

acora
ONE

MICROSOFT PARTNER

YOUR GUIDE





PERFECT PARTNERS

INTRODUCTION

At Acora One, we're an official Microsoft Partner. In this brief guide, we explain what that status means, how we earned first it and retain it today, and how working with a Microsoft Partner like us can benefit your business.

For a professional IT company like Acora One, becoming a Microsoft Partner is a big deal. You have to satisfy Microsoft that you can create, then deliver solutions and services to specified standards, based on its technologies and products. In return, you receive globally recognised accreditation of your expertise and capability.

We earned this coveted status back in 2019 and we've proudly maintained it ever since. But what does it really mean to be a Microsoft Partner? And more importantly, what benefits can working with one bring to a small or medium-sized business like yours?

Microsoft
Partner 

HOW THIS HELPS YOUR BUSINESS

All too often in our industry, the biggest and best of things are reserved for enterprise-grade providers and their corporate customers.

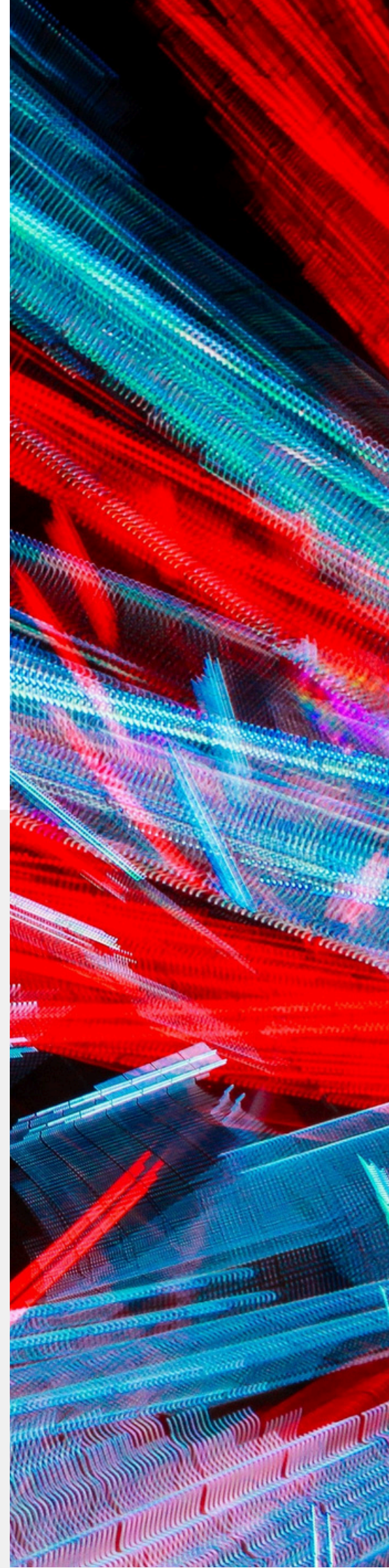
The great thing about Microsoft Partner status is that smaller companies like us can achieve it, then pass the benefits on to our SME clients. Better still, it doesn't make our services more expensive: what it does mean is you can have more confidence in them, and us.

At its most basic, choosing a Microsoft Partner is your assurance that you're working with professionals who are officially certificated by Microsoft itself.

It's the IT equivalent of having your car looked after by manufacturer-trained technicians, using genuine parts. And beyond that simple peace of mind, there are plenty of excellent technical and commercial reasons for working with a Microsoft Partner.

THE BENEFITS FOR YOU

- **1. Expertise and experience**
- **2. Technical support**
- **3. Up-to-date, all the time**
- **4. Everything you need, nothing you don't**





1. EXPERTISE AND EXPERIENCE

The first and most obvious benefit for you is that you can be confident we know what we're doing, because Microsoft itself says we do.

We've demonstrated that we know and understand its products inside-out and meet all its technical standards across a range of different technical disciplines and capabilities.

That broader, deeper knowledge means we can offer expert advice, guidance and solutions that meet your business's exact requirements.

At Acora One, we hold three Partner specialisms in Microsoft's Azure cloud computing platform: Data & AI; Digital & App Innovation; and Infrastructure.

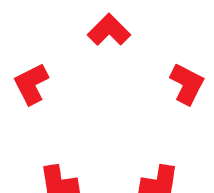
We're also a Partner in Microsoft Modern Work, helping SME clients use Microsoft 365 more effectively to boost productivity and support hybrid working.

Plus, as a Business Applications Partner, we can develop services to automate, integrate, streamline and optimise business functions from finance and HR to sales and customer relationship management.

Full disclosure: the only Microsoft Partner specialism we don't hold is Security.

That's because as an Acora One client, you have access to the very best, enterprise-grade cybersecurity solutions, resources and capabilities of the Acora Group.

They include over 100 dedicated cybersecurity specialists with skills and experience far beyond those of most smaller MSPs or other local cyber providers



2. TECHNICAL SUPPORT

Some everyday IT problems can be fixed through a combination of Googling and trial-and-error. But as systems become larger and more complex – and the costs and consequences of mistakes and downtime more severe – you really need experts on the case.

As we've already mentioned, being a Microsoft Partner means we know our stuff. Plus, at Acora One, we can draw on specialist technical knowledge and experience from other colleagues in the wider Acora Group.

So on the (very) rare occasions when we don't have an immediate answer, we can go straight to someone who does.



3. UP-TO-DATE, ALL THE TIME

For all the right reasons, Microsoft is constantly updating and improving its software. Keeping up with the changes is a big job even for a dedicated IT team – which is a luxury most of our SME clients simply don't have.

That's another problem we can take off your hands. As a Microsoft Partner, we're the first to know when a new version is coming out, and have priority access to it when it does.

Our people also receive all the necessary technical training to make the upgrades quickly and seamlessly, minimising downtime and disruption for your users.



4. EVERYTHING YOU NEED, NOTHING YOU DON'T

In our experience, the two most common IT problems for SMEs are:

1. Incorrectly configured systems that don't do what you want them to, frustrating your users and constraining your business.

2. Paying over the odds for gold-standard solutions that are far more powerful than you need and too complex to look after in-house.

What you really need, of course, is a solution that fits your needs, not the other way round.

As a Microsoft Partner, we can apply our knowledge and experience of Office 365, Azure, Dynamics, and other products and platforms to optimise your existing Microsoft environment to give you a better return on investment.

We can also make recommendations for add-ons, upgrades, and alternatives as necessary to help you develop and future-proof your IT setup.



A PARTNER YOU CAN TRUST



Our Microsoft Partner status is your assurance that we have the skills, knowledge and capabilities to help you get the most from Microsoft's products, service and solutions.



To earn it, we have to demonstrate technical expertise in specific IT competencies; within our business, we also need specialists who hold relevant, role-based Microsoft certifications and accreditations, to ensure efficient, effective service delivery for clients.

To maintain these certifications, our people undertake continuous training and learning, to stay up-to-date with the latest technologies and best practices. Plus, we have to provide evidence of successful implementations and customer satisfaction.

Our average statistics for January - June 2024, include 97.4% for customer satisfaction, 96% average SLAs met in the last month, and 53% average first-call fix. We'll be happy to provide references and credentials if you'd like them.



PERFECT PARTNERS

LET'S TALK!

As an Acora One client, you also benefit from our being part of the wider Acora Group. This gives us access to skills and experience far beyond those of most smaller MSPs or other local IT providers.

We also have access to the very best enterprise-grade solutions and expertise, which we can then tailor, package and price for smaller organisations like yours.

As a Microsoft Partner, we have the skills, knowledge, expertise and solutions to support you wherever you are on your Microsoft journey. To arrange an initial, no-obligation conversation, please call us on **(01603) 431200** or email **info@acora.one**

To find out more about who we are and what we do, please visit **www.acora.com/one**

Microsoft
Partner