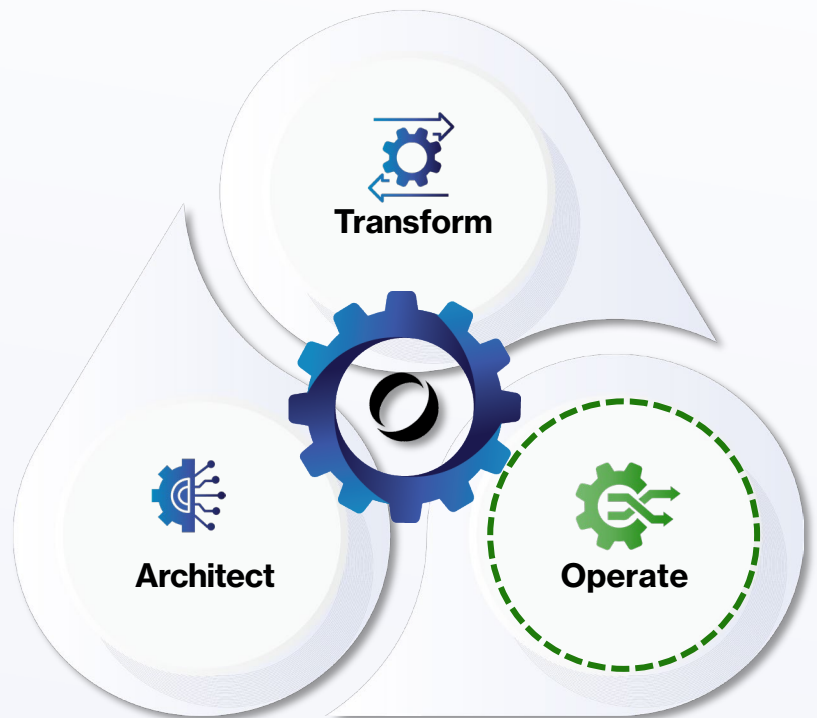


M365 Managed Support

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  Add-ons 

Microsoft 365 Service Monitoring Coverage		SharePoint Online Site Administration	
Incident Management and Remediation		Lifecycle Administration Joiners, Movers, Leavers	
Microsoft 365 Tier 2/3 Escalation Support		Entra ID P1 Administration	
Proactive & Reactive Incident Management & Remediation		Active Directory User Integration Support (AAD Connect)	
Monthly Reporting & Analytics		Conditional Access Policy Management	
Microsoft 365 Core Platform Management & Administration		Microsoft Licensing Advisory	
Annual Health Checks		Apps for Enterprise Support & Updates	
Capacity Management and Utilization		M365 E3 Platform Service Add-Ons	
Exchange Online, OneDrive & MSFT Teams Administration		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.

