



Microsoft 365 Managed Services

In today's digital-first environment, Microsoft 365 stands as the core productivity and collaboration platform for modern businesses with over 1m businesses using it worldwide, enabling seamless communication, secure file sharing, and streamlined operations. However, managing the breadth and complexity of Microsoft 365 effectively requires more than just reactive IT support.

Overview

Our comprehensive Microsoft 365 Support and Management Service ensures you leverage every feature, stay secure, maintain compliance, and achieve maximum operational efficiency. You benefit from relieving your internal teams of day-to-day administrative overhead while making the most of what you pay for, enhancing user satisfaction, IT governance, and platform resilience.

What's Included

This managed service offering covers the full lifecycle of Microsoft 365 administration, optimisation, and support. From tenant configuration and user management, to advanced security settings, change enablement, and continuous monitoring—every element of your Microsoft 365 ecosystem is professionally managed by our experienced team.

Benefits at a glance

- 🔗 24/7 technical support
- 🔗 Hands-on assistance with configuration changes
- 🔗 Strategic oversight to align Microsoft 365 capabilities with your broader business goals

Detailed Service Description

Comprehensive Administration and User Lifecycle Management

Innovate will take responsibility for administering your Microsoft 365 tenant, including onboarding new users, managing groups, assigning licences, and configuring user access across Exchange Online, SharePoint, Teams, and OneDrive. This includes ensuring permissions and access policies are consistent with your security and compliance framework. We will also manage changes to roles, group memberships, distribution lists, and shared mailboxes, all within pre-agreed change control processes.

24/7 Expert Support and Incident Management

Our UK-based Service Desk, staffed by Microsoft-certified engineers, provides around-the-clock support for any issues related to the Microsoft 365 platform. Whether it's resolving mailbox sync issues, SharePoint access errors, or Microsoft Teams performance concerns, Innovate ensures rapid incident response with defined SLAs. We also handle technical escalations directly with Microsoft, offering a seamless resolution path for more complex service-related issues.

Security Configuration and Compliance Oversight

Security and compliance are central pillars of our service. Innovate will review and manage key security controls including Multi-Factor Authentication (MFA), Conditional Access Policies, and Microsoft Secure Score recommendations. We will regularly evaluate your security posture and implement controls such as data classification, eDiscovery setup, and audit logging. Innovate also assists with compliance configurations for industries subject to regulatory requirements, ensuring governance and data protection standards are met.

Licence Management and Cost Control

Licensing for Microsoft 365 can be both complex and costly if not actively managed. Innovate will provide continuous oversight of licence allocation, usage, and renewal cycles. Our

team works to ensure your licensing model is aligned with actual usage, helping to avoid unnecessary expenditure while also planning ahead for upcoming needs. We provide proactive recommendations on licence tiering, usage rights, and entitlements as your business evolves.

Strategic Change Management and User Adoption

Microsoft regularly introduces new capabilities to the 365 platform, and staying informed is essential to maintaining operational value. Innovate monitors Microsoft's roadmap and coordinates feature rollouts, change announcements, and interface updates. We provide structured communication to stakeholders, tailored adoption plans, and light-touch user enablement services to help teams embrace new features. Where appropriate, we also offer workshops or user training to support change readiness.

Reporting, Insights, and Strategic Review

Innovate provides monthly service reports covering ticket volumes, resolution metrics, usage analytics, and platform health indicators. These are supplemented by quarterly strategic reviews with your assigned Account Manager to assess service performance, identify opportunities for improvement, and align roadmap developments with your IT and business strategy.

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Features

- ✧ **End-to-End Microsoft 365 Management:** All administration, support, and platform optimisation handled by Innovate.
- ✧ **Certified Expertise:** Service delivered by a skilled team of Microsoft-accredited professionals.
- ✧ **Secure by Design:** Security and compliance controls built into every layer of service delivery.
- ✧ **Tailored Delivery Model:** Customised support and escalation processes aligned to your internal operations.
- ✧ **Transparent Reporting:** Regular insight into usage, performance, and support metrics to ensure visibility and control.

Benefits

By entrusting Microsoft 365 management to Innovate, you gain a trusted partner who brings structure, reliability, and foresight to your cloud environment. Your internal IT team is freed from daily administrative tasks, enabling them to focus on strategic initiatives. Staff productivity improves as technical issues are swiftly resolved, and your compliance position is strengthened through continuous monitoring and proactive controls.

Moreover, with cost optimisation built into licence management and change enablement services supporting user adoption, the return on investment in Microsoft 365 increases—while risk is significantly reduced.

Long-Term Value

Partnering with Innovate is not just about outsourcing technical tasks—it's about building a long-term strategic relationship. Over time, our knowledge of your environment deepens, our processes become increasingly aligned with yours, and our insights help you stay ahead of both risks and opportunities.

Our service evolves alongside your business, ensuring your Microsoft 365 platform continues to deliver value, remains compliant with changing standards, and supports innovation. With Innovate as your managed services provider, you gain a Microsoft 365 environment that is not only well-supported, but truly optimised for long-term performance, agility, and resilience.

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Our Core Values

Our commitment to continuous improvement and innovation is at the heart of everything we do. We believe that true progress comes from challenging the status quo, embracing change, and relentlessly pursuing better ways to serve our clients and communities. By fostering a culture of curiosity, collaboration, and accountability, we empower our teams to explore new ideas, learn from setbacks, and translate insights into meaningful action. Whether through cutting-edge technologies, streamlined processes, or bold strategic thinking, we are constantly evolving—driven by a shared purpose to create long-term value and stay ahead in a rapidly changing world.

Why Our Clients Trust Us

From SME to enterprise, from on-premise to fully cloud-native environments, we remain committed to helping organisations innovate, operate, and grow with confidence. Our mission is simple: to deliver technology that drives your business forward.

- 🔗 **Established Heritage:** 20 years of proven success across sectors
- 🔗 **Client-Centric Approach:** Long-term partnerships based on trust, transparency, and measurable outcomes
- 🔗 **Technical Excellence:** Certified experts across all major platforms and technologies

Book a Free Consultation

No matter if you're after managed IT services, interested in making the move to the cloud or IT consultancy, we're here for you.

We guarantee our impartial advice will already be the first step towards making IT your strategic differentiator.

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