

MODERN WORKPLACE MANAGED SERVICES

Modern Workplace

Your digital workplace, fully managed, secure and adopted.

The challenge

Hybrid working has made the digital workplace harder to run and easier to get wrong. Endpoints are spread across offices, homes and mobile devices, identity sprawls across too many tools, Teams governance is patchy and security incidents slip through the gaps. Most in-house IT teams are stretched too thin to stay on top of all of it, and many organisations are paying several vendors for overlapping services. At the same time, cyber insurers expect evidenced controls and Copilot licences are being bought faster than they are being adopted.

At a glance

A fully managed digital workplace service. Northdoor runs your Microsoft 365 platform, endpoints, identity, security and collaboration tools as one accountable service, so your people stay productive and secure wherever they work. Delivered in three tiers, from a secure baseline to a fully managed workplace with 24/7 cover and a dedicated Service Delivery Manager. Co-managed to supplement your team, not replace it. **UK based. Independent for 38 years. Microsoft and IBM partner.**

Ideal for

Hybrid-first UK organisations of 50 to 500 users with a mix of remote, office and mobile workers, an IT team stretched across endpoints, identity, Teams governance and security, and often paying several vendors for overlapping services. Strong fit where a single, accountable partner is wanted.

You'll recognise this if

Your MSP contract is up for renewal.

You've bought Copilot but adoption has stalled.

A cyber insurance renewal needs better evidence of controls.

Hybrid working is creating security gaps.

You're managing endpoints and identity across too many tools.

You want to consolidate multiple vendors into one partner.

What the service covers

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

Capability	What is included
M365 platform management	Exchange Online, SharePoint, OneDrive and Teams administration, run as a managed foundation.
Unified endpoint management	Microsoft Intune device compliance across Windows, macOS, iOS and Android; Windows Autopatch; Autopilot zero-touch provisioning; BYOD app protection.
Identity and access management	Entra ID joiner, mover, leaver lifecycle; MFA; Conditional Access; SSO; Privileged Identity Management; CyberArk PAM at the Premium tier.
Security and compliance	Defender for Endpoint and Office 365; Microsoft Purview DLP; Egress email security and Microsoft Sentinel with Arctic Wolf SOC at the Premium tier.
Collaboration and employee experience	Microsoft Teams governance and Teams Phone where applicable; Viva Suite governance at higher tiers.
AI and Copilot	Copilot readiness, deployment, adoption and governance, scaled by tier.
Service desk and experience	L1 and L2 support through ServiceDeskPlus with defined SLAs, and experience level agreements measuring employee experience at higher tiers.

Optional add-ons

Microsoft Copilot managed service, Copilot Studio agent governance, Microsoft Sentinel SIEM, and extended managed detection and response.

Service tiers

The service is offered in three tiers. Core establishes a managed, secure workplace baseline. Enhanced adds proactive management, adoption and experience measurement. Premium delivers a fully managed digital workplace with 24/7 cover and a dedicated Service Delivery Manager.

Dimension	Core	Enhanced	Premium
Best for	A secure managed baseline.	Proactive management and adoption.	A fully managed workplace with 24/7 cover.
Scope	Exchange, SharePoint, OneDrive, Teams core admin, Entra ID baseline, Intune, Defender, Purview DLP, Autopatch and L1 and L2 service desk.	Adds PIM, SSO, access reviews, Copilot readiness, joiner mover leaver automation, Viva Suite governance, Power Platform guardrails and adoption reporting.	Adds full Copilot managed service, Copilot Studio governance, Egress, Microsoft Sentinel, Arctic Wolf SOC, CyberArk PAM, full Viva management, 24/7 desk, experience level agreements and a dedicated SDM.
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, Purview DLP tuning and event correlation.	Sentinel SIEM, Arctic Wolf detection and automated response.
Copilot and AI	Readiness available as a one-off engagement.	Copilot readiness assessment included.	Full Copilot managed service with deployment, adoption programme and ROI reporting.
Service reviews	Quarterly Business Review.	QBR plus mid-quarter check-in and adoption benchmarking.	Monthly review with a dedicated SDM, quarterly Executive Business Review and an annual digital workplace strategy review.
Measurement	SLAs.	SLAs plus experience level agreement baseline.	Full experience level agreement programme with productivity, adoption and sentiment analytics.

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

Outcomes, proof and next steps

The outcomes you can expect

- Secure, compliant endpoints and identities across every device and location.
- A stronger security posture with evidenced controls for insurers and auditors.
- An IT team freed from day-to-day workplace firefighting.
- Higher Microsoft 365 and Copilot adoption, measured rather than assumed.
- Fewer vendors and one accountable partner for the whole workplace.

44%

of UK workers now work in a hybrid pattern

76%

of UK firms struggle to hire the IT skills they need

38 yrs

Northdoor as an independent UK provider

Why Northdoor

- A co-managed model that supplements your team rather than replacing it.
- Combined IBM and Microsoft capability.
- Arctic Wolf managed detection and response and CyberArk privileged access management at the Premium tier.
- Human-led and relationship-based, not an anonymous acquired provider.
- Financial services depth and FSQS registration.

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 workplace 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, before you commit to anything. Contact your Northdoor account manager or visit northdoor.co.uk.