QUISITIVE

Quisitive Management Services

Accelerate innovation with environment management and strategic improvements

Overview

Quisitive **Management Services** is a range of cloud subscription services to monitor, remediate and deliver strategic recommendations to optimize your environment through a team of best-of-breed subject matter experts. By filling expertise needs and closing technology gaps, Quisitive's **Management Services** helps solve your day-to-day IT operations, as well as innovation challenges. We bring deep expertise across all Microsoft technologies, as well as related technologies, to deliver flexible IT support, and help maintain and optimize your technology posture.

How it works

Quisitive helps you identify your key business goals to choose the level of service that fits your business model. The **Standard Level** includes routine support and proactive environment management across the Microsoft ecosystem. The **Advanced Level** supports what the Standard Level offers, plus ongoing coaching for a programmatic, roadmap-driven delivery of new and improved capabilities. Management Services are contracted based on a mix of a fixed monthly fee and a committed monthly amount of technical execution hours.

STANDARD

Flex: Sustaining Applications & Microsoft Technology

Routine support and proactive environment management across the Microsoft ecosystem

- Management of requests/priorities to resolve issues
- Environment health checks and insights
- On-demand access to technical expertise across Microsoft platform

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ADVANCED

Strategic Improvement Programs

Programmatic, roadmap-driven delivery of new and improved capabilities

- Assess your environment, develop baseline, create personalized roadmap
- Ongoing coaching led by dedicated customer experience person and SMEs
- Implementation of technical architecture, software, processes and policies
- Includes IP (Quisitive and/or 3rd party) to extend Microsoft platforms
- Workshops & education to keep up with evolving Microsoft platforms & needs
- Includes Flex program hours

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Flex: Sustaining Applications & Technology

Quisitive offers routine support and proactive environment management across the Microsoft ecosystem. This chart depicts a few examples of the different ways we can help and the technologies we support.

	Applications	Infrastructure & Operations	Data & AI	Digital Workplace	Security & Compliance	Dynamics
Sample ways we can help	• Replace/enhance applications • Modernize/migrate • Requirements gathering • Bug fixes • Overflow resources for internal team	• Create, move or restore VMs • Desktop Deployments • Patching • System Health checks • Upgrades	• Build and deploy dashboards & reports • Database cleanup • Backup and maintenance • SQL server healthchecks	• Small migrations • Set-up and configuration • Business process automation • Security audits • Health checks	• Security audits and assessments • Set-up and configuration of tools • Remediation & incident management	• Update and add roles • Automations and process improvements • Create reports and views • Configuration
Sample technologies supported	• .Net • Azure DevOps • GitHub	• SQL • Azure (IaaS, PaaS , Backup, ASR, Security) • OMS • Hyper-V • System Center	• SQL • Azure Data Services • Power BI	• Teams • Meetings & Calling • Exchange • Skype • OneDrive • Yammer • Valo	• Azure Sentinel • M365 • Intune • ATA • ARS	• Dynamics 365 • Dynamics on Prem • Power Apps • Power Automate

Strategic Improvement Programs

The Advanced Level of service includes the Standard level flex services plus a programmatic, roadmap-driven delivery of new capabilities each month. The chart depicts the strategic improvement programs and examples of services delivered. The improvement roadmap and tactics provided will depend on your environment.

	Applications	Infrastructure & Operations	Data & AI	Digital Workplace	Security & Compliance	Dynamics
Delivery of new/ improved capabilities	• Ongoing enhancements • App Security • DevOps pipelines & automations • Reporting/ Insights	• Azure environment monitoring (Quisitive IP) • Roadmap mgmt. • Cost & security mgmt. • Incident mgmt. • Azure Ops mgmt. • Reporting/insights • Automation • Patch mgmt.	• Ongoing analytics & AI • Dashboards • Data governance • ML Ops • Reporting/ insights	• Software IP • Coach-led O365 roadmap • Security & identity Management • Automation • Usage & User adoption • Reporting & analytics	• Quisitive IP for automations, policy, content • O365 security • Azure security • Compliance • Governance • Reporting/insights	• Environment health • Usage & user adoption • Ongoing enhancements • Reporting/insights

Benefits

- *Drive efficiency by getting the exact technical resource needed*
- *Decrease the amount of time that it takes to solve technical and business challenges*
- *Flexible and scalable, allowing you to quickly change as your needs change*
- *Access to a dedicated customer success person who understands your specific environment*
- *Quickly scale your team and drive innovation*

Start your 3-month, no-risk trial today.

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