

Managed Microsoft 365 Services

Secure, optimise, and manage your modern workplace

Our Managed Microsoft 365 Service provides expert oversight and support for your entire Microsoft 365 environment. We handle the day-to-day management so your IT team can focus on strategic initiatives, confident that your modern workplace is secure, compliant, and cost-effective.

From ensuring your security posture is aligned with industry best practices to providing strategic guidance on new features, we help you unlock the full potential of your Microsoft 365 (M365) investment. Our 'evergreen' approach means you are always up-to-date, making the most of the tools you already own while we manage the complexity behind the scenes.





What the service involves

Strategic & evergreen guidance

We provide monthly strategic reviews to align your M365 journey with your business goals, offering guidance on new services, security improvements, and feature adoption to maximise your return on investment.

Licence optimisation & management

Receive expert guidance on the right licence types for your needs. Where we are your CSP, we provide full management of your subscriptions, including procurement and capacity management through a self-service portal.

Expert UK-based support

Our team provides technical support for your M365 applications, managing incidents and service requests from your users, and acting as a single point of contact for resolving issues with Microsoft.

Secure configuration & access

We manage the configuration of your M365 services in line with your policies, controlling user access, guest policies, and data retention to maintain a secure and organised environment.

Proactive security & compliance

Your tenancy will be managed in accordance with Center for Internet Security (CIS) guidelines. We conduct annual reviews, manage security policies like SSPR, and resolve security incidents to protect your organisation.

Insightful reporting & service reviews

Receive monthly reports on licence allocation, user activity, capacity thresholds, and security, giving you clear visibility and actionable insights into your M365 environment.





Key benefits



Maximise your M365 investment

Our proactive guidance and feature adoption reviews ensure you are using the full power of the licences you already pay for, turning your subscription into a greater strategic asset.



Strengthen your security posture

With management aligned to CIS security benchmarks, proactive configuration reviews, and expert security incident handling, we reduce your risk profile and enhance compliance.



Free up your IT team

By offloading the complex, day-to-day administration of Microsoft 365, from user support to security configuration, we give your internal IT team the time to focus on projects that drive business growth.



Stay ahead of constant change

Our evergreen service model and quarterly roadmap updates keep you informed and prepared for Microsoft's continuous updates, ensuring you are never caught out by new, amended, or deprecated features.



Gain actionable insights

Monthly reports on licensing, usage, and security provide the data you need to make informed decisions about cost control, user productivity, and governance.



Ensure consistent governance

We apply and manage your policies for access, data retention, and security across the M365 platform, ensuring consistent governance and reducing administrative burden.



Who is the service for?

This service is ideal for UK-based organisations that are invested in the Microsoft 365 ecosystem and want to ensure they are maximising its value securely. It is particularly suited for:

- Businesses with stretched IT teams who need to offload day-to-day administrative burdens.
- Organisations that lack in-house specialists to keep up with the constant pace of Microsoft updates.
- Companies in any sector that need to demonstrate strong security posture and governance over their data and user access.

Engagement and delivery

Our engagement model is built on a collaborative partnership to ensure the service aligns perfectly with your business needs.

ONBOARDING

We begin with a service orientation call to understand your environment, policies, and objectives. Our team then works with you to establish the necessary administrative access (GDAP) and integrations, ensuring the service is protecting your tenancy promptly and effectively. Your input in defining specific security or configuration policies during this stage is crucial.

ONGOING PARTNERSHIP

The service is delivered through a continuous, proactive relationship. This includes monthly strategic reviews, detailed service reports, and quarterly updates on the Microsoft roadmap. We require a named representative from your organisation to act as a sponsor and attend these regular meetings to ensure we remain aligned with your goals.

Pricing

Our service is offered as a simple, **per-user monthly subscription**. This model provides transparent, predictable costs that scale directly with your organisation, eliminating billing surprises and making budgeting simple.

SUPPORT

Our core service operates between 09:00 and 17:30, Monday to Friday (excluding UK public holidays). Any support requests raised via the service desk will be handled in line with your primary IT support agreement hours.





Why OneAdvanced for managed M365

Choosing OneAdvanced means partnering with a trusted Microsoft Solutions Partner with proven expertise in both Modern Work and Security. Our UK-based teams don't just understand the technology; they live and breathe the Microsoft 365 ecosystem. This allows us to translate its ever-increasing complexity into a reliable, secure, and optimised service that directly supports your business outcomes.

We move beyond a reactive, break-fix model. Our service is built on a foundation of proactive, strategic advice. Through regular reviews, we ensure your M365 platform evolves in lockstep with your business, helping you to adopt new features that provide a competitive edge. Our disciplined focus on industry-standard security frameworks like CIS gives you verifiable peace of mind, while our transparent, data-rich reporting provides the visibility you need to see value and make informed decisions. We handle the operational burden of the technology so you can focus on managing and growing your business.





FAQs

Is development for SharePoint or Power Platform included?

This service focuses on the management and administration of the core M365 platform. Custom development or consultative design for SharePoint, Power Platform, or Dynamics 365 is not included but is available through our Professional Services team.

How do you keep our service secure?

We manage your M365 configuration against the Center for Internet Security (CIS) Level 1 guidelines as a baseline. This is supported by proactive management of security features, monthly reviews of privileged access and user activity, and robust incident response processes.

What about backup for our M365 data?

Backing up M365 data to an external location is not included in this service. We offer a separate, dedicated Microsoft 365 Backup Service to protect your data against deletion or corruption.

Which Microsoft 365 services are covered?

The service covers the core M365 applications, including Exchange Online, SharePoint Online, OneDrive for Business, Teams, and Microsoft 365 Apps for Enterprise. It also includes administration of Entra ID, Defender (excluding Endpoint), and Purview (for Lifecycle Management only).

What if we have our own specific security policies?

We encourage you to provide any specific security or configuration policies you have. Our service is designed to be flexible, and during onboarding we will review your requirements to incorporate them into our management processes.



Powering the world of work

For more information, please contact your account manager or
managedit@oneadvanced.com

 **Microsoft**
Solutions Partner
Data & AI
Azure

 **Microsoft**
Solutions Partner
Digital & App Innovation
Azure

 **Microsoft**
Solutions Partner
Infrastructure
Azure

 **Microsoft**
Solutions Partner
Security

 **Microsoft**
Solutions Partner
Modern Work



+44(0) 330 343 4000



www.oneadvanced.com



hello@oneadvanced.com