

# Microsoft 365 Managed Services

Managing Your Cloud So You Can Focus on Your Business



## Cloud: A New Set of Challenges

As a modern digital company you must consider the complexity of multiple solutions and deployments.

ACTS experts manage and monitor your cloud environment at a fraction of the cost of an in-house workforce; leveraging industry best practices to drive continuous improvement and overall cloud security.



## The Challenges of Companies That Wait to Modernize

- **Unpredictable IT Costs:** Unsure if you're making the right IT investments
- **Inadequate Infrastructure Support:** Inability to focus on business growth & innovation
- **Security & Privacy Concerns:** Cyber security threats that continue to proliferate
- **Business Disruptions:** No infrastructure redundancy or resiliency plan in place
- **Changing Cloud Landscape:** Keeping up with the complexities can be difficult

## Why ACTS Cloud Managed Services?

ACTS has over **150 years of combined managed hosting experience**. We enable you to focus on customers and shifting business priorities. Our Azure Cloud Managed Services, offer the **flexibility to meet your budget, IT and transformation goals**.

**Future-proofed technology**  
Respond to market conditions with cutting edge technology

**Resource & Risk Mitigation:**  
Design and implement resilience in your environment

**Comprehensive Service:**  
360 view to ensures cloud optimization

**Virtual Leadership**

**Information Technology:**  
Outsource an experienced technology expert

**Project Management (PMO):**  
Strong alignment between projects & strategy

## ACTS' M365 Services:

	Silver	Gold	Platinum	
<b>Governance &amp; Management</b> Ensuring Your Environment is Managed and Aligned With Industry Best Practices	Fundamental Security Baseline Alignment	✓	✓	✓
	New User Setup & Termination Guides	✓	✓	✓
	Twice Yearly Security Score Review	✓	✓	✓
	Access to Training Documents & Recordings		✓	✓
	Quarterly State of Cloud Update		✓	✓
	Cloud Roadmap Review & Discussion			✓
	Email Security Testing & Training			✓
<b>Monitoring &amp; Maintenance</b> Confidence That Your Operations Will Continue in Case of Business Disruption	Security & Utilization Reports	✓	✓	✓
	Teams, SharePoint & ATP Alignment		✓	✓
	Microsoft 365 Backup & Restore		✓	✓
	Advanced Security Hardening & Training			✓
<b>Incident Response &amp; Resolution</b> Customized to The Needs of Your IT Budget and Goals	Administrative Tasks	✓	✓	✓
	Escalation & Remediation Procedures	✓	✓	✓
	Service Level Response Emergency, Critical, Standard	✓	✓	✓

\*Dependent on ACTS SLA

**ACTS offers add-on services** that cover the entire cloud journey from end to end. Our services are customizable and can be built to fit any organization's size and goal.

“ Organizations need to align their culture to take advantage of both transformation and innovation at the same time.

-James Farhat ACTS CEO

## Next Steps

Let ACTS manage your cloud so you can focus on your business.

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