


SaaS Monitoring and Remediation

Use Case



Zones Innovation Center is a multidisciplinary and collaborative technology environment that helps transform business use cases into working prototypes. Leveraging technology expertise, OEM alliances, and scalable technology platforms, Zones assists businesses in simplifying and accelerating their digital journeys. This use case showcases 'SaaS Monitoring and Remediation' capabilities.

Solution Overview:

Office365 has become comprehensive productivity app suite and needs special attention for optimal use. Keeping the apps working and data secure with these apps is a necessity and having experts managing and maintaining your O365 instances becomes essential. The expertise could bring stability and adoptability of the service.

Providing technical support to O365 services to resolving complex and

escalated technical issues becomes a scope of managed services round the clock. The technical expertise and strong IT service management processes help us achieve effective support. Our services include

- Providing technical support for O365 services
- Incident Management, Service Request Management
- Work on Knowledge base by Creating/ Updating KBs, SOPs
- Identify and work with L3 towards scope of automation

- Investigate causes, test solutions & suggest solutions in place to reduce the time taken to resolve tickets.
- Use & provide advanced tools for O365 services related issues diagnosis & troubleshooting

Lab Video Overview:

In this lab video, you would get to experience the description of the SaaS Monitoring and Remediation provided by Zones along with hands-on experience of using O365 admin center and resolving issues.