Finchloom+ for Microsoft 365 Administration

Monthly Managed Service

Microsoft

Issues Facing IT Departments with Microsoft 365

- User Account Management is messy and non standardized

- Lack or under use of best practices for Microsoft 365

- IT helpdesk usually busy "fighting fires" to handle admin requests

- Problems contacting Microsoft directly for support

Who is this for?

- Commercial, Academic, Non-Profit with an IT Department

- Using Microsoft 365 with 100+ users

- Don't want to use internal resources for daily, weekly, monthly administration tasks

- Looking for Best Practices and Standards for Microsoft 365 Cloud

- Don't want to deal with Microsoft Support Directly

Why Managed Services with Finchloom+?

- We are Microsoft Experts with a Solutions Designation in Cloud Security

- Fine tuning of your Microsoft 365 tenant to security best practices

- Daily Admin requests handled efficiently and expertly

- Keep within Microsoft limits, reduce wasteful spend

- Adopt Microsoft best practices for productivity, collaboration, and security

Customer Success Stories

(Names Hidden for Privacy)

- Commercial Customer 1 – 250 **Users**
  - CTO **of IT** – "**Finchloom+** can get **us** to standards where the last 4 admins we have really made a mess"
- **Commercial Customer 2** – 3000 **Users**
  - **IT Director** – "We can now put some of our engineers on AI projects since they don't have to handle the small admin tasks that take time away"

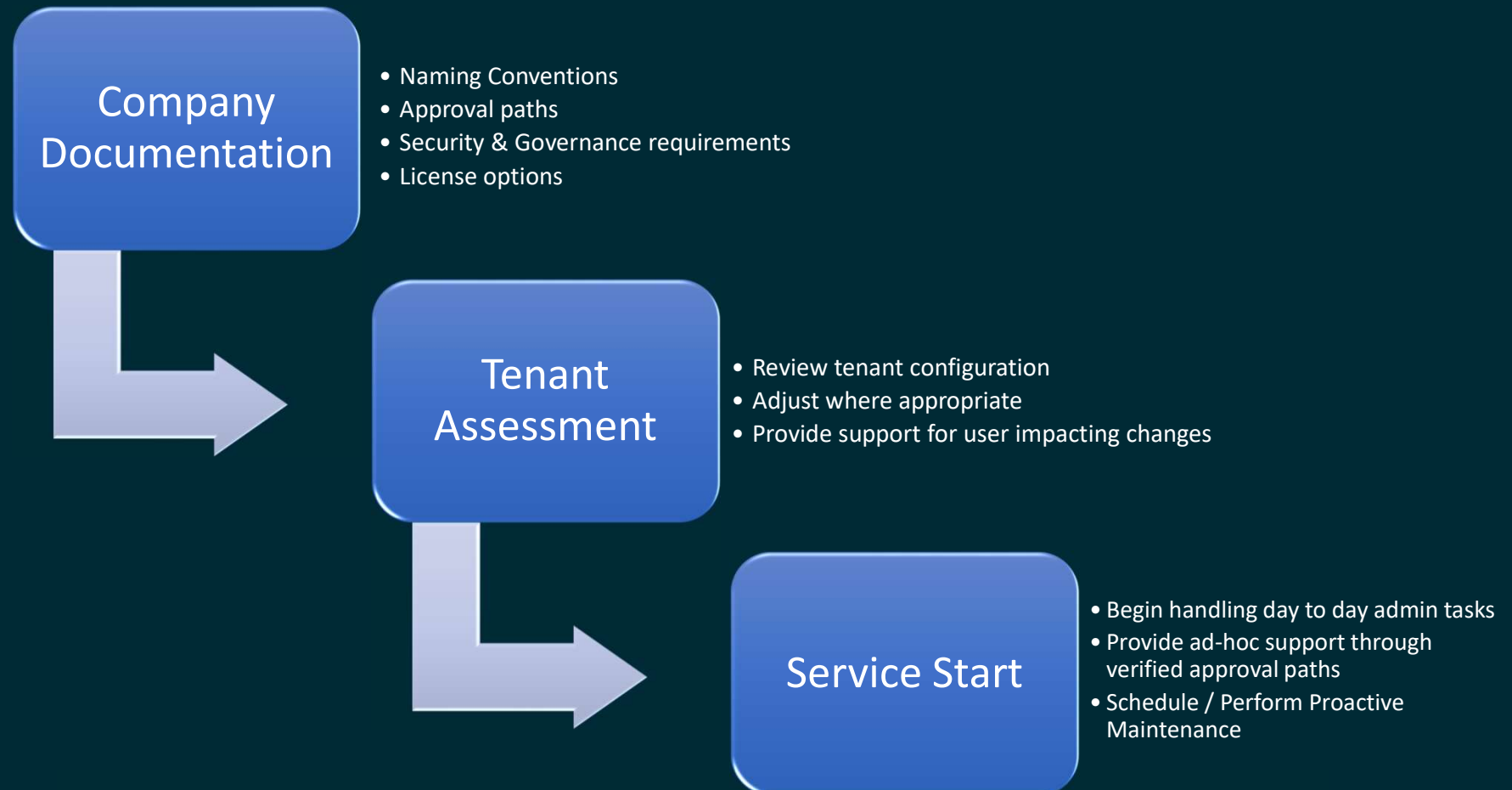# What's Included? How Does it Work?

- **Finchloom+ for Microsoft 365 Admin Monthly Managed Services**
  - **Our Exclusive Startup Onboarding**
  - **Monthly Proactive Services**
  - **Day-to-Day Administration**
  - **Finchloom Premium Engineering Support (Backed by Microsoft Premier Support)**
  - **End User Training**
  - **Monthly Reports & Consulting**

Startup Process

FINCHLOOM

Company Documentation

- Naming Conventions
- Approval paths
- Security & Governance requirements
- License options

Tenant Assessment

- Review tenant configuration
- Adjust where appropriate
- Provide support for user impacting changes

Service Start

- Begin handling day to day admin tasks
- Provide ad-hoc support through verified approval paths
- Schedule / Perform Proactive Maintenance

INNOVATION THRU **COLLABORATION**

FINCHLOOM

Finchloom+ for Microsoft 365 Admin
What does this Managed Service Provide?

Finchloom+ is designed to provide maximum value and benefit after deploying Microsoft 365 and Azure products and services in your environment.

Proactive Maintenance

- Initial Tenant Assessment
- Annual Security Assessment
- Annual Licensing Review
- Monthly Utilization Review
- Monthly "Stale" Resource Cleanup
- Quarterly M365 Product Training

Day-To-Day Administration

- User Account Administration
- Exchange Administration
- SharePoint Administration
- Teams Administration
- Intune Administration

Finchloom Premium Support

- *Additional Cost*
- Focused M365 Helpdesk
- M365 Apps Support
- M365 Product & Service Support
- Escalations for your IT Team
- Project architecture and Design

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M365 Assessment	Configure tenant-wide settings in a way that suits your users and future goals
Security Assessment	Annual Security review to ensure your tenant is up to date on the latest & greatest security features offered by Microsoft
Annual Licensing Review	Review your licensing each year to "right size" your licensing spend.
Utilization Review	Review your M365 utilization to target training, adoption and workflow adjustments to make the most of your licensing and resources
Monthly "Stale" Resource Cleanup	Archive or remove Teams, SharePoint Sites and other resources that are no longer in use, maximizing your storage and eliminating technical debt
Product Training	Standard or customized end user training to help drive adoption and streamline work within M365

INNOVATION THRU COLLABORATION
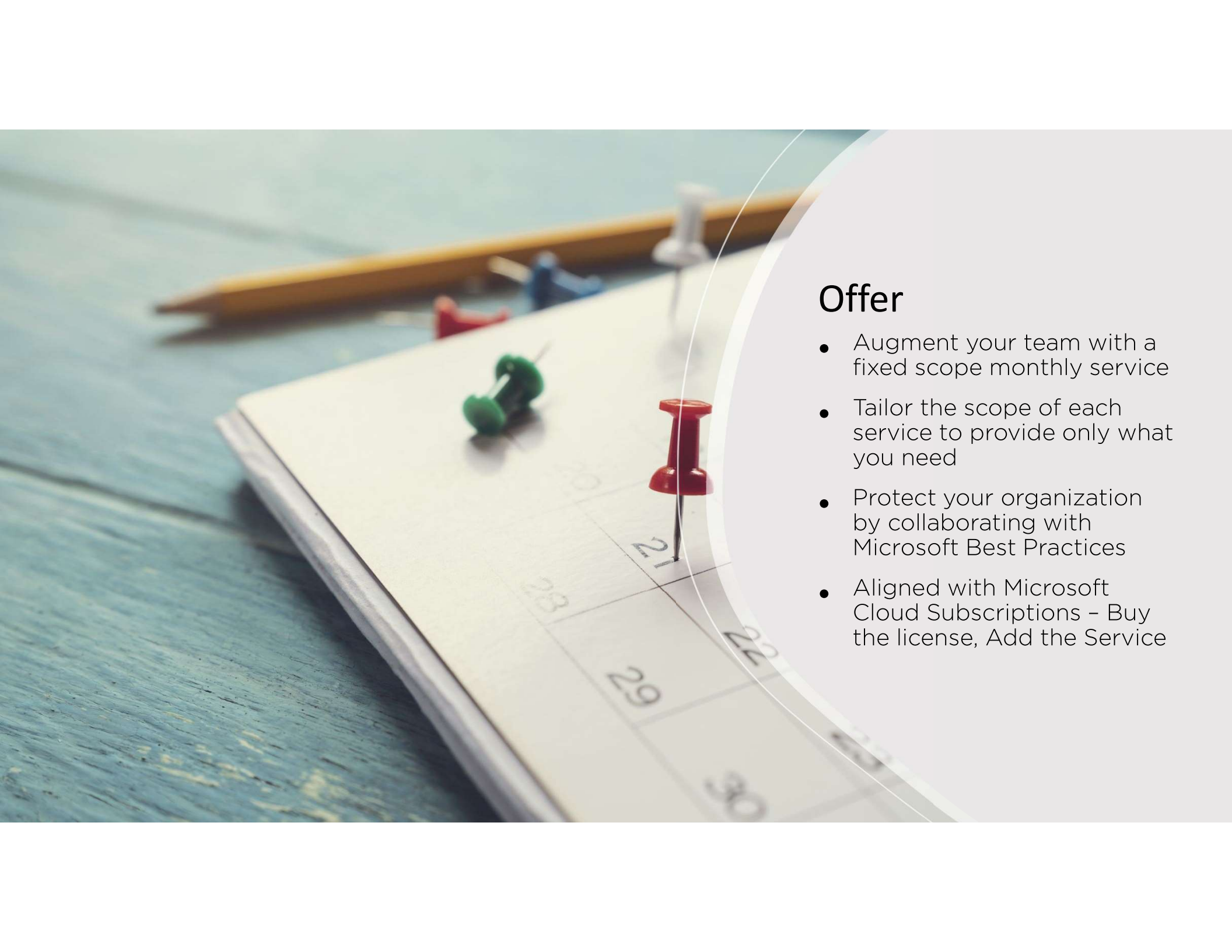
Offer

- Augment your team with a fixed scope monthly service

- Tailor the scope of each service to provide only what you need

- Protect your organization by collaborating with Microsoft Best Practices

- Aligned with Microsoft Cloud Subscriptions – Buy the license, Add the Service
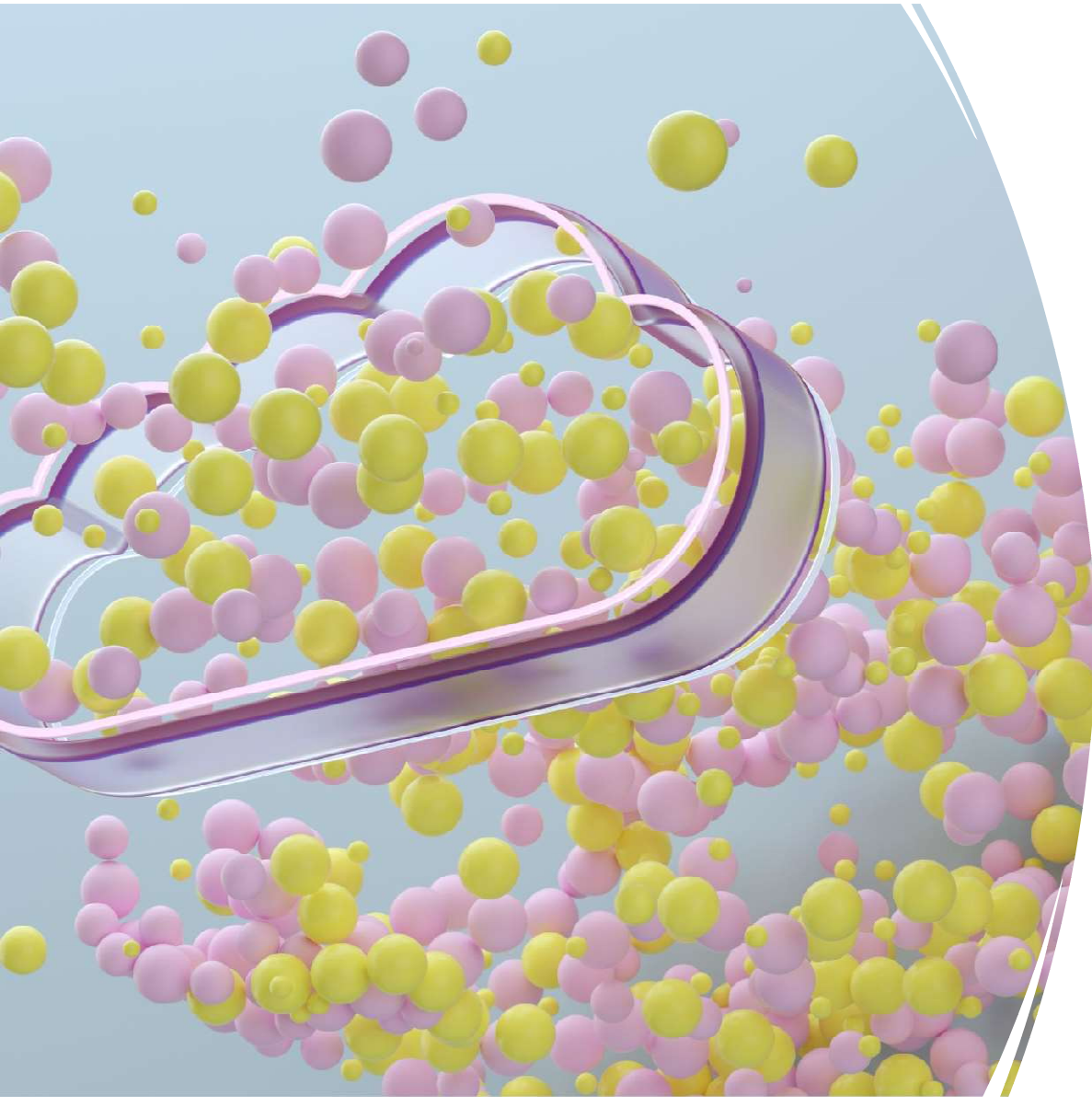
Finchloom – Over 10 Years in the Cloud

- 100% Microsoft AI Cloud Partner
- Microsoft 365 Security Solutions Designation
- Over 10,000,000 Emails scanned and protected
- Expert level Cloud Engineers
- Founded with the idea to help customers achieve more with Microsoft software while having fun

Call to Action

FINCHLOOM PLUS

Schedule
Schedule a free consultation on our website https://finchloom.com

Email
Email us support@finchloom.com

Watch
Watch our demos on youtube (keyword: Finchloom+)

Microsoft