support to your teams for apps and infrastructure project opportunities.

Professional Services

Our cloud experts are on hand to deliver technical projects such as security, assessments and migrations on behalf of you to support and free up your engineers to focus on other areas.

PRO Services and Offerings

At Infinigate Cloud, we recognise that getting started can be hard, with capacity and/or capability gaps proving challenging. PRO offers a set of services for partners to sell to their customers. Each offering comprises of an assessment, implementation, optimisation, and (optional) management phase.

Azure

— Azure Cloud Backup
— Azure Database Modernisation
— Azure Disaster Recovery Service
— Azure Identity & Access Management
— Azure Infrastructure Modernisation
— Azure Managed Services
— Azure Migration and Modernisation (AMM)
— Azure Rapid Assessments
— Azure Virtual Desktop & Cloud PC's

Business Apps

— Power App Creation
— Power BI Dashboard Creation

Modern Workplace & Security

— Intune Configuration Service
— Microsoft Defender for Identity
— Office 365 Expert Setup
— Microsoft 365 Expert Setup
— Microsoft 365 Tenant to Tenant Migration Discovery
— Secure Score and Tenant Review

Other Vendors

— Acronis Backup Cloud Managed Service
— Mimecast Tenant Review
— Managed Basic Mimecast Setup
— Management Expert Mimecast Setup

infinigate cloud