

Managed IT & Security Services

Scalable Operations | Trusted Oversight | Microsoft-Aligned

 **Microsoft**
Solutions Partner

Microsoft PowerApps
Microsoft 365
Microsoft Dynamics
Microsoft Azure
Microsoft Security

 **Microsoft**
Solutions Partner

Data & AI
Infra & Database Migration
Azure Virtual Desktop

 **Microsoft**
Solutions Partner

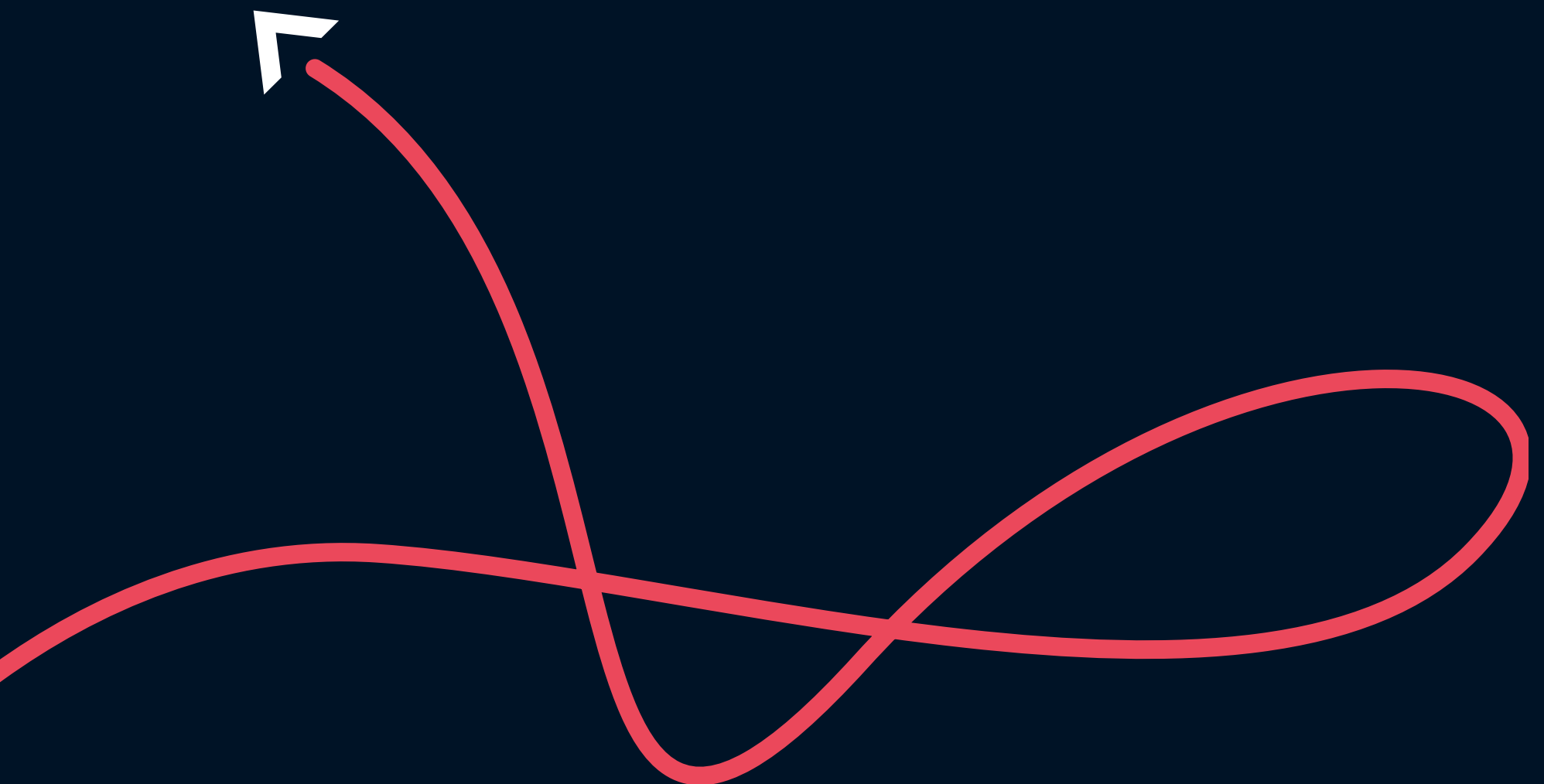
Identity & Access Management
Cloud Security
Security Threat Protection

 **Tier 1**
Global Direct Microsoft Partner

Introduction

As businesses scale, so do their operational, security, and compliance burdens. Many IT teams are stretched thin trying to maintain uptime, manage evolving risks, and meet internal user expectations. The result: growing gaps in service quality, responsiveness, and control.

Our Managed Services offering provides end-to-end operational support, governance, and oversight, optimised for Microsoft-centric environments and tailored to each client's maturity and industry needs.



Services Definition & Scope

What we deliver:

- 24/7 infrastructure and endpoint monitoring
- ITIL-aligned service desk and incident response
- Microsoft 365, Azure, and Defender support
- Patch management, backup, and endpoint protection
- Monthly reporting and governance dashboards
- Advisory touchpoints and escalation management
- Security operations (MDR, alert triage, vulnerability management)

What's not included (unless scoped separately)

- On-prem hardware break/fix (unless contracted)
- Custom development support (refer to Business Applications pillar)
- Full IT strategy (covered under Consulting & Advisory)

Differentiators & Value Proposition

Microsoft-native: Deep familiarity with Microsoft stack operations, automation, and security tooling

Scalable tiers: Services designed to flex with your growth - from 30 to 1000+ users

Embedded governance: Built-in reporting, SLAs, and compliance checks

Unified delivery: Seamless escalation to other internal teams (advisory, cyber, data)

Security-first: MDR and compliance baked into operations

Target Clients & Use Cases

► **Ideal sizes:**

- Small to mid-sized businesses (30–300) needing comprehensive IT support
 - Larger orgs needing specialised Microsoft support and escalation paths
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► **Industries:**

All industries including professional services, finance, legal, healthcare, SaaS, non-profit

► **Triggers / Pain points:**

- Overloaded or under-resourced internal IT teams
- Missed SLAs or growing support backlogs
- Need to scale operations securely without growing headcount

Delivery Methodology & Process

1

**Onboarding & baseline
assessment**

2

**Knowledge transfer and
tooling integration (MSP
RMM, Defender, Intune,
Sentinel)**

3

**Live operations
(monitoring, incident
response, service
desk)**

4

**Reporting, reviews, and
service improvement
planning**

We follow ITIL service frameworks and integrate Microsoft-native tools where possible (e.g., Endpoint Manager, Lighthouse, Defender for Endpoint, Azure Monitor).

Outcomes, Metrics & Evidence

40% average **reduction** in internal ticket resolution time

Improved **SLAs** and reduced end-user complaints

Demonstrable **improvements** in endpoint and data protection

Example: 100-user professional services firm reduced incidents by **60%** with **MDR onboarding**

Client Dependencies & Constraints

Requirements:

- Defined endpoints and access for monitoring tools
- Named stakeholder for service governance and escalation
- Appropriate licensing for Microsoft 365/Defender/Azure

Constraints:

- Legacy non-Microsoft tools may impact monitoring capabilities
- Poor documentation or asset registers can slow onboarding

Risks & Objections + Mitigation

“We already have IT support”

→ We augment or specialise around Microsoft stack and security

“Concern about outsourcing quality”

→ SLAs, reporting, and governance cadence embedded

“Fear of lock-in”

→ Transparent reporting, documented knowledge, exit planning included

Engagement Models & Pricing Frameworks



**Per-user or per-endpoint
monthly pricing**



**Tiered service packages
(Silver, Gold, Platinum)**

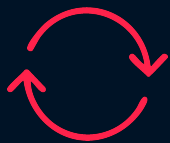


**Optional add-ons:
MDR, vCISO, quarterly
security reviews**



**Flex support for project
escalations or holiday
cover**

Visuals & Diagrams



Service
management
lifecycle diagram



Monthly report
sample
screenshot



Microsoft tooling
architecture
overview



Partner and tool
logos (Microsoft,
Sentinel,
Defender)

Assurance & Certification



ISO 27001- aligned service operations



GDPR-compliant support processes



Data residency and sovereignty controls for UK clients

Innovation & Roadmap



Automated threat detection and playbook response (MDR+)



Integration with AI-powered support bots and user self-service



Predictive maintenance and endpoint health scoring

Rely on us for stable, secure, and scalable IT operations

Speak to our Managed Services team to tailor a support model for your business.

 www.exquitech.com    exquitechgroup