



## Helping you succeed with Google Cloud

**Is your Google Workspace secure? Are you getting the best return from your investment?**

**Unlock the full potential of Google Workspace and Google Cloud with Damson Cloud.** We are a Google Cloud Premier Partner dedicated to helping organisations like yours thrive in the cloud. Our team of certified Google experts provides a range of comprehensive services that will streamline your operations, enhance security, and empower your team.



### Technical Support

With our Google certified team's deep technical knowledge we provide rapid, reliable support across the entire Google ecosystem, resolving customer's complex issues and ensuring their Google environment runs smoothly.



### Training

From admins to end users, we empower your team with engaging training programs designed for all roles and skill levels. Our solutions include remote, in-person, and self-directed learning options.



### Change Management and Transformation

Change can be hard. Our team of change management experts have helped hundreds of organisations transform how they work. With our proven change management strategies we help your team navigate change effectively and maximise your Google Workspace adoption.



### Google Security Review

Our comprehensive security audit provides an extensive security assessment report identifying the vulnerabilities in your Google Workspace deployment. We provide actionable recommendations and a roadmap for optimising your security posture on Google.

**Maximise your Google Workspace and Google Cloud investment with Damson Cloud**



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# ENTERPRISE SUPPORT

50 - 1,000 users

|                                                  | Foundation | Standard  | Premium   |
|--------------------------------------------------|------------|-----------|-----------|
| <b>Annual Minimum Price</b>                      | €1,794     | €3,588    | €5,980    |
| <b>Price per user per year (above 300 users)</b> | €6         | €12       | €20       |
| <b>Professional Services</b>                     |            |           |           |
| Helpdesk Support via Email, Phone & Google Meet  | ✓          | ✓         | ✓         |
| Helpdesk End User Support Phone & Google Meet    | —          | —         | Add-on    |
| Response Time To P1 Critical Issues - 8/5        | 8 hours    | 2 hours   | 30 min    |
| Number of Tickets Per Year                       | 20         | 100       | Unlimited |
| Domain Management                                | —          | Add-on    | Add-on    |
| Google Support Ticket Escalation                 | ✓          | ✓         | ✓         |
| Workspace Deployment Health Check                | —          | ✓         | ✓         |
| <b>Training Services</b>                         |            |           |           |
| Customer Portal & Knowledge Base                 | ✓          | ✓         | ✓         |
| User Academy On Demand Training                  | —          | —         | ✓         |
| Admin Academy On Demand Training                 | —          | ✓         | ✓         |
| Tip Of The Week                                  | —          | —         | ✓         |
| <b>Resources</b>                                 |            |           |           |
| Dedicated Account Manager                        | —          | ✓         | ✓         |
| Dedicated Customer Success Manager               | —          | —         | ✓         |
| Google Workspace Annual Licensing Review         | —          | ✓         | ✓         |
| Google Workspace Adoption Metrics                | —          | Quarterly | Quarterly |
| Google Workspace Admin Monthly Reports           | —          | ✓         | ✓         |
| Strategic Business Review                        | —          | Annual    | Quarterly |
| Google Workspace Roadmap Session                 | —          | ✓         | ✓         |