




Microsoft 365 Managed
Service

Independently audited and certified expertise


Microsoft Partner Azure Expert MSP



 **Microsoft**
Solutions Partner


Infrastructure
Azure

Specialist
Microsoft Windows Virtual
Desktop
Infra and Database Migration

 **Microsoft**
Solutions Partner

Digital & App Innovation
Azure

Specialist
Modernization of Web
Applications

 **Microsoft**
Solutions Partner

Data & AI
Azure

Specialist
Modernization of Web
Applications

 **Microsoft**
Solutions Partner

Modern Work

Specialist
Adoption and Change
Management
Calling for Microsoft Teams

 **Microsoft**
Solutions Partner

Security

Specialist
Cloud Security
Identity and Access
Management
Information Protection and
Governance
Threat Protection



Referenceable customers – sector expertise

Technology Specialists



Professional & Financial Services



Retail & Hospitality



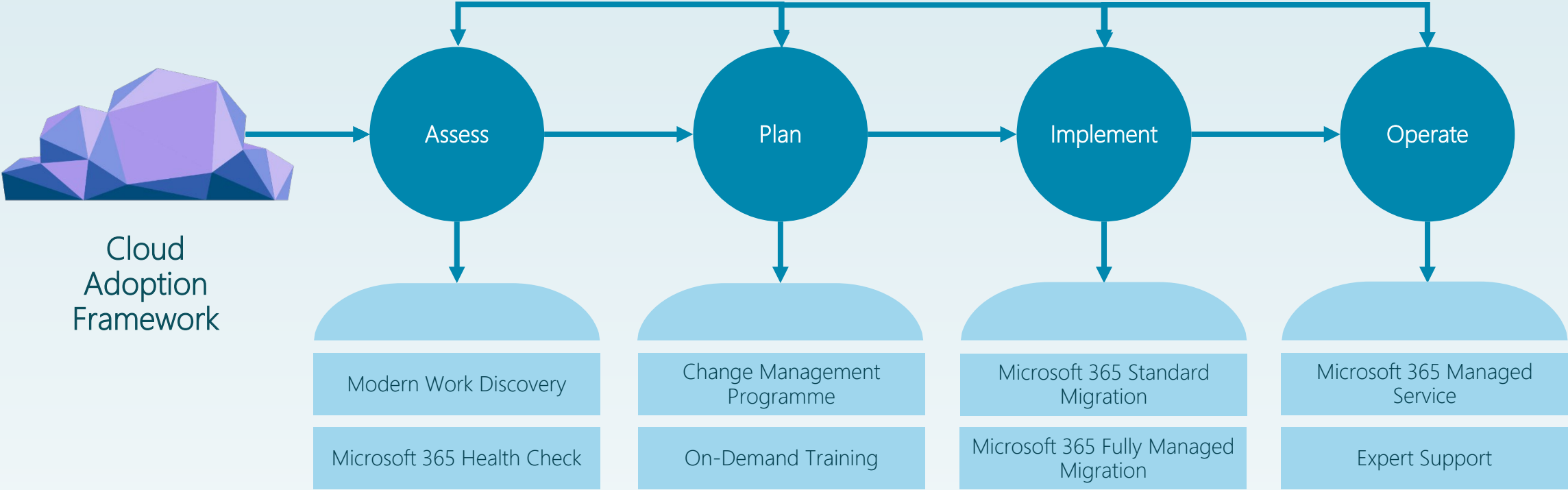
Local, Regional Government & NFP



Other



Serving ambitious organisations from start to finish



Operate

How

Microsoft 365 Managed Service

What

- User and licence reports
- Communication and collaboration management
- Device compliance, reporting and updates
- Security posture reporting
- Review tickets and support performance
- Cost optimisations
- Service reviews and recommendations

Value

- Service engineers available 24/7
- Access to Modern Work experts
- Proactive security, performance and cost management of licences
- Increased Modern Work ROI

Assess



Plan



Implement



Operate



Microsoft 365 Managed Service Onboarding

Positioning

Adopting Microsoft 365

Audit the health of Microsoft 365 configurations, security settings, licence usage gaps.

Identifying stakeholder, functional and organisational requirements for a cloud migration project.

Benefits

Building the business case

This service will provide the analysis and insight for a technical roadmap and commercial business case.

Deliverables

A detailed assessment of the tenant for specific areas for improvement and a roadmap with priorities identified

Summary of works

Microsoft Assessment

This service is best wrapped around a Microsoft delivered solution assessment. Our team can recommend the most suitable assessment and nominate you for it to be fully funded by Microsoft.

Recommendation Mapping

Recommendations will be categorised:

Action – immediate benefit

Plan – to be planned in conjunction with other workstreams to provide benefit

Consider – lower benefit value consider along with other workstreams for greater alignment

Limited – minimal value benefit

Not Applicable – these benefits do not relate to any value

Requirement gathering workshops

Organisational – what are the drivers and expected value from cloud adoption

Service – what commitments are in place for scoped workloads

Operational – how are the scoped workloads supported and security managed

Stakeholder walkthrough

A walk through of the analysis, requirements and proposed solution with stakeholders.

Helping all parties understand the findings and recommendations to help inform a business decision on next steps.

Analysis of current workloads

Analysis of all available data and assessment output. Mapped to Cloud Direct and Microsoft design patterns, best practice, and experience to identify the Target state solution.

Assess



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Implement



Operate



Microsoft 365 Managed Service

Service inclusions in addition to Expert Support

Identity & Access

- Monitoring conditional access
 - User reports
 - Licence reports
- Implementation of policy changes

Communication & Collaboration

- Reporting of Microsoft Exchange, SharePoint, OneDrive
- Implementation of policy changes

Endpoints

- Reporting of device compliance, mobile devices, devices details and devices by Mailbox
- Windows update configuration issues report
 - Resolve issues with Windows automatic update management

Security

- Security reports
- Proactive remediation of reported security issues
- Secure Score report and review

Request Management

- Microsoft 365 requests actioned on behalf of the customer.
- Admin-level requests from authorised customer contact

Performance Review

- Review of tickets and support performance
- Proactive tasks completed

Cost Optimisation Review

- Licence audit
- Proposed optimisations

Technology Review

- Recent Microsoft 365 product enhancements
- Roadmap planning

Managed onboarding

- Dedicated Onboarding team
- Deployment of the relevant tools and agents to deliver the outputs of the service
- Creation of relevant policies and procedures
- Creation of alerts and escalations

- Agreement on thresholds
- Agreement on automatic Microsoft patching schedules
- Onboarding progress dashboard with clear metrics
- Ensuring Cloud Direct teams understand and create necessary internal documents on your environment

Assess



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Operate



Microsoft 365 Managed Service Benefits



Around-the-clock support

Get 24/7/365 support from a team of skilled Modern Work and Microsoft 365 engineers.



Self-management

Manage your billing, support requests and Microsoft licences all in one place with our Provide™ Portal.



Security guidance

Get regular reports and tips on how to improve your security posture.

Assess



Plan



Implement



Operate

Managing the Microsoft 365 'pillars'

Communication & Collaboration



Communication and collaboration management

Endpoints



Device compliance, reporting and updates

Identity & Access



User and licence reports

Security

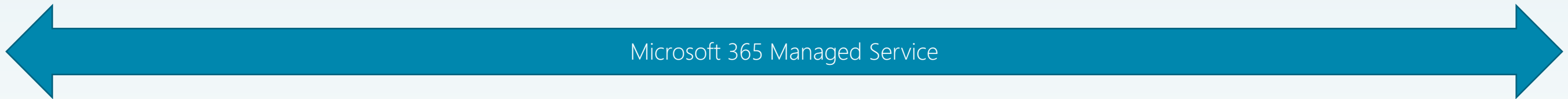


Security posture reporting

Cost Optimisation



Cost Management



Microsoft 365 Managed Service

Assess



Plan



Implement



Operate



Cloud Direct®