

Managed Microsoft 365



Simplify, Secure, and Optimise your Microsoft 365 environment.

TIEVA's Managed Microsoft 365 service provides expert support, governance, security oversight and operational management for your Microsoft 365 platform.

Available in Standard and Advanced service tiers, our managed service is designed to help organisations maximise the value of Microsoft 365 while maintaining a secure, compliant and well-governed environment.

Whether you require foundational support and governance or a more proactive service with ongoing optimisation and security management, TIEVA provides the expertise and operational support needed to keep your Microsoft 365 environment performing at its best.

Key advantages include:

- ✓ Microsoft 365 platform specialists
- ✓ Proactive service management and optimisation
- ✓ Security-first approach aligned with Microsoft best practices
- ✓ Strategic guidance to support modern workplace transformation
- ✓ Reliable UK-based managed services delivery



Key Customer Outcomes:

- ✓ Improved Microsoft 365 security and governance
- ✓ Enhanced operational visibility and control
- ✓ Better platform performance and service reliability
- ✓ Optimised licensing and subscription alignment
- ✓ Reduced operational burden on internal IT teams
- ✓ Access to Microsoft 365 specialists and best-practice guidance

want to know more?

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Service Tiers

TIEVA Managed Microsoft 365 services are available in two tiers, allowing organisations to choose the level of management, security, and strategic support that best suits their needs.

Tier	Ideal For	What's Included
Standard	Organisations seeking foundational Microsoft 365 support, governance and visibility.	<ul style="list-style-type: none"> • Service availability and health monitoring • Business-hours Service Desk support • 24x7 Priority 1 incident response and escalation management • Support for core Microsoft 365 services including Entra ID, Exchange Online, SharePoint, OneDrive, Teams, Purview, Defender and Intune • Security and compliance governance aligned to agreed baseline standards • Quarterly health check reviews with recommendations • Licensing guidance and annual review
Advanced	Organisations requiring proactive Microsoft 365 governance, security oversight and operational management	<p>Everything in Standard, plus</p> <ul style="list-style-type: none"> • Monthly service reviews and recommendations • Identity and access governance (Entra ID) • Exchange Online security and operational management • SharePoint, Teams and OneDrive governance • Intune policy and compliance management • Purview compliance reviews and recommendations • Microsoft Defender security management • Secure Score reviews and recommendations, plus half-yearly CIS benchmarking • Cost optimisation and licence utilisation reviews • Extended ITIL coverage including, Change, Knowledge, Major Incident and Problem Management

Getting Started with TIEVA

TIEVA is a multi-award-winning IT solutions and managed service provider trusted by organisations across the UK to deliver secure and productive modern workplaces.

Both service tiers begin with a structured onboarding process designed to establish a strong operational foundation:

- Microsoft 365 tenant assessment
- Configuration review and recommendations
- Alignment of access, processes and service scope

Delivered by our UK-based experts, TIEVA works as an extension of your team, providing the support, governance and technical expertise needed to help you get the most from Microsoft 365.

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