MICROSOFT 365 MANAGED SERVICE

M365 Management and Optimisation

Your Microsoft 365 estate, actively managed, secured and optimised.

The challenge

Most organisations run Microsoft 365. Very few actively manage it. Secure Score drifts the moment no one is watching it, licences are assigned and forgotten, Entra ID governance is handled informally and Purview data loss prevention sits unconfigured. None of it is visible until something goes wrong.

Two pressures have made this urgent. Microsoft is raising commercial prices across most M365 plans from 1 July 2026, so every unused or wrongly tiered licence now costs more. At the same time, cyber insurers and Cyber Essentials Plus assessors expect continuous, documented evidence of controls, not a point in time certificate.

At a glance

A fully managed service for your Microsoft 365 environment. Northdoor takes ownership of your security configuration, identities, endpoints, collaboration tools and licence estate, runs them to a defined standard, improves your security posture and removes wasted spend.

Delivered in three tiers, from a managed baseline through to 24/7 cover with advanced security and a dedicated Service Delivery Manager.

UK based. Independent for 38 years. Microsoft and IBM partner.

Ideal for

UK organisations of 50 to 300 users, already on Microsoft 365 Business Premium, E3 or E5, with an in-house IT team of one to five people stretched across too many demands, and no dedicated security resource actively managing Secure Score, Entra ID governance or Purview DLP.

Strong fit for regulated sectors, financial services, insurance and healthcare, that need evidenced compliance.

You'll recognise this if

- Your Secure Score has been flagged by a cyber insurer.
- You have a Cyber Essentials Plus audit coming up.
- You've had a recent phishing incident.
- The July 2026 Microsoft price rise is pushing up your licence costs.
- You've bought Copilot licences but adoption has stalled.
- Your in-house IT team is stretched too thin to stay on top of it.

What the service covers

The service is built around seven capability domains, each delivered to a defined standard.

Capability	What is included
Identity and access	Entra ID joiner, mover, leaver lifecycle; MFA; Conditional Access; SSO; self-service password reset; Privileged Identity Management for admin governance.
Endpoint management	Microsoft Intune device compliance across Windows, macOS, iOS and Android; Windows Autopatch; Autopilot zero-touch provisioning; BYOD app protection.
Threat protection	Defender for Endpoint and Office 365; anti-phishing, safe links and safe attachments; Secure Score monitoring and a managed improvement roadmap.
Data and compliance	Microsoft Purview DLP, sensitivity labels, retention and Compliance Manager monitoring; continuous, documented compliance evidence.
Collaboration	Exchange Online mailbox, mail flow and email security; Microsoft Teams channel, policy and guest access governance; Teams Phone where applicable.
Information governance	SharePoint Online site and permissions governance; OneDrive configuration, storage policy and sync management.
Service desk	L1 and L2 support through ServiceDeskPlus with defined SLAs; self-service portal and knowledge base; shift-left automation at higher tiers.

Optional add-ons

Licensing Optimisation and Provision, M365 Backup, Microsoft Sentinel SIEM, and a Microsoft Copilot Managed Service.

Service tiers

The service is offered in three tiers. Core establishes a managed, governed baseline. Enhanced adds depth and proactivity. Premium provides round-the-clock cover, advanced security and a dedicated Service Delivery Manager.

Dimension	Core	Enhanced	Premium
Best for	A governed baseline.	Proactive management and adoption.	24/7 cover and advanced security.
Scope	All seven domains at baseline.	Adds PIM, SSO, access reviews, Copilot readiness, joiner-mover-leaver automation, Viva and Power Platform governance, adoption reporting.	Adds full Copilot managed service, Microsoft Sentinel SIEM, Arctic Wolf SOC integration, CyberArk PAM and XLAs.
Hours of coverage	Mon to Fri 08:00 to 18:00.	Mon to Fri 07:00 to 20:00 and Sat 08:00 to 13:00.	24/7/365.
SLA (P1)	1 hr response, 4 hr resolution.	30 min response, 2 hr resolution.	15 min response, 1 hr resolution, 24/7.
Security posture	Secure Score monitoring and Defender triage.	Secure Score roadmap and Purview DLP tuning.	Sentinel analytics, Arctic Wolf detection and monthly threat intelligence.
Copilot and AI	Readiness available as a one-off engagement.	Copilot readiness assessment included.	Full Copilot managed service with adoption and ROI reporting.
Service reviews	Quarterly Business Review.	QBR plus mid-quarter check-in and named success contact.	Monthly review with a dedicated SDM plus quarterly Executive Business Review.
Measurement	SLAs.	SLAs plus XLA baseline.	Full XLA programme with experience reporting.

Pricing on application. Every engagement is scoped to your environment.

Outcomes, proof and next steps

The outcomes you can expect

- A Secure Score that improves on a defined roadmap and is then held there, with monthly evidence.
- Licence waste identified and removed, with the right users on the right tier ahead of every renewal.
- Continuous, documented compliance evidence for Cyber Essentials, cyber insurance and supply chain questionnaires.
- An environment demonstrably ready for Microsoft Copilot.
- One accountable partner for the whole Microsoft 365 estate.

4 to 10%
Microsoft commercial price rise from 1 July 2026

29%
of SaaS licences typically unused or underused

38 yrs
Northdoor as an independent UK provider

Why Northdoor

- Financial services depth and FSQS registration, so the service is built to a regulated standard.
- Arctic Wolf managed detection and response integrated at the Premium tier for genuine 24/7 security cover.
- Combined IBM and Microsoft capability, not just another Microsoft-only partner.
- Independent, senior-led and relationship-based, the depth of a 38-year business without the anonymity of an acquired provider.

How we engage

1. A fixed, no-obligation health check and audit of your current environment.
2. A Statement of Work to remediate the findings and bring the environment up to best practice.
3. Transition into an ongoing managed service on the tier that fits.

Start with a health check

Book a no-obligation health check. We assess your environment, quantify the findings and show you exactly where the value is, in pounds, before you commit to anything. Contact your Northdoor account manager or visit northdoor.co.uk.

About Northdoor. Northdoor is a UK-based IT and managed services consultancy with 38 years of experience supporting enterprise and mid-market clients across infrastructure, security and cloud, with particular depth in Microsoft, managed security and hybrid cloud.