

M365 Managed Service

Proactive M365 management that strengthens security, compliance, performance and adoption

For more information on this, or our wider **AI Productivity** services, speak to a Cloud Direct Sales Executive or contact hello@clouddirect.net.



Service overview

Cloud Direct's M365 Managed Service continuously monitors and optimises your M365 environment to enforce security baselines, review compliance, right-size licensing, and advise on roadmap adoption.

The outcome? An improved Secure Score, fewer incidents, and better cost control through governance, reporting, and proactive remediation that aligns to Microsoft best practice, with optional user support to augment your team when needed.



Who is this service for?

Businesses using M365 and are seeking secure, compliant, and optimised environments without adding internal complexities.



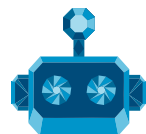
Addressing your challenges



Limited capacity and expertise for 24/7 monitoring



Maximising your M365 use and exploring evolving features



Maintaining an optimised M365 environment for AI adoption

Service deliverables

Our M365 experts deliver a full-scale managed service that covers everything from health monitoring to license optimisation, and everything in between.

Core components

- Baseline configuration for identity, collaboration, endpoints and data governance
- 24/7 monitoring of your M365 platform's health
- Back-up deployment and monitoring
- Monthly technical reviews and advisory services

Ongoing activities

- Proactive remediation
- Microsoft escalation
- Regular platform and KPI reporting
- Continuous best-practice alignment
- Cost optimisation

Outcomes that matter

Strengthened security, fewer incidents, controlled costs, and improved adoption through monitoring, governance, optimisation and expert guidance.



Improved Secure Score and policy enforcement



Proactive incident monitoring and rapid remediation



Reduced spend through license utilisation insights



Improved compliance with evidence generation



Auditable baselines and regular reporting



Better user experience with stable services

Cloud Direct's added value

We apply our deep M365 expertise to provide a managed service that delivers proactive monitoring, security improvements and tighter cost control without additional operations overheads.

Microsoft Partner
Azure Expert MSP


 Microsoft
Solutions Partner
Infrastructure
Azure

 Microsoft
Solutions Partner
Data & AI
Azure

 Microsoft
Solutions Partner
Digital & App Innovation
Azure

 Microsoft
Solutions Partner
Modern Work

 Microsoft
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