

INFRASTRUCTURE MANAGED SERVICES OFFERING

LICENSE ADVANTAGE STRATEGIES

Our managed service offers a proactive, end-to-end management solution designed to help your organization modernize, secure, and optimize your Microsoft infrastructure. With our service, you can reduce downtime and operational risk, increase cost efficiency and scalability, improve security and compliance posture, and enable your IT teams to focus on strategic initiatives.

SERVICES SCOPE

Core Infrastructure:

- **Microsoft Azure:** VM and resource monitoring, backup and disaster recovery management, patch management, cost optimization, identity and access control.
- **Microsoft 365:** Exchange Online, SharePoint, OneDrive, Teams administration, licensing and tenant management, security and compliance configuration, MFA & Conditional Access enforcement.
- **On-Premises Microsoft Infrastructure:** Active Directory (AD) & Azure AD sync health monitoring, Windows Server administration & patching, hybrid Exchange/Azure support.

Security & Compliance:

- Threat detection and incident response (via Microsoft Defender, Sentinel), endpoint protection policy management (Defender for Endpoint, Intune), regulatory compliance reporting (GDPR, HIPAA, SOX).

Operational Support:

- 24x7 monitoring & alerting (proactive vs. reactive), incident management with defined SLAs, service request fulfillment, change management support, vendor escalation management (Microsoft Premier/Unified Support).

SERVICE TIERS

- **Essential:** Baseline monitoring & patching.
- **Advanced:** Adds security, cost optimization, and compliance.
- **Premium:** Full 24/7 support, advisory, and roadmap planning.

Microsoft Infrastructure Managed Services

Comprehensive managed services for Microsoft infrastructure- Azure, Microsoft 365, and on-premises. We deliver 24/7 monitoring, security, compliance, and operational support to reduce risk, improve efficiency, and free up your IT team for strategic work.

Azure

Microsoft
365

24/7
Monitoring

Security,
Compliance,
and
Operational
Support



VALUE-ADDED SERVICES

Cloud readiness and migration planning, business continuity and disaster recovery (BCDR) testing, regular health checks and quarterly service reviews, cost optimization workshops, end-user adoption & training.



SERVICE DELIVERY MODEL

Remote-first delivery with escalation to onsite if needed, ITIL-aligned service management (incident, problem, change), monthly reporting: uptime, incidents, cost savings, security posture.

? WHY CHOOSE US?

Microsoft Partner/Managed Solutions Partner designation, certified architects and engineers (Azure, M365, Security), proven experience in regulated industries (finance, healthcare, etc.), strong track record of reducing IT costs & downtime.

➔ NEXT STEPS FOR CUSTOMERS

- **Assessment:** Current Microsoft infrastructure health & security review.
- **Proposal:** Customized managed services plan.
- **Onboarding:** Smooth transition with minimal disruption.