

# Cobweb's Microsoft 365 Managed Service



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Microsoft 365 is Microsoft's prime business application offering. The suite combines Microsoft's Office 365 features (the familiar Word, Excel, PowerPoint apps, along with new, next-generation tools), Windows 10, and identity and content management with Microsoft's Enterprise Mobility + Security (EM+S).

Microsoft 365 delivers the workplace capabilities on which today's businesses rely, in one central, intelligent package.

### Cobweb's Microsoft 365 Managed Service

Microsoft 365 is the future when it comes to ensuring that your users have the most efficient productivity suite on the market, and for managing users, data, and devices in one place. And, with Cobweb's Microsoft 365 Managed Service, you hand over management of the suite to cloud experts, leaving you free to focus on your business.

The service incorporates active monitoring of the Microsoft 365 platform, giving real time visibility into the security of your data, user identities, and endpoint devices. We provide a truly proactive support experience, and which includes remediation for issues as they happen, as well as providing bespoke advice on potential improvements to your environment.



## Microsoft 365

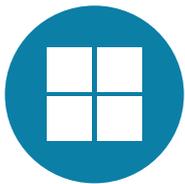
Businesses today are looking to transform the workplace to meet the demands of an increasingly mobile workforce, heightened employee expectation with regard to tools and apps, and a continually evolving cyber threat landscape. Microsoft has, therefore, brought together the company's headline products – Office 365, Windows 10 and EM+S – into one intelligent, central solution.

Microsoft 365 is offered in two plans – Business for organisations with up to 300 users, and Enterprise for those with more than 300 users, or businesses looking to implement the additional functionality offered with the Enterprise version.



### Office 365

Incorporating the staple Office apps, email, contacts and calendar management, plus the team hub Teams, Office 365 includes security and compliance features that mean businesses not only enhance efficiency and productivity when implementing Microsoft 365, but help protect company data and assets.



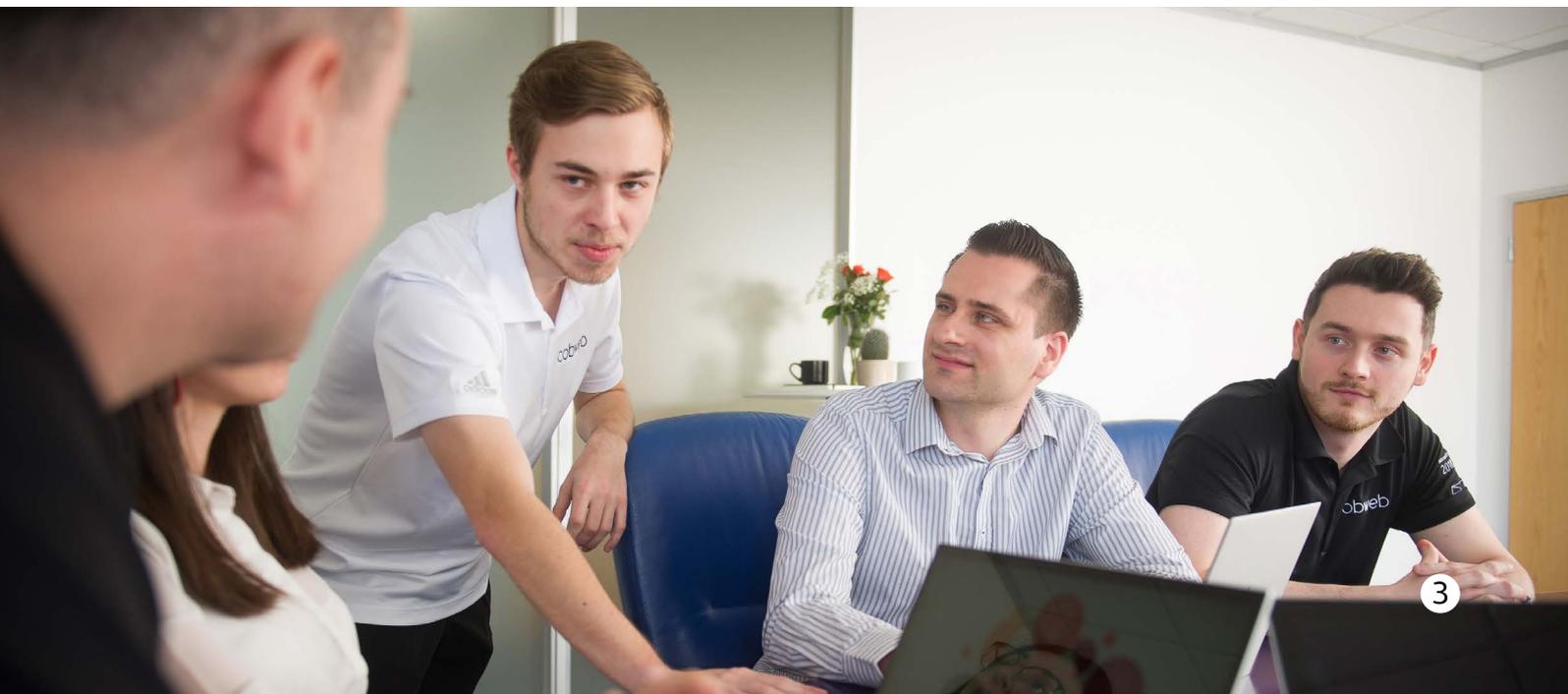
### Windows 10

Windows 10 delivers the safest Windows experience to date, enabling businesses to safeguard against cyberthreat, and including provision of firewall and internet protection.



### Enterprise Mobility + Security

Enterprise Mobility + Security is Microsoft's solution enabling protection of user identity and content across all devices, including mobile.



## Cobweb's Microsoft 365 Managed Service

Cobweb has developed a management and monitoring platform that is geared towards supporting the modern workplace and the Microsoft cloud, and giving the Cobweb managed services team the visibility that traditional remote monitoring and management can't offer, and enabling us to support and manage your Microsoft 365 environment in the best way possible.

### Features include:



### Cobweb's managed modern workplace

By taking the managed support offering from Cobweb, you benefit from the features and functionality of the Microsoft 365 solution, while taking advantage of working with an experienced Microsoft partner who will help you and your business get the most from your modern workplace.

### Managed service - monitoring & remediation

- ✓ Cobweb's unique management and monitoring platform provides engineer visibility into and issue alerts for your solution
- ✓ Support engineers autonomously work to remediate critical security, and data and device availability issues
- ✓ The managed services team is available to address escalated standard reactive and proactive support issues
- ✓ On-going work is carried out regularly to remediate lower priority issues that may not have immediate business impact
- ✓ Cobweb acts fully on your behalf with Microsoft for the escalation of platform issues

### Managed service - reporting & continuous improvement

- ✓ Dynamic reporting is used to analyse on-going issues across the solution
- ✓ Our continuous improvement service uses analysis from monitoring tools and solution support history to ensure recommendations are tailored to your business
- ✓ Service review is via in-person meetings or other customer-preferred communication channel
- ✓ Managed service engineers are available for 1-1 discussion regarding individual issues of concern
- ✓ Advice and guidance is provided on all aspects of your Microsoft 365 solution and overall IT strategy

## Managed Microsoft 365 at a glance



### Easy

- Includes Cobweb's reactive support offering
- Remote support is provided via our remote desktop and the M365 management tools



### Efficient

- Automated monitoring and real-time alerts
- Continuous improvement service
- 24\*7 UK-based support



### Practical

- No need to instruct – Cobweb acts fully on your behalf at all times to remediate
- Engineers work alongside your existing IT personnel where needed



## Monitored & managed components

The components and features managed will depend on the products purchased – whether Microsoft 365 Business or Enterprise – and the features available to you. In addition, if you have requirements regarding a particular scenario you'd like us to manage, or want to talk about the requirements for a product feature set, contact us to discuss this, as we'll be happy to help.

	Microsoft 365 Business	Microsoft 365 Enterprise
<b>Mail &amp; 365</b> Service status Licensing management Mailbox utilisation Azure AD sync state	✓	✓
<b>Azure Information Protection</b> Risk events	✓	✓
<b>Office 365 Active Threat Protection</b> Risk events	✓	✓
<b>Device</b> App deployment Compliance (security settings, updates, antivirus) Device state (unauthorised devices, configuration metrics)	✓	✓
<b>Advanced Identity Protection</b> Risk events	*	✓
<b>Azure AD Connect** Health monitoring</b>		✓

\*available to incorporate into Microsoft 365 Business with the purchase of Azure Premium P2

\*\*Azure AD Connect is the Microsoft tool incorporated into Microsoft 365 Enterprise to enable businesses to meet identity requirements across hybrid environments

## Benefits of moving to a managed service



Proactive monitoring and alerts



Incorporates engineer recommendation and advice



Creates a strategic partner relationship



Remediation of issues as they happen



Ensures existing implementation is maintained



Integrates with Cobweb support offerings

## Why Cobweb?

Cobweb is a cloud focused and technology driven company. Our deep working relationship with Microsoft, two decades of cloud experience, and strong customer focus, result in a premier-class product and support experience for our customers. With Cobweb's fully monitored and managed modern workplace solution, powered by Microsoft 365, you benefit from the productivity and security features of the product, while leaving the management of your IT in the hands of cloud experts.

## Next Steps

For more information about Cobweb's Microsoft 365 Managed Service, speak to any of the Cobweb team – call [0333 009 5941](tel:03330095941), email: [hello@cobweb.com](mailto:hello@cobweb.com), or use the contact form on the Cobweb website.



Let the cloud work for you. Call us now to find out how Cobweb can help your business become more agile, productive and mobile.

☎ 0333 009 5941

✉ [hello@cobweb.com](mailto:hello@cobweb.com)

🖱 [www.cobweb.com](http://www.cobweb.com)

### About Cobweb

Cobweb is one of Europe's largest cloud solutions providers. Founded in 1996, the company draws on in-depth expertise and decades of experience in what is now known as cloud, empowering organisations of all sizes to grow into flexible, agile businesses through the deployment of best-of-breed cloud technologies.

A member of the Cloud Industry Forum and a Microsoft Gold Certified Partner, Cobweb was the first provider in Europe to deliver Microsoft cloud services through the Microsoft Cloud Solution Provider programme. The company prides itself on innovation and liberating its customers and partners through technology. This is backed up by UK support and advice 24 hours a day, 365 days per year. Based in London and Dubai, with an operations centre on the south coast, Cobweb is a British company with a global outlook.



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