



Microsoft 365 managed services

Unlock the full power of M365 with expert IT management and support



M365 has become a cornerstone of productivity for businesses worldwide with over **one million companies relying on Microsoft 365 globally**, yet studies show that a large portion of purchased **licenses go to waste**. In fact, more than half (56%) of enterprise Office 365/M365 licenses are inactive, underutilized, oversized, or even completely unassigned¹. This mismatch not only **inflates IT costs** but also impacts **operational efficiency** and can introduce **security and compliance risks**.

Common areas where organizations overspend on M365 licensing

Understanding **where and how overspending occurs** is the first step to optimizing M365. Some of the most common problem areas include:

- **Inactive or orphaned accounts:** Licenses assigned to users who no longer use them. This often happens when employees leave and their M365 account isn't deactivated or reclaimed.
- **Over-licensing and oversized plans:** This happens when users are on a higher-cost M365 plan than needed for their job role.
- **Unassigned "shelfware" licenses:** Many organizations intentionally overbuy licenses (e.g. purchasing a block of 500 when only 450 users exist) to accommodate growth or to get volume discounts.
- **Misaligned license mix:** Microsoft allows combining different license types (even within the same tenant) so each user gets what they need. Failing to tailor the mix can mean some users lack critical features, while others have expensive features they never use.

Administrative challenges

In addition to the diverse range of tools and services included in M365, and the ever-evolving nature of licensing, organizations face a number of administrative challenges, such as:

- Hybrid digital work environments, as well as Microsoft's frequent updates and changes, make it difficult for IT teams to ensure an effective level of security and compliance.
- Many organizations do not have dedicated M365 specialists so their internal IT teams—who may already be stretched thin with a wide array of responsibilities—must allocate time and resources to manage user accounts, mailbox provisioning, password resets, and troubleshooting.

These challenges highlight the need for organizations to consider using a certified **M365 managed services** provider to help them fully leverage their M365 investments while minimizing operational burdens and security risks.

M365 managed services

Our proactive M365 managed services can lead to significant cost savings, improved efficiency, and reduced risk for organizations. This includes handling day-to-day operations, troubleshooting, security management, and ensuring that your organization is leveraging the full capabilities of Microsoft 365 effectively.



M365 Licensing Management & Support

- **Annual Licensing Review & Optimization** - Ensures your organization is only paying for the M365 Licensing needed and you understand the new and evolving M365 licensing landscape.
- Ongoing support for licensing management, billing and payments.



Onboarding & Activation Support

- Help and guidance during the initial onboarding and activation of M365 licensing.



M365 Administrator Support

- **Monthly Best Practice Consulting** - Best practice consulting, workshop, or assistance with specific M365 tooling or portals.
- **Recurring M365 Environment Reviews** - Stay up-to-date on your M365 environment and learn best practices & risk remediation.



Cloud Break/Fix Support

- CBTS can assist with technical incidents where M365 is believed to be the cause. Scenarios could include product defects/bugs or regional outages. CBTS will coordinate escalation and communication of issue with Microsoft support during incident solving phase.

Why CBTS

CBTS is a **Microsoft Cloud Solution Provider (CSP)** which allows us to provide our customers with end-to-end, expert level of service across the entire Microsoft modern workplace solution suite. In addition, we hold the Microsoft Advanced Specialization for Modern Work, so our certified experts can proactively review and optimize Microsoft environments to help our clients achieve their business objectives.



Microsoft
Solutions Partner

Modern Work

Specialist
Adoption and Change
Management
Calling for Microsoft Teams

Want to learn more? Visit www.cbts.com/Microsoft or ask your CBTS account team about M365 managed services today!

1. 2025 CoreView State of Microsoft 365 Security Report | CoreView