

# Microsoft 365 Managed Service

**All the support you need from a trusted Microsoft Partner. Work with the experts for an optimised environment allowing secure communication and collaboration.**

The Microsoft 365 Managed Service provides customers with ongoing insights, recommendations and performance enhancements. It's our job to bring make sure your Microsoft 365 environment is optimised regularly, so you remain in full control.

## How do we help?

- ▶ Alleviate the pressure of managing your environment's health
- ▶ Regular reviews and optimisations from Cloud Direct keeps you informed and in control
- ▶ Regular reports and tips on how to improve your security posture
- ▶ Real-time access to spend, security and performance monitoring through Provide™



## What can you expect from Cloud Direct's managed service?

You'll be aligned to each of the five Microsoft 365 'pillars' to regain control of your costs, monitor and enhance security, and maintain optimal technical performance.



### Communication & Collaboration

Manage and optimise how your employees communicate and collaborate



### Endpoints

Device compliance, reporting and updates



### Identity & Access

Monitor conditional access by reviewing user and licence reports and create a secure environment with the right implementation of policy changes



### Security

We help you build and manage proactively secured workloads with Microsoft 365



### Cost Optimisation

Manage and optimise your cloud costs to focus on what matters most



# What you'll get from a Microsoft 365 Managed Service

## Identity & Access

- ▶ Monitoring conditional access
- ▶ User reports
- ▶ Licence reports
- ▶ Implementation of policy changes

## Communication & Collaboration

- ▶ Reporting of Microsoft Exchange, SharePoint, OneDrive
- ▶ Implementation of policy changes

## Endpoints

- ▶ Reporting of device compliance, mobile devices, devices details and devices by Mailbox
- ▶ Windows update configuration issues report
- ▶ Resolve issues with Windows automatic update management

## Performance Review

- ▶ Review of tickets and support performance
- ▶ Proactive tasks completed

## Security

- ▶ Security reports
- ▶ Proactive remediation of reported security issues
- ▶ Secure Score report and review

## Request Management

- ▶ Microsoft 365 requests actioned on behalf of the customer.
- ▶ Admin-level requests from authorised customer contact

## Cost Optimisation Review

- ▶ Licence audit
- ▶ Proposed optimisations

## Technology Review

- ▶ Recent Microsoft 365 product enhancements
- ▶ Roadmap planning

## Why Cloud Direct?

**We're for the disruptors. The movers and shakers. The change makers. The ones who understand that bravery doesn't mean recklessness. And that safe and affordable can ignite growth.**

With over 4000 cloud migrations under our belt, it's safe to say that by now, we've really got this thing down. Equal parts passion and good old-fashioned elbow grease has allowed us to enjoy continuous, organic profits - year on year - since 2003.

A Managed Service means your performance, security and updates are taken care of, so you can focus on what you do best – providing value to customers and business projects. Think of a Managed Service Provider (MSP) as an extension of your IT team – a big extension full of Microsoft experts. We provide the support and guidance you need when you need it.

**To find out more about how we can help your business, contact us on:**

0122 5300 330 | [enquiries@clouddirect.net](mailto:enquiries@clouddirect.net)  
[www.clouddirect.net](http://www.clouddirect.net)

