



Managed Services for Endpoint Devices

tbs.tech | simplify the complex



WHO WE ARE

340

TOTAL
EMPLOYEES



>20

YEARS OF
EXPERIENCE



+170

CERTIFIED
ENGINEERS



>200

INTERNATIONAL
CLIENTS



11

GLOBAL
OFFICES





WHO WE ARE

ISO CERTIFICATES

- ISO 9001:2015
- ISO 14001:2015
- ISO 450001:2018
- ISO 20000-1:2018
- ISO 27001:2013
- ISO 27001 extension 27701
- ISO 37001:2016
- ISO 22301

PARTNER RECOGNITION

- Microsoft Direct CSP & LSP Partner
- Microsoft Partner Solution Designation: Modern Work
- Microsoft Partner Solution Designation: Security
- Microsoft Partner Solution Designation: Digital & App Services
- Microsoft Security Specialization in the area of Identity & Access Management
- 2020 Microsoft Partner of the Year Award



THE IT LANDSCAPE: TRENDS AND INNOVATION

Digital Transformation

Businesses are increasingly relying on digital technologies to enhance their operations, improve customer experiences, and drive growth. This shift is not just about adopting new technologies but also about transforming company culture and business processes to fully leverage digital advancements.

The Rise of Big Data and Analytics

The transformation of various aspects of life into data that can be tracked, analyzed, and leveraged is becoming increasingly prevalent. Data is playing an increasingly pivotal role in driving business decisions, with sophisticated tools being used for data analysis to uncover valuable insights and inform strategic moves.

Cybersecurity Threats & Solutions

With the increasing reliance on digital technologies, prioritizing cybersecurity has become paramount for businesses. Protecting data and systems is crucial in safeguarding against growing cyber threats and ensuring the integrity and reliability of business operations.

Cloud Computing & Hybrid Environment

The demand for scalability, flexibility, and efficiency is steering businesses towards cloud computing. Meanwhile, hybrid environments blend the benefits of both on-premises and cloud solutions, offering the flexibility to run applications and store data in the most suitable locations.

Emerging Technologies

AI is transforming business processes, improving decision-making, and automating routine tasks. AI's capabilities extend from streamlining operations to offering new ways to engage customers and drive business value.



IMPACT ON CIO AND IT LEADERSHIP

The technology function is changing its role from seamless operations to seamless leadership:

On the one hand, tech leaders are tasked with being innovative and strategic, and on the other, they need to ensure operational reliability and cybersecurity ^[1].

Emphasizing cybersecurity:

Growing importance of IT leaders in ensuring cybersecurity and regulatory compliance.

Talent management:

CIOs and IT Directors need to attract, retain, and develop talents as with the rapid evolution of technology, there is a growing need for skilled IT professionals.

Championing innovation and agility:

IT leaders play a pivotal role in fostering innovation and maintaining agility in changing tech environments.



CHALLENGES

Adapting to a Strategic Role:

- Transitioning from operational to strategic planning and aligning IT with broader business goals.

Driving Innovation Amidst Operational Demands

- Innovate without disrupting the operational stability.
- Balance the integration of cutting-edge tech with legacy system optimization.

Escalating Cybersecurity Imperatives in the Context of Distributed Workplace

- Secure a borderless enterprise environment against sophisticated cyber threats.
- Develop cybersecurity resilience while supporting remote workforce flexibility.

Optimal Resource Management

- Align IT resource allocation with strategic business priorities.

Talent Acquisition and Retention

- Navigate a competitive job market for skilled IT talent.
- Create compelling career pathways and foster a culture of continuous learning.

Strategic IT Budgeting

- Justify ROI for investments, focusing on long-term cost savings and risk mitigation.

Agile Technical Issue Resolution

- Implement proactive IT support structures for rapid issue resolution.
- Ensure IT initiatives are agile and responsive to dynamic business needs.



ELEVATING IT WITH MANAGED SERVICES

Strategic Support:

- Facilitate the transition from operational focus to strategic planning, ensuring IT initiatives support broader organizational objectives

Enhanced Security and Compliance:

- Advanced security protocols tailored for hybrid work environments, protecting data across multiple locations and devices.
- Continuous real-time monitoring and prevention strategies to build cybersecurity resilience and compliance in a distributed workplace.

Access to Innovation and Expertise:

- Enables innovation without disrupting operational stability, leveraging the latest tech advancements and assuring best practices are implemented.

Optimal Resource Management:

- Aligns IT resource allocation with strategic business priorities.
- Implements proactive IT support structures for rapid issue resolution,

Resolving Skill Gaps:

- Supplementing internal IT teams with a diverse set of skills, filling critical skill gaps.
- Providing specialized expertise and resources, enabling IT leaders to focus on strategic initiatives and continuous learning.
- TBS Academy: Own technology academy, combining theoretical and practical training.

Strategic IT Budgeting:

- Capacity planning and managed security services optimize resource allocation, demonstrating tangible ROI.
- Transparent reporting services link investments to outcomes, emphasizing long-term cost savings and risk mitigation.



SOLUTION

Our managed services are tailored to resolve technical issues, foster innovation, and ensure robust cybersecurity, all aligned with your strategic objectives in today's IT landscape.



MANAGED SERVICES FOR ENDPOINT DEVICES

Our **Managed Services for Endpoint Devices** solution is designed to handle day-to-day technical requirements related to endpoint devices.



Services in scope

- Initial Assessment
- Service Desk
- Remote Monitoring & Proactive Maintenance
- Configuration Management
- Incident & Problem Management
- Service Request Management
- Capacity Management
- Reporting Service
- Security Awareness Training
- Dedicated Service Delivery Manager

Systems in Scope

- Microsoft EntraID
- Microsoft Entra Private Access
- Microsoft Defender for Endpoint
- App proxy for legacy apps
- MyApp Portal
- Cloud access security broker
- BYOD
- Microsoft Intune
- Microsoft AutoPilot
- Azure Virtual Desktop
- Windows 365



SUCCESS STORIES

Ministry of Education Bulgaria

56K

Devices

1.3M

Users

200+

Virtual
Machines

2

Data
Centers

200+

Applications

Scope

- Full Monitoring & Management of:
 - Enterprise & Datacenter Networking
 - Network & Application Security (LB, WAF)
 - Cloud-native container platforms
 - Server & Storage infrastructure
 - Microsoft Azure cloud platform
 - Windows & Linux Operating Systems
 - Microsoft Teams & Direct Routing
 - Microsoft 365 Tenant
 - Endpoint management with Windows Autopilot and Intune
- On-going Governance and cost management of the Microsoft Azure platform
- Service Desk for all end MoE end users

The background features a series of thin, parallel yellow lines on the left side that curve towards the right. On the right side, there are four overlapping, L-shaped bars in red, purple, cyan, and lime green, creating a layered effect.

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