

## Who Are We

Silicon Valley ISV that's built a **Multitenant XaaS Management Platform**, heavily automating administration of Microsoft 365 & Azure – all done through a **"Single Pane of Glass"** administration portal.

## What Problem Do We Solve

Overwhelmed IT organizations struggling to handle daily Microsoft cloud services support requests for Microsoft and Azure across multiple customers and their associated end users.

## Who Is Our Customer

SIs, Cloud Services Providers, Hosters and Distributors that are providing Microsoft cloud managed services support to their partners and/or end customers.

## Services Currently Supported

### Productivity

Microsoft 365: Exchange, SharePoint, OneDrive, Skype4Business, Teams, Intune  
EMS Security Workloads (Q319)

### Infrastructure

Azure

### Identity Management

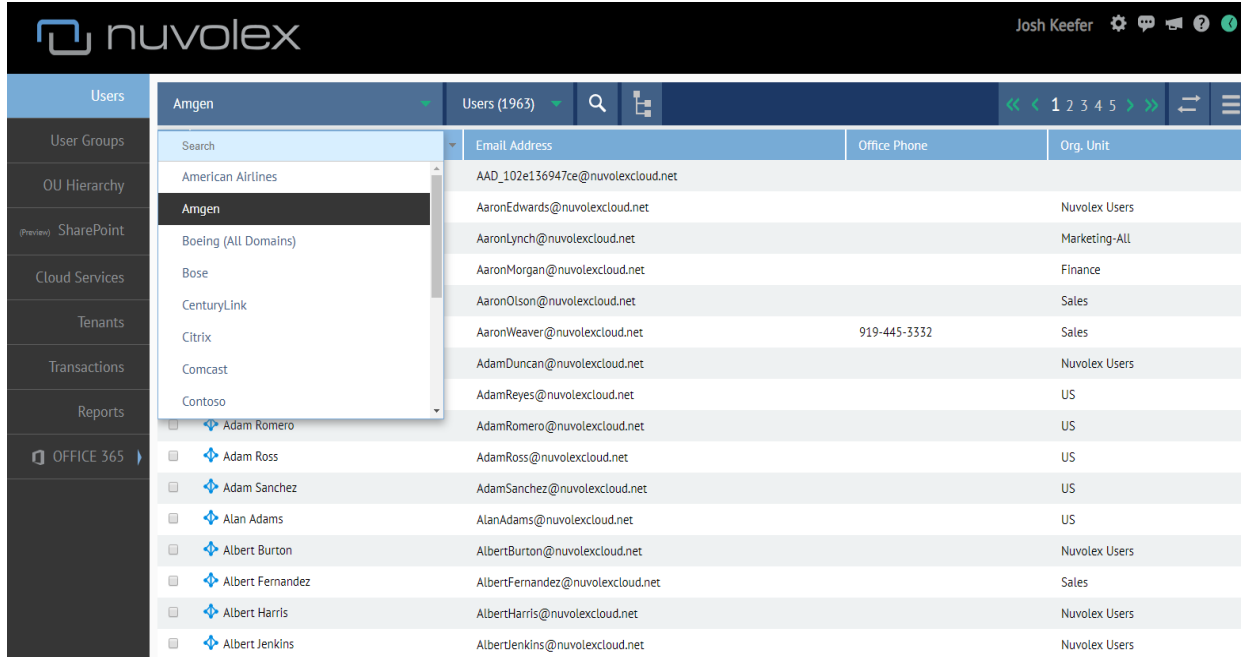
AD, Azure AD

### Key Platform Features

Multitenant Management, Advanced Role Based Access Control (**ARBAC**), Hybrid Identity Management, Automated User Provisioning and Offboarding, Reporting, Auditing, User Self Service, SuperClick Batch Automation Engine, Azure SSO

**6/19:** Multitenant SuperClick

**Q319:** Alerting & Monitoring, integrations with leading PSA and ITSM solutions



The screenshot shows the Nuvolex user management interface. The top navigation bar includes the Nuvolex logo, the user name 'Josh Keefe', and various utility icons. The main content area displays a list of users under the 'Amgen' organization. A search dropdown menu is open, showing a list of domains including American Airlines, Amgen, Boeing (All Domains), Bose, CenturyLink, Citrix, Comcast, and Contoso. The user list table has columns for 'Email Address', 'Office Phone', and 'Org. Unit'.

| Search               | Email Address                     | Office Phone | Org. Unit     |
|----------------------|-----------------------------------|--------------|---------------|
| American Airlines    | AAD_102e136947ce@nuvolexcloud.net |              |               |
| Amgen                | AaronEdwards@nuvolexcloud.net     |              | Nuvolex Users |
| Boeing (All Domains) | AaronLynch@nuvolexcloud.net       |              | Marketing-All |
| Bose                 | AaronMorgan@nuvolexcloud.net      |              | Finance       |
| CenturyLink          | AaronOlson@nuvolexcloud.net       |              | Sales         |
| Citrix               | AaronWeaver@nuvolexcloud.net      | 919-445-3332 | Sales         |
| Comcast              | AdamDuncan@nuvolexcloud.net       |              | Nuvolex Users |
| Contoso              | AdamReyes@nuvolexcloud.net        |              | US            |
| Adam Romero          | AdamRomero@nuvolexcloud.net       |              | US            |
| Adam Ross            | AdamRoss@nuvolexcloud.net         |              | US            |
| Adam Sanchez         | AdamSanchez@nuvolexcloud.net      |              | US            |
| Alan Adams           | AlanAdams@nuvolexcloud.net        |              | US            |
| Albert Burton        | AlbertBurton@nuvolexcloud.net     |              | Nuvolex Users |
| Albert Fernandez     | AlbertFernandez@nuvolexcloud.net  |              | Sales         |
| Albert Harris        | AlbertHarris@nuvolexcloud.net     |              | Nuvolex Users |
| Albert Jenkins       | AlbertJenkins@nuvolexcloud.net    |              | Nuvolex Users |

## Nuvolex Business Impact

- Over 50% reduction in IT resources required to support Microsoft cloud stack
- Over 60% reduction in Microsoft cloud service support ticket escalations
- Dramatic increase in IT operating margins