Microsoft 365 Managed Service

24/7 support and optimization for your Microsoft 365 instance

Best practice management for Microsoft 365

Microsoft 365 (M365) has evolved into a very comprehensive suite of applications, providing functionality that ranges from managing and sharing content, through productivity & collaboration, as well as powerful business enablers. However, the more extensively that an organization uses M365, the more critical it's configuration, performance and security becomes. nDivision is a certified Gold level Microsoft Cloud Service Partner and has a wide range of expertise and experience in the management of M365. Our customers can realize all the benefits of M365 without the need to hire expensive resources to optimize it and manage it 24/7.

Advice and guidance for choosing the best licensing options

There's a wide range of licensing options to choose from and often it's not a case of 'one size fits all'. Different categories of users will have different needs – we help you determine what the best combination is to extract the maximum value from amount allocated from your overall IT budget. This is not a static situation, with user needs changing as the business evolves. Our regular service reviews will include a check and balance for M365 licensing, and recommendations for licensing changes, as needed, ensure that you have all the latest features, security updates and that you stay compliant with industry standards.

Microsoft 365 has evolved to provide a very extensive range of capabilities, and delivers significant business value. There's no need for your IT team to adopt the wide range of expertise required - let nDivision help you harness the benefits on a cost effective basis, while simplifying its use.

Technologies supported include but are not limited to*

- Collaboration applications (SharePoint Online, Teams, OneDrive, Exchange Online)
- Business Applications (Power Platform, Azure Services)
- Productivity Applications (Office Suite)
- Tenant Management (Users/Groups, AD Connect, Licensing)

*Licensing is not included in the service and deployment and development are subject to Professional Services engagement.

SharePoint, Teams and OneDrive

In Scope*				
Site Administration	Ongoing Sharepoint Monitoring	Proactive guidance and ongoing consulting	Sharepoint Workflows	Classification and labels
Search Configurations	Security and Compliance	Teams Adminstration	Teams Governance	Policy Guidance

*SharePoint custom workflows requiring coding, development and integrations are out of scope

Included Services

End Point Manger	Azure AD access, configuration management, security policies and application deployment
Azure AD Premium	Identity & access management and enterprise application deployment for Azure AD authentication
Backup & Recovery	Exchange Online, OneDrive for Business, SharePoint Online, Contacts, Calendars and discovery of assets
Reporting	Our proprietary and customizable reporting provides in-depth insights into your M365 environment
Service Improvement	Monthly review covers new features, review of the environment and latest best practice recommendations

SOC 2 TYPE II CERTIFIED

Microsoft Partner | Gold Cloud Platform / Gold Cloud Productivity

The importance of enabling the right security features

nDivision's M365 consultants have a deep understanding of security best practices. Our Managed Service includes setting up what we refer to as M365 Security Fundamentals. A significant part of an organizations 'attack surface' are email and cloud applications, and that's why it's imperative that they are secured effectively. The recent shift toward work-from-home models has further complicated security challenges and heightened the importance of a best practice strategy. However, given the breadth and depth of the M365 applications, for may IT teams this can be a daunting task. We can also enhance our M365 Security Fundamentals included in our M365 Managed Service and provide you with a custom level of security, as needed.

24/7 monitoring and scheduled patch management

Our 24/7 Managed Service constantly monitors for M365 error conditions and the combination of our Intelligent Automation and highly skilled U.S. based resources address any issue promptly, ensuring that your environment stays robust and available. We will agree a patching schedule with you that is based on industry best practices, compliance requirements, latest developments and years of industry experience.

nDivision M365 Security Fundamentals

- Governance and security recommendations
- Policy creation and automated incident response
- Alert creation and response based on malicious or questionable Azure AD activity
- Monitoring privileged O365 account use.
- Monitoring the access, and creation of these accounts
- Multi-factor Authentication
- Conditional Access
- Enterprise Application Integration with Azure AD
- Secure Score compliance and review

Examples of nDivision's M365 security fundamentals

Security	Devices	Applications	Email	Documents
Self-service password reset	Management for Windows	Restrict personal apps and storage	Advanced Threat Protection	Classification and labels
Multi-factor authentication	Management for iOS and Android	Save only to OneDrive for Business	DLP, data archiving Azure Rights Manamgement	Encryption, tracking ans revoking access

Let's Talk

Set up an appointment to learn more about how our **Microsoft 365 Managed Service** can help your organization - sales@nDivision.com

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