



Modern Managed Services for the **Modern** SMB

Next level managed IT support services for Microsoft 365 and Azure.



Today's businesses use cloud-based technologies such as Microsoft 365 and Azure to empower their growth and stay agile and secure. However, along with the continuous rapid improvement options that you can leverage from these cloud platforms comes the challenge of adapting to new tools and apps. With traditional managed service providers (MSP) mainly delivering break/fix support, your business is missing out on opportunities to use existing tools that will reduce your risks, work more efficiently, and retain your people.

You need to partner with a Modern Managed Service Provider to help you achieve more from your existing Microsoft 365 and Azure investments and more:

- **Engage your customers** and suppliers with collaborative portals.
- **Improve workplace productivity** and overall employee experience to help you retain good people.
- **Organise your content**, records, and project data.
- **Convert paper to digital**, manual processes to automatic.
- Enable agile business **reporting and analytics**.

Our Modern Approach to Managed Services

Built on our experience working with SMBs who needed expert assistance and support post-cloud deployment, we modernised our approach in providing managed IT services, one that goes beyond just keeping the 'lights on' for your business.

Our approach combines our **ENABLEMENT** expertise to help you further adopt Microsoft 365 and Azure on top of delivering proactive **SUPPORT** services while using leading-edge monitoring **TOOLS**.

ENABLEMENT

We enable you to leverage tools that reduce your risks, work more efficiently, and improve teamwork.

- M365 Enablement & Optimisation Services.
- Annual Digital Workplace Pilot.
- Free SharePoint UX Enhancement Features.
- Annual Cloud Platform Strategy Planning.
- M365 Productivity, Security, & Compliance Maturity Score.
- Quarterly M365 Usage and Trends Reporting.



SUPPORT

We provide proactive monitoring, management and support, and client adoption services.

- 8x5 Helpdesk Support and Quarterly Onsite Visits.
- Automated Patching, Backup, Malware Management.
- Annual Azure Optimisation Assessment.
- Annual Security Vulnerability Assessment.
- Client Adoption Service Program (CASP).
- M365 and Teams Advanced Training.



TOOLS

We use leading-edge remote management and monitoring tools to keep your IT infrastructure running optimally.

- Remote Management and Monitoring.
- Self-service Customer Support.
- Self-service CSP Portal
- M365 Usage Analytics Report.
- M365 Management Activity API.

Delivering better value for your business

Because we understand the full spectrum of your needs from managing, supporting to securing your devices, identities, apps, and data, our modern managed services can deliver better value for your business:

1. Achieve more from your IT investments by working with Microsoft 365 and Azure specialists who can help you take advantage of the platform's latest enhancements.
2. Address and mitigate security vulnerabilities and get expert assistance and support when incidents arise.
3. Obtain maximum impact on your Microsoft software investments with our Client Adoption Service Program (CASP) and self-service CSP portal.
4. Ensure your IT systems are running optimally and issues are resolved before they impact your users.

**One of the best IT project rollouts
I've been involved with.**

— John Boyd, CIO, TEEG



Take the next steps

Explore what our combined Enablement, Support, and Tools approach to providing modern managed services can do for your business. A 30-minute call with one of our workplace innovation strategists is all you need to discover your various options.

Let's Talk! »

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About Professional Advantage

Professional Advantage is an international IT consulting and solutions company, with 30 years of experience in helping organisations achieve more by improving their business systems through industry leading software solutions. Originating in Australia, it is one of the country's most awarded solution providers.

Our 250-strong global team covers three continents, and has successfully worked with over 1000 organisations.