GLOBAL COMPUTING & TELECOMS
infinite solutions, infinite possibilities

Microsoft 365
Managed Services

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1 Microsoft 365 Managed Services

We are pleased to offer you our Microsoft 365 managed services, which will help you optimize your productivity, security and compliance in the cloud. Our services include:

- Assessment and remediation of current environment
- Workshops to drive Microsoft 365 business objectives
- Migration of your existing data and applications to Microsoft 365
- Configuration and management of your Microsoft 365 environment
- Monitoring and reporting of your Microsoft 365 usage and performance
- Support and troubleshooting of your Microsoft 365 issues
- Training and guidance on how to use Microsoft 365 features and tools

We look forward to hearing from you and discussing how we can help you achieve your business goals with our Microsoft 365 managed services, please contact us today. We would be happy to provide you with a free consultation and a customized proposal that outlines the scope, deliverables, and pricing of our service offering.

1.1 Problem Statement:

Organizations that use Microsoft 365 for their business operations face various challenges in managing and optimizing their cloud environment. These challenges include security risks, compliance issues, performance degradation, cost overruns, and lack of visibility and control.

Without a dedicated and experienced Microsoft 365 Managed Services provider, organizations may not be able to leverage the full potential of Microsoft 365 and may expose themselves to operational and financial risks. A Microsoft 365 Managed Services provider like Global Computing and Telecoms can help you overcome these challenges by providing end-to-end support, guidance, and solutions for their Microsoft 365 environment.

1.2 Benefits:

By choosing Global Computing and Telecoms as your Microsoft 365 managed services partner, you will benefit from:

- Reduced IT costs and complexity
- Enhanced collaboration and communication
- Improved security and compliance

- Increased flexibility and scalability

1.3   Technologies:

Global Computing and Telecoms can provide managed support services for Microsoft 365 technologies that provide various benefits such as productivity, collaboration, security and compliance. Some of the Microsoft 365 technologies that can be supported through a managed services contract are:

- **Microsoft Teams**: a communication and collaboration platform that integrates chat, video calls, file sharing and online meetings.
- **Microsoft SharePoint**: a web-based platform that enables document management, intranet sites, workflows and business intelligence.
- **Microsoft OneDrive**: a cloud storage service that allows users to access and sync files across devices.
- **Microsoft Exchange Online & Outlook**: an email and calendar application that integrates with other Microsoft 365 services and third-party apps.
- **Microsoft Office** Word, Excel, PowerPoint and OneNote: office applications that allow users to create and edit documents, spreadsheets, presentations and notes online or offline.
- **Microsoft Defender**: a security solution that protects devices, data and identities from cyber threats.
- **Microsoft Compliance Manager**: a tool that helps organizations assess and manage their compliance with various regulations and standards.
- **Advanced Threat Protection (ATP)** for email and cloud applications, which helps protect against phishing, malware, ransomware, and other sophisticated attacks.
- **Identity and Access Management (IAM)** tools, such as Azure Active Directory Premium P2, which enables conditional access, identity protection, privileged identity management, and access reviews.
- **Information Protection and Governance (IPG)** solutions, such as Azure Information Protection P2 and Microsoft 365 Compliance Center, which help classify, label, protect, and monitor sensitive data across devices and cloud services.
- **Threat Intelligence and Analytics (TIA)** capabilities, such as Microsoft Defender for Endpoint, Microsoft Defender for Office 365, Microsoft Cloud App Security, and Azure Sentinel, which provide visibility, detection, investigation, and response to threats across the Microsoft 365 environment.
- **Security Management and Automation (SMA**) features, such as Microsoft Secure Score, Microsoft 365 Security Center, and Microsoft 365 Defender, which help assess security posture, prioritize actions, and automate workflows to improve security outcomes.

1.4   Investment

The following table represents the investment options for the Microsoft 365 Managed Service Subscription, the recommended package is the Gold package:

Level	Unit Price	Users	Monthly Investment	Annual Investment	Service
Bronze	R 65.00	100	R 6500.00	R 78 000.00	Online (24 hours PM)
Gold	R 99.99	100	R 9 999.00	R 119 988.00	Online (40 hours PM)
Platinum	R250.00	100	R 25 000.00	R 300 000.00	(80 hours PM)Premium Dedicated

1.5   Contact Us

Take the next step today!

Contact Global Computing and Telecoms for more information at info@globalcomputing.co.za