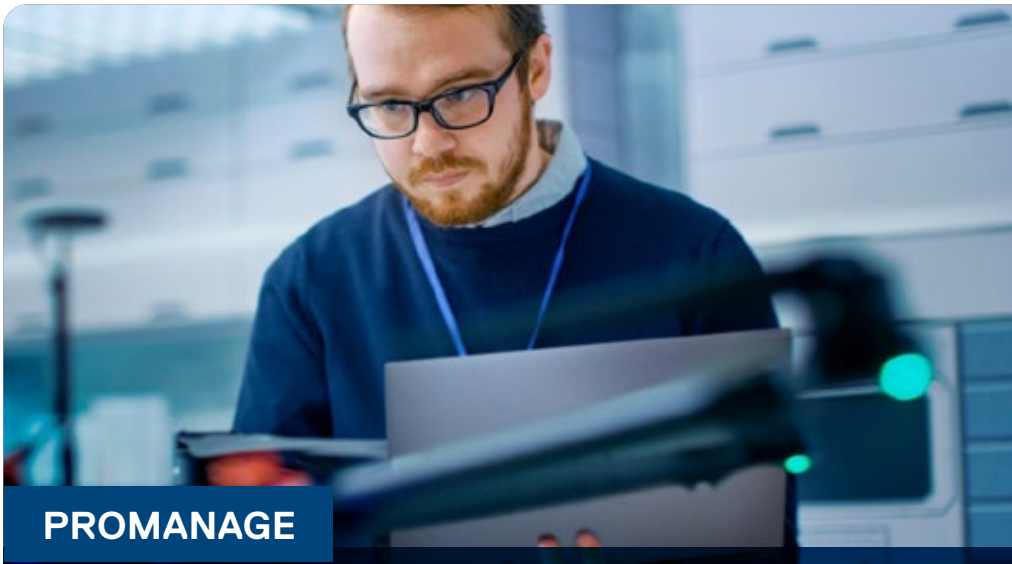


# Professional administration, support and management of your Microsoft 365 tenant and workloads



**PROMANAGE**

We take care of day-to-day tasks so your team can focus on applying IT to innovate and enhance your business.

## Managed Services for Microsoft 365

### Optimize the powerful collaboration capabilities in Teams, SharePoint, Exchange and Office for your organization

Today's IT leaders are charged with empowering end users and teams to collaborate and share, whether working from offices or plants, home or on the road. A leading collaboration solution chosen by many companies is Microsoft 365, featuring Teams, SharePoint, Exchange and Office.

Delivering Microsoft 365 capabilities to your organization requires significant IT effort for planning, administering, monitoring and reporting. In addition, Microsoft 365 includes a rich set of security features which must be managed to ensure that collaboration and sharing don't result in inadvertent exposure of corporate information.

With Dell ProManage Managed Services for Microsoft 365, Dell experts administer collaboration and sharing capabilities and monitor and manage issues. Your Microsoft 365 solution will fit the needs of your workplace today, and we will help you manage growth by expanding capabilities and adding new users, groups and policies.

Our team helps you utilize the security functions of Microsoft 365, including document sharing policies and cloud-based threat monitoring. And, reporting and analytics allow you to see changes in how your organization works and becomes more productive.

### Key benefits:

- Ensure high availability and performance of Microsoft 365 cloud applications
- Users and teams collaborate effectively and productively
- Have confidence that your data, users and cloud apps are secure and compliant
- IT Team can focus on programs for business innovation
- We help you expand your usage of M365 capabilities over time
- Your M365 tenant is managed by professionals with deep expertise in M365 applications



## Solution Attributes

### Microsoft 365 Tenant Management

- Initiate plan and set up processes and procedures for M365 managed service
- Respond to service requests for administrative and workload tasks
- Proactively monitor M365 tenant services and take appropriate actions to manage issues

### Application Workload Administration

- Manage setup and changes to users, groups and policies in Azure Active Directory
- Managed administration of collaboration capabilities via Teams, SharePoint, Exchange, OneDrive for Business, Office Pro Plus, Skype for Business, Yammer
- Reporting includes analysis of license usage, service request processing, specific issues/events status, changes to service delivery plans

### Security and Compliance

- Manage sharing policies for documents using Azure Information Protection
- Cloud-based monitoring for advanced threats, insider threats, compromised users
- Monitor customer data in cloud apps for cyberthreats, unauthorized apps, compliance and information exposure
- Security improvement recommendations based on Microsoft Secure Score

## Provide a robust Microsoft 365 environment

As team members grow in their use of Microsoft 365 tools such as Teams and SharePoint, they will rely on these services to be always-on. With Dell's help, you can provide high availability and performance and introduce new capabilities at the right pace for your organization. Collaboration and productivity shoot upwards while data and identities are kept secure.

For more information, please contact your Dell Technologies representative or visit [Dell Technologies Managed Services for Microsoft 365](#)