

BULLETPROOF 365

MODERN IT
OPERATIONS WITHOUT
THE COMPLEXITY



While most organizations run Microsoft 365, few have the resources to consistently manage users, devices, identity, collaboration, and hybrid infrastructure at scale.

Bulletproof 365 simplifies IT by integrating **Service Desk, Cloud, and Infrastructure Operations** into a single, Microsoft-aligned program—backed by one SLA and built to **reduce overhead, improve service quality, and free your team to focus on strategic priorities.**

Security is embedded into everything we do—from configuration to operations — ensuring your environment is not only efficient, but protected by design.

Poor IT Management. Real Business Costs.

- **\$5.6K/minute in downtime – 2 hours** = \$672K+ in losses
- **Unpatched systems** = \$500K+ avg. breach containment
- **40+ hour** recoveries drive legal and ransomware costs
- **Compliance gaps risk fines** up to 4% of global revenue
- **Burnout & staffing gaps** increase OPEX and delay progress

MODERN IT THAT POWERS PERFORMANCE & PRODUCTIVITY

Microsoft-Native by Design

Bulletproof 365 is a Microsoft-native operating model that runs your day-to-day IT.

Microsoft 365: Administration & governance for Exchange Online, Teams, SharePoint, OneDrive

Windows 10/11 + Intune: Configuration profiles, device compliance, update rings, remote support, app lifecycle

Entra ID (Azure AD): JML, MFA, Conditional Access, directory sync (Entra Connect)

Azure & Hybrid: Windows/Linux servers, storage, and workloads across cloud and on-prem

Bulletproof 365 (B365)

Keep your business moving - anytime, anywhere

With 24x7 operations and Microsoft 365's 99.9% uptime SLA, B365 ensures your people stay connected, productive, and supported—around the clock.

"Our JEDI team enjoys working closely with Bulletproof. They deliver exceptional support, resolving employee IT issues quickly and effectively. With a single call, they identify the problem and implement the right fix. It gives us peace of mind knowing certified experts are available 24/7 to support our technology needs. Their service is easy to use, and help is accessible at any time."

Brennon Somerville
Finance & Operations Manager
Joint Economic Development Initiative Inc.
(JEDI)



Bulletproof
Managed IT
Service Desk



Bulletproof
Managed IT
Cloud



Bulletproof
Managed IT
Infrastructure

Contact Us



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Your Complete Day-to-Day IT Management

Managed IT Service Desk 	Managed Cloud 	Managed IT Infrastructure 
24x7 end-user support, remote device management, and rapid incident remediation across desktops, laptops, mobiles, and business-critical apps	Microsoft Cloud Workload Management: Management of Exchange Online, Teams, SharePoint, OneDrive, Defender for Office 365, and backup oversight	Server Management: Physical & virtual (on-prem/Azure), external storage (SAN/NAS), UPS, Microsoft OS/app support (AD, DNS, DHCP, etc.) & device health/performance monitoring (valid support contracts & supported firmware/hardware)
End User Support: Network access, internet connectivity, performance, hardware/OS issues, unexpected shutdowns, disk space, printing, file access, etc.	Cloud to Cloud M365 Backup Management: Daily backups for Exchange, OneDrive, SharePoint, Teams, failure alerts, production restores and restore requests within 24 hours	Firewall Management: Network firewalls (Fortinet, Cisco), stateful/NEXT-GEN controls, UTM (IPS, AV, Web Filtering, App Control), site-to-site & client VPN, policy change management, configuration backups, monitoring/alerting, annual policy reviews
User Endpoint Support: Comprehensive support for company-issued devices, including remote assistance, patch and tool deployment, scripting, live chat, OS support, and deployment, updates, or upgrades for supported applications.	SharePoint Management: Site & hub configuration, site management, lists/libraries, metadata, data migration (up to 25 GB), and detailed reporting (user activity, permissions, site usage, audits, storage)	Network Management: Proactive management of routers, switches, and wireless controllers/APs (Cisco, Fortinet), proactive patching, configuration backups, log retention (Fortinet only), reactive troubleshooting, issue-based log reviews
Business Line Application Support: Support for business-specific applications used in operations (active vendor support contracts required)	Teams Voice Management: Inbound/outbound call routing, audioconferencing, number porting/assignment, auto-attendants (messages, call transfers), voicemail routing, hardware provisioning (phones, headsets, Teams Rooms), and user/administrator training	General Backup Management: Backup management for server data, job monitoring and authorized production restores within 24 hours
New Device Setup – Desktop, Laptop, Mobile, & Tablet: Fully configured & secured devices with OS imaging and set up, AD/Entra ID join, Intune enrollment with baseline policies, Microsoft 365 apps (Outlook/OneDrive) + Defender for Endpoint, Microsoft Authenticator, printer/drive mapping, approved LOB app installation	Mobile App inclusion in App Protection Policy: Bulletproof 365 app protection policies sandbox Microsoft mobile apps (plus Adobe Reader) to prevent corporate data from leaving supported apps, we can assess and add eligible third-party apps	Endpoint Management: Lifecycle, compliance, and updates for user endpoints, AD/Azure AD device joins, device cleanup, remote monitoring, and software patching

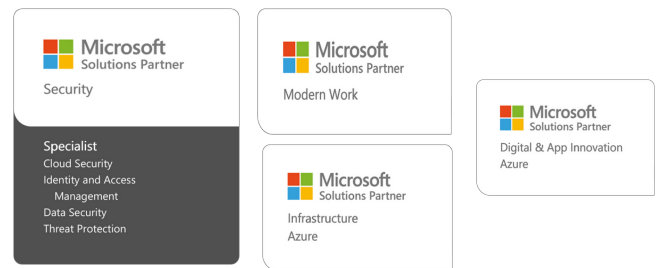
Security Aware End-User Training

Managed cyber-awareness campaigns and phishing simulations that reduce human risk, reinforce collaboration hygiene, and measurably lower incident rates across Service Desk, Cloud, and Infrastructure footprints.

Why Bulletproof?

Bulletproof 365 **reduces downtime from hours to minutes**, unifies device and identity management with standardized builds across Entra ID and Intune, and transforms unpredictable IT issues into **stable, auditable OPEX—all within your own tenant for maximum visibility and control.**

With locations across North America and worldwide, Bulletproof brings decades of IT, security, and compliance expertise. We were the 2024 Microsoft Security Excellence Awards – Security Trailblazer winner and Microsoft Global Security Partner of the Year (2021), and we're proud members of MISA, bringing the same award-winning rigor to your day-to-day managed IT.



Member of
Microsoft Intelligent
Security Association
 

Microsoft
Partner
 2021 Partner of the Year
Security

 Microsoft
Solutions Partner

 **BULLETPROOF**
a GLL company

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