

# Managed Microsoft 365 Services



## Unlock the full potential of Microsoft 365 - secure, optimised, and ready for what's next!

TIEVA's Managed Microsoft 365 Services deliver a structured and proactive approach to managing and optimising your Microsoft 365 platform.

Many organisations adopt Microsoft 365 to improve productivity and collaboration but lack the time, resources, or specialist expertise to effectively manage the platform as it evolves.

We help organisations move beyond reactive support by strengthening security, governance, and operational efficiency across their Microsoft 365 environment.

Through expert management and continuous optimisation, we ensure your Microsoft 365 platform remains secure, well-configured, and aligned with best practices.

### Key Customer Outcomes

- ✓ Improved Microsoft 365 security and governance
- ✓ Enhanced productivity and collaboration
- ✓ Reduced operational workload for internal IT teams
- ✓ Greater return on Microsoft 365 investment

### Why choose TIEVA

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

Through our partnership with Microsoft, we combine deep platform expertise with proven managed service delivery to help organisations maximise the value of Microsoft 365.

#### 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



want to know more?

e. [hello@tieva.co.uk](mailto:hello@tieva.co.uk) t. +44 (0) 333 043 0333

[tieva.co.uk](https://tieva.co.uk)

# Managed Microsoft 365 Services



## Service Tiers

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

Tier	Ideal For	What's Included
<b>Standard</b>	Ideal for organisations who require an entry level service covering core Microsoft 365 essentials, including monitoring and platform technical support.	<ul style="list-style-type: none"> <li>• Platform availability monitoring (reactive)</li> <li>• 24 x 7 Service Desk, Technical Support</li> <li>• Coverage of Microsoft 365 core services</li> <li>• Billing &amp; license support</li> <li>• Quarterly service reports</li> </ul>
<b>Advanced</b>	<p>Designed for organisations seeking enhanced proactive management and stronger operational governance for Microsoft 365.</p> <p>Our Advanced service delivers improved platform reliability, proactive optimisation, and structured service oversight.</p>	<p>Everything in Standard</p> <ul style="list-style-type: none"> <li>• Proactive monitoring, alerting and event management</li> <li>• Extended scope for Microsoft 365 services</li> <li>• Annual tenant health-checks</li> <li>• License review</li> <li>• Technical advisory</li> <li>• Change management (standard)</li> <li>• Monthly service reports and recommendations (remote)</li> </ul>
<b>Premium</b>	Suitable for organisations that require a complete, end-to-end managed service, delivering strategic and operational support for Microsoft 365.	<p>Everything in Advanced</p> <ul style="list-style-type: none"> <li>• Enhanced proactive monitoring, alerting and event management with remediation</li> <li>• Increased scope for Microsoft 365 service coverage</li> <li>• Biannual tenant health reviews</li> <li>• Cost management and optimisation</li> <li>• Technical advocacy</li> <li>• Change management (non-standard)</li> <li>• Monthly service reports and recommendations (in person)</li> </ul>

## Next Steps

To learn more about TIEVA Managed Microsoft 365 Services or to discuss the most suitable service tier for your organisation, please contact your TIEVA Account Team or

**e. [hello@tieva.co.uk](mailto:hello@tieva.co.uk) t. +44(0) 333 043 0333**

