



Threatscape's Microsoft 365 Security Support Service helps organisations resolve security related technical issues experienced with the suite of Microsoft security products.



SERVICE OVERVIEW

As part of this service clients receive access to our Microsoft security technical support desk for security related issues with the below products:

- Defender for Endpoint
- Defender Vulnerability Management
- Defender for Office 365 + Exchange Online Protection
- Defender for Identity
- Defender for Cloud Apps
- Entra ID governance and management
- Entra ID Conditional Access
- Entra ID Protection
- Entra ID authentication methods and reset
- Entra ID apps and workload identities
- Entra ID external identities
- Purview
- Intune
- Windows Hello for Business
- Windows
- Teams
- SharePoint Online



TECHNICAL SUPPORT DESK

The Threatscape support service helpline is open 09:00-17:30 GMT Monday to Friday and is accessible by email or telephone.

This service offers a four-tiered Service Level Agreement ranging from a P1 (within 1-hour) response for urgent issues, to a P4 (24-hour) response for non-critical matters. The support desk team are experienced and qualified Microsoft security engineers.

Sample of requests which are included in technical assistance:

- Endpoint resources being consumed due to Defender scans
- Attack Surface Reduction rules blocking legitimate operations
- Windows Hello for Business sign-in not working
- Intune device policies not updating
- Data Loss Prevention policies causing unexpected behaviour
- Conditional Access policies blocking access you didn't expect
- Sensitivity labels cannot be applied



The support service covers security related technical issues only. Here are some typical examples of what is out of scope.

- Teams audio/video issues
- User Administration
- Optimisation of security configurations
- Incident investigation
- Non security related issues

This service does not include initial deployment, upgrades or training. However, these services are available as separate, chargeable engagements or as part of the Overwatch offering.

WHY CHOOSE THREATSCAPE?

Threatscape is the trusted security partner of enterprise clients who rely on us to secure critical IT assets in over 100 countries around the world.

Our dedicated Microsoft Security Practice advises clients on M365 strategy and development across the full security stack. Our expertise in this space is reflected in our status as a Microsoft Security Solutions Partner with multiple Advanced Specialisations, and five Microsoft Security Partner of the Year award wins, including the global award in 20/21.

For more information, see

www.threatscape.com/microsoft-security-practice/

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