

Many businesses have a form of Microsoft support to cover their core business applications. A common challenge however is often around understanding the consumption of your support contract to ensure you get the most out of it.

bluesource provides a detailed analysis of your Microsoft support agreement which will help to resolve the following challenges.

CHALLENGES

- ✓ Is the contract being used by internal teams too often, resulting in spiralling costs?
- ✓ Who is logging support calls and what calls are being logged?
- ✓ Do you need all the additional add-ons within your contract?

THE BLUESOURCE APPROACH

- ✓ A dashboard style PDF report
- ✓ Dynamic graphs, charts and gauges – all triggered from on-page slicers or real-time updates to the source dataset
- ✓ Highlighted information of note (which will be expanded upon within the supporting PDF report)
- ✓ Trend analysis
- ✓ Percentage increase / decrease calculations – these can be valuable in identifying negative or positive changes in trends over time
- ✓ Problem management (where relevant)

Sample Reports

