

Uncovering the hidden gems of Office 365

At Westcoast, we believe that Office 365 is a significant advantage for businesses around the world. By embracing cloud technology, a business can open up new possibilities for remote working and employee flexibility.

However, many of the SMB businesses already using Office 365 are not aware of some of the powerful built-in tools that are potentially capable of revolutionising how a business operates. These tools are free, substantial, accessible from anywhere and available to all Office 365 Business Premium users.

As resellers, it's your job to make sure your clients fully utilise their subscription by taking advantage of these hidden gems. By doing so, you build trust, and help ensure repeat business when the contract ends.

With the cloud still being something of a mystical technology to some customers, don't forget to communicate the main benefits of Office 365 to help explain the positives of moving to the cloud. Namely, the following:

- No incremental updates to be purchased
- Constant improvements and additional functionality
- A common, familiar user interface
- One Microsoft account required for everything
- Flexibility to access anywhere
- A unified approach across devices and platforms
- Secure backups as standard
- Significantly reduced downtime



The gems

Microsoft Connections

Attract and retain customers with easy-to-use email marketing

- Send professional-quality marketing emails and press releases
- Design and customise your own mail
- Distribute to mailing lists automatically
- Schedule deployment for out-of-hours messages
- Track your campaigns with powerful analytics

Outlook Customer Manager

A simple, smart customer management solution for your business

- Organise meetings, calls, notes and tasks in one place
- Share the information with your team
- Ensure a deadline is never missed, or a customer ignored
- Update and share the information instantly

Microsoft Listings

Easily publish and manage your business information across top websites

- Help customers find your business
- List your details on sites like Facebook, Google and Bing
- Ensure your brand information is consistent across the board
- Build a more professional picture for your business

Microsoft Bookings

Make scheduling and managing appointments easier for your customers

- Let your customers book visits automatically
- Keep track of appointments easily
- Display a live calendar of appointment slots
- Never double-book an appointment again

Microsoft Invoicing

Create great-looking invoices quickly and easily

- Generate professional-quality estimates in minutes
- Customise an invoice with your brand identity and logo
- Convert estimates to invoices
- Seamlessly email customers and suppliers

MileIQ

Automatically log your mileage from the palm of your hand

- Manage expenses quickly and easily
- Check weekly mileage reports
- No more worrying about fuel receipts
- Premium package included with Office 365 Business Premium

Microsoft
Partner



Gold Datacenter
Gold Cloud Platform
Gold Cloud Productivity
Gold Enterprise Mobility Management
Gold Small and Midmarket Cloud Solutions

Westcoast recommends Microsoft® software



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