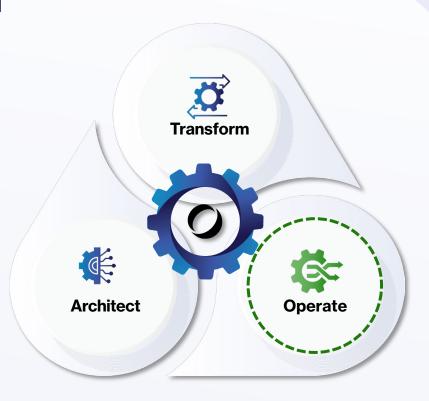


M365 Managed Support

Gain cloud-like operational agility, elasticity and productivity.

Our Approach

Provide 24 / 7 enterprise-class systems management for Microsoft 365
Services and SKUs. Our dedicated level 2 and level 3 support teams and Operations Center sit discretely within your existing IT service delivery capability and integrate with internal processes and workflows.



Common Challenges

- Microsoft 365 scalable support and operations
- Ensuring 24 / 7 operation of critical business systems
- Validating compliance of email, documents and collaborative sharing of files
- Maintaining a consistent Microsoft 365 experience for all employees
- Properly and expertly securing Microsoft
 365 services

- Managing user identities across multiple platforms
- Consolidating and centralizing collaboration solutions
- Integrating Microsoft 365 with other line of business apps
- Supporting different user personas, light user, back office & power user
- Leveraging Microsoft investment for improved ROI



Service Features

Legend

Core O



Add-ons (



Microsoft 365 Service Monitoring Coverage

Incident Management and Remediation

Microsoft 365 Tier 2/3 Escalation Support

Proactive & Reactive Incident Management & Remediation

Monthly Reporting & Analytics

Microsoft 365 Core Platform Management & Administration

Annual Health Checks

Capacity Management and Utilization

Exchange Online, OneDrive & MSFT Teams Administration

SharePoint Online Site Administration

Lifecycle Administration Joiners, **⊙**` Movers. Leavers

Entra ID P1 Administration

Active Directory User Integration 0 Support (AAD Connect)

Conditional Access Policy Management

Microsoft Licensing Advisory

Apps for Enterprise Support & Updates

M365 E3 Platform Service Add-Ons

M365 E5 Platform Service Add-Ons

M365 Advanced Compliance & Security Workloads

Why ivision?



People

We promote productivity and collaboration through proactive management, clear expectations and technical expertise.



Process

Our structured and repeatable approach is based on strategic methodology that allows you to capitalize on opportunity.



Technology

Our proven partner ecosystem empowers us to deliver the most innovative solutions for your technology needs.

Contact Us

Any questions on how to get started? Speak with one of our experts.





