



# Modern Managed Services for the Modern Workplace

Managed IT Services built to support your digital workplace.

Today's businesses use cloud-based technologies such as **Microsoft 365** and **Microsoft Azure** to empower their growth and stay agile and secure. However, 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 (MSPs) mainly delivering break / fix support, your business misses out on opportunities to use existing and modern tools to reduce risks, work more efficiently, and retain your people.

You need to partner with a **Modern MSP** that puts digital transformation at the centre of providing support services to enable your organisation to fully harness your cloud software investments. This approach gives your business a vision to adopt the tools you are licensed for while ensuring optimal security.

Our modern approach to managed services will allow your business to:

- Take full advantage of Microsoft 365 to transform your business digitally.
- Utilise Microsoft 365 and Azure's security tools to guard against cyber threats.
- Ensure your staff's PCs are running smoothly and securely.
- Safeguard your network and IT infrastructure security and run optimally.

# Our Modern Approach to Managed Services

We evolved our approach to providing managed services to keep up with the changing technology and business needs of SMBs.

Our approach combines our **ENABLEMENT** expertise to help you further adopt Microsoft 365 and Azure, 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.

# Explore our range of Modern Managed Services

1

## **Cloud and Application Support Services.**

Take full advantage of Microsoft 365 apps and services to transform your business digitally. We offer Microsoft 365 apps such as Microsoft SharePoint and Microsoft Teams deployment, management, monitoring and adoption, and Azure management, security, and optimisation.

2

## **Managed Security Services.**

Utilise Microsoft 365 and Azure's security tools to guard your business against cyber threats. Our dedicated team of support engineers and security professionals will help to manage, monitor, and secure your identities, endpoints, cloud apps, and data.

3

## **End-User/Desktop Services.**

We keep an eye on your staff's PCs to ensure they are running smoothly and securely. These services cover critical OS patches, risk/threshold alerts, desktop PC management, hardware preventive maintenance, PC and laptop hardware issue resolution, etc.

4

## **Server and Network Services.**

Safeguard your network and IT infrastructure security and run optimally. Our Modern MSP covers managing virtual machine management, remote desktop performance maintenance, performance monitoring, alerting and preventive maintenance, network monitoring and security, etc.

# Key Features



## Onboarding and migration.

We offer complete planning and execution from prerequisites, solution design, user access setup, and hybrid situation configurations for your Microsoft 365.



## Adoption strategy.

We provide an adoption roadmap and systematic change management aligned with your business goals and technological priorities to ensure maximum ROI from your Microsoft 365 investment.



## Built-in security.

Get proactive systems monitoring using the Microsoft Defender suite that covers incident response, threat detection alerts, endpoint protection, security monitoring, and vulnerability management.



## Comprehensive support.

Get **technical support** via our local helpdesk through phone, email, or support portal. We also liaise directly with Microsoft for further product-related escalation where necessary.



## Monthly reporting analysis.

Make sense of what transpired in your support tickets with our monthly reporting analysis, investigation reviews, and findings discussion with your key business stakeholders.



## Flexible payment plans.

Choose from monthly, quarterly, or annual billing agreements. Our invoices are transparent and easy to understand, detailing the service inclusions of what your business is paying for.

# Delivering better value for your business

Our modern approach to providing managed services; our local presence in Sydney and Melbourne; our proven operational processes; and our Microsoft Cloud Solutions Partner designation and **Tier 1 CSP** status uniquely position us to provide better value for your business.

**1. Achieve more from Microsoft technology.**

We have in-depth knowledge in implementing and supporting Microsoft 365, Microsoft Dynamics 365, and Azure, helping your organisation to take full advantage of the platform's latest enhancements.

**2. Reduced costs.**

We can help you utilise Microsoft 365 for an integrated security and productivity solution while providing you instant access to some of the industry's most qualified support engineers, cybersecurity, and modern work professionals.

**3. Stellar client support.**

We boast 82+ net promoter score and an average of 9.7 years average client retention across the business, made possible by our dedicated and experienced consulting and support teams.

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 Cloud and Infrastructure strategists is all you need to discover your various options.

**Let's Talk! »**

1800 126 499

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## Fast Facts about Professional Advantage

- Over 1000 organisations served.
- 9.7 years average client retention.
- 82+ consistently high net promoter score.
- 30+ years in the IT industry.
- 300+ staff.
- 10.9 years average staff tenure.
- 7 offices globally.
- Microsoft Tier 1 CSP.



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