



# Microsoft 365 Managed Support Services




Microsoft 365 undoubtedly stands as a crucial asset for businesses. However, its constant monitoring & management demand significant time, resources and investment in a diverse skill set, which can be both complex & challenging for organisations, thus leading to inefficiencies, potential security risks and difficulties in adopting and utilizing the full range of Microsoft 365 features across all facets of the business.

**The Cloud Factory Microsoft 365 Managed Support Services** aim to seamlessly integrate within your operations, taking over the intricate day-to-day management of your Microsoft 365 environment, allowing you to focus on your core business objectives, rather than firefighting. With regular monitoring and fine-tuning, our team acting as an extension to your internal resources, ensure that your environment is up-to-date, secure, aligned with industry best practices, and always operating at its optimal level.

## Unlock an Elevated Microsoft 365 Experience with Expert Support




**Microsoft-Certified Experts at Your Service** - Leverage the expertise of our Microsoft-certified professionals with in-depth knowledge of Microsoft ecosystem to optimize your Microsoft 365 environment.




**Empower Proactive Excellence** - We shift your IT strategy from reactive to proactive, actively identifying & mitigating potential issues before they escalate into critical problems.



**Predictable Pricing** - No surprises or hidden / unexpected costs - Transparent and predictable pricing structure.



**Reliable Remote Support** - Benefit from our fast, dedicated and reliable 8/5 remote support system, ensuring smooth running of your Microsoft 365 operations.



**Transparent Reporting** - Comprehensive reports, providing clear insights into the performance and status of your Microsoft 365 environment, fostering accountability and informed decision-making.

# Microsoft 365 Managed Support Services Scope

A comprehensive scope that extends from seamless issue resolution and proactive monitoring to security enhancements\*, performance optimization, and expert advice.



## Scope of Services

8/5 access to dedicated Microsoft 365 Technical Account Manager	✓
End-user general technical 8/5 support help desk, underpinned by a Service Level Agreement (SLA), during standard business hours	✓
Expert advice / guidance to enhance Microsoft 365 core products' adoption rates (such as Microsoft Teams, OneDrive for Business & SharePoint Online)	✓
Targeted training to decision-makers on new features and changes for informed decision-making	✓
Microsoft 365 license(s) / subscription(s) provisioning & management (if procured through The Cloud Factory)	✓
Monitoring of underutilized Microsoft 365 license(s) / subscription(s)	✓
User & group management - managing individual user accounts (additions, changes, deletions), handling dormant / inactive user accounts, creation of groups, organising users into groups	✓
Assistance in Microsoft 365 apps' installation across the organisation	✓
Assistance in configuring end-users' Outlook for emails	✓
Proactive monitoring and management of Multi-Factor Authentication for user accounts	✓
Periodic review and fine-tuning of your email security policies to minimize false positives (managing spam and quarantine settings)	✓
Microsoft 365 mailbox management (mailbox permissions, configuring email forwarding, configuring shared mailbox, aliases)	✓
Managing DNS records	✓
Addressing end-users' password reset / change requests	✓
Managing existing SharePoint Online sites & end-users' access / permissions under the sites	✓
Prompt and high-quality escalation to Microsoft Premier Support, as and when required	✓
Comprehensive analysis & monthly reporting of the overall health and performance of your Microsoft 365 environment	✓

\*Our scope includes fundamental security enhancements which can be further expanded based on your business needs.

## Contact Us

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