

MICROSOFT CLOUD MANAGED SERVICES



neway
Innovative Technologies

Microsoft
Partner



Gold Cloud Platform
Gold Datacenter
Gold Cloud Productivity
Gold Enterprise Mobility Management
Gold Collaboration and Content
Gold Messaging
Gold DevOps
Gold Data Analytics
Gold Communications
Gold Application Development
Gold Security
Gold Windows and Devices
Azure Expert Managed Service Provider Program
Surface Hub Authorized Reseller

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MANAGED SERVICES

DISCOVER A **neway** TO OPERATE AND OPTIMIZE YOUR MICROSOFT CLOUD PLATFORM

The move to an integrated cloud platform brings a host of advantages for your business including increased productivity, intelligence and insights and world-class security. However, making the transition to a new platform, new licensing model and new management structure can be complex and time-consuming for an already over-burdened IT team.

Neway's Microsoft Cloud Managed Services enable your organization to unleash the power and value of your Microsoft cloud investment by providing support, monitoring, management, and proactive advisory services for your entire Microsoft 365 productivity and security suite.

In addition, as a Microsoft Cloud Solution Provider, Neway will help you streamline your subscription, maximize your entitlements, tap into funding opportunities, and provide cost saving recommendations.

THE **neway** ADVANTAGE

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With your critical applications and operations running on the Microsoft cloud, you need a partner, like Neway, who is...

100% dedicated to the Microsoft platform.



Gold
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Azure
Expert
MSP

- Microsoft Tier 1 Cloud Solution Provider (Direct)
- Azure Expert MSP
- **Microsoft Advanced Specializations:** Modernization of Web Applications to Microsoft Azure, Adoption and Change Management, and Calling for Microsoft Teams
- Access to Microsoft funding programs
- **Microsoft Gold Partner:** 14 Microsoft Gold Competencies including Cloud Platform, Cloud Productivity, Collaboration & Content, Security and more
- FastTrack Ready Partner
- Insight into the Microsoft roadmap to help you effectively plan for upgrades and enhancements
- Expertise in Microsoft licensing and subscriptions to help you optimize your entitlement and reduce your overall spend
- Customized solutions through modular managed services
- Comprehensive architecture, design, deployment, management, and adoption solutions

WHY MANAGED SERVICES



Enhanced Expertise

Even with a well-trained internal IT team, most organizations lack a dedicated expert who specializes in support and maintenance of the Microsoft 365 environment.

Improved Cost- Effectiveness

Leverage and pay for qualified expertise only when you need it. Neway's managed services specialists proactively monitor your Microsoft 365 environment, reducing lost revenue caused by downtime and minimizing expenses for remediating critical technology issues.

Increased IT Team Efficiency

By leveraging managed services for daily maintenance of your Microsoft 365 environment, your in-house IT team can focus on the technological support of your core business activities, dramatically increasing your enterprise's productivity.

neway MICROSOFT CLOUD MANAGED SERVICES FOR MICROSOFT 365

Neway provides holistic oversight across your Microsoft environment. Using our background and experience, we provide:



- Personalized advisory and consulting services
- Discovery and auditing of all Microsoft 365 internal and external access and security activity
- Proactive monitoring and management of your Microsoft 365 Tenant
- Monthly security checks by evaluating overall security posture for the organization
- Help desk support to process support tickets and drive response improvement per agreed upon SLA

Our services cover the full Microsoft 365 suite, including:

PRODUCTIVITY APPLICATIONS

Word, Excel, PowerPoint, Access, OneNote, and Publisher

BUSINESS APPLICATIONS

Microsoft Power Apps, Microsoft Power Automate, and Microsoft Forms

TASK MANAGEMENT APPLICATIONS

Planner, Outlook Tasks and To-Do

Azure AD Connect



OneDrive for Business



SharePoint Online

Enterprise Mobility Suite + Security



Microsoft Teams



Exchange Online



Power BI



Windows 10

MODULAR MANAGED SERVICES

Manage Beyond Microsoft 365

Our customized, modular offering enables you to tailor our service to meet your specific requirements. You can choose your SLA and add more in-depth coverage by individual technology as required. In addition, Neway offers additional managed services across the Microsoft platform including:



Teams Calling as-a-Service

With the normalization of remote workers, your phone lines and equipment need to be as mobile as you are. Leveraging the power of Teams, Neway provides a fully managed calling solution including handset, DIDs and more on a per user/per month basis.



Managed Security Services

Neway will help your organization identify and stop threats before they harm your infrastructure. Our SOC-as-a-Service provides comprehensive monitoring and intelligent security analytics across the enterprise using Azure Sentinel for Users, Devices, Application, and Infrastructure. We provide a central view for all information for detection, impacted asset, action take and related evidence, as well as orchestration and automation response to threats.



Azure Cloud-as-a-Service

Neway will fully manage the service uptime, changes and configuration of your Azure cloud infrastructure. We also offer licensing and subscription reviews, utilization assessments, and cost management programs to help you manage and control your cloud expenditure.

MANAGED SERVICES APPROACH

Neway's Managed Services Approach follows a proven methodology to ensure a successful transition to our managed services. Each phase has its own unique tasks and objectives to meet for the transition process.

1

Discovery Phase

We outline a set of tasks designed to provide a "base of operations" for the team.

2

Assessment Phase

Our team takes the knowledge and materials obtained during the discovery phase and organizes them into documentation and processes to be used by the operations staff.

3

Operational Integration Phase

In this final phase, our team prepares to take over your IT environment. The individuals present in this phase will make up the production or "steady state" team post go live, and organizes them into documentation and processes to be used by the operations staff.

4

"Go Live" Phase

We set the date and time when your environment is officially handed over to Neway as your Managed Service provider. At this point Neway becomes focal point of running your IT environment.

ABOUT

neway TECHNOLOGIES

Established in 2004, Neway Technologies provides unparalleled expertise across the Microsoft platform on a global scale. Our solutions incorporate delivering measurable business outcomes through innovative solutions leveraging Microsoft technologies and infrastructure solutions, both on-premises and in the cloud, including Office 365, Azure, Teams, SharePoint and more. Our customers represent a broad range of industries including technology and communications, financial, government, and defense.

Learn more at www.neway.cloud